

## BM-EMIC

# EMAIL MANAGEMENT: KEEP YOUR INBOX UNDER CONTROL



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

## INTRODUCTION

Enhance productivity. Save time. Access information quickly. This is everything e-mail once promised — before it became the labour-intensive, time-consuming daily grind it is today. You can get all the benefits back by following the steps that is covered during this course. You can help your entire company get back on track.

## AUDIENCE PROFILE

Email management training is beneficial for Business Professionals, Operational, IT and Sales Managers or Supervisors and Entrepreneurs who want to apply these practical steps to their daily lives, whilst also empowering the Organisation with efficiency and practicality, supported by proper E-mail policies and processes.

## PREREQUISITES

There are prerequisites for this course.

## COURSE OBJECTIVES

Upon completion of this course, you will be able to:

- Take Control of Incoming E-mail to Reduce Inbox Clutter and Increase Efficiency.
- Learn about Microsoft Outlook® Tools for Automating E-mail Management Tasks.
- Rethink Outgoing E-mail Use and Practices for Improved Time Management.
- Assess and Implement Personal and Organizational E-mail Management Policies to Maximize Productivity and Minimize Wasted Time, Effort, and Resources.

## COURSE CONTENT

### Lesson 1: Taking Control of Incoming E-mail

- Setting up E-mail Usage Policies.
- Set Auto Send/Receive to Limit Interruptions.
- Analyse Incoming Messages with a Critical Eye.
- Avoid E-mail Sender Crisis
- Acknowledge Legitimate E-mail Promptly.
- Setup Folders to get Organised.
- Reducing Spam.
- Challenge Yourself to Disconnect.
- Jumpstart the Workweek Sunday.

### Lesson 2: Automating E-mail Management with Outlook

- Microsoft Office Online for Expert Advice.
- Flagging of Messages.
- Arranging of Incoming Messages by Conversation.
- Search Folders.
- Archiving of E-mail.

### Lesson 3: Managing Your Outgoing E-mail

- Determining the Right Medium for Message.
- Less Email, Better Relationships.
- Streamline Messages.
- Use Caution When Forwarding E-mail.
- Don't be a Blackberry Bully.

- Registered Business Records via Registered E-mail.

### Lesson 4: Establishing Organisational E-mail Management Policies

- Control Clutter by Controlling Employ E-mail.
- Establish an Email Response Policy.
- Minimize Litigation Risks.
- Applying Technology to Force Inbox Emptying.
- Discipline Violators of E-mail Policy.
- Do not get Bogged Down with Blogging.
- Install Content-Management Tools.
- Install Content-Security Tool.

## ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.