

# Microsoft Outlook: Managing Email, Time, and Workload



## Course outline

Provided by: Performance Management Consultants – PMC Training

**Reference no.** 305-27

**Duration** 1.00 day(s) | 6:00 hours <sup>1</sup>

**Website link** <https://pmctraining.com/training/microsoft-outlook-managing-email-time-and-workload/>

### ***Bring structure and control to your inbox and schedule.***

Microsoft Outlook can be a powerful productivity tool or a constant source of distraction, depending on how it's used. This workshop focuses on using Outlook more deliberately to manage email, time, and commitments by making clearer decisions about how work is captured, tracked, and followed up on.

Participants explore practical approaches for handling messages, coordinating schedules, and tracking work, and they apply selected techniques during the session, so Outlook supports their work instead of adding noise. The emphasis is on everyday workflows and decisions that help professionals stay organized, responsive, and focused in a busy work environment.

### **Note on Versions:**

This workshop is designed for users of Microsoft 365 Outlook, and the skills also apply to Outlook 2019 and 2016. While some features or layouts may differ slightly between versions, the core tools and workflows covered remain consistent.

### **Learning outcomes**

- Use Microsoft Outlook intentionally by making clear decisions about how email, tasks, and calendar items are managed and followed up on.
- Apply practical techniques to reduce inbox clutter and improve responsiveness by choosing appropriate follow-up approaches.
- Coordinate appointments and meetings in ways that support realistic planning and workload visibility.
- Track work commitments and follow-ups using Outlook tools in ways that can be sustained day to day.
- Adjust Outlook settings and tools to better support individual work styles and reduce day-to-day friction.

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<sup>1</sup> The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

## Workshop topics

### Using Outlook as a Productivity Tool

- Understanding how email, calendar, tasks, and contacts work together — and how decisions about where work lives affect follow-through
- Identifying common productivity challenges in Outlook-based workdays
- Reducing reactive behaviour by choosing more intentional ways to manage incoming work

### Managing Email and Daily Communication

- Practical approaches for handling incoming messages by deciding what requires action, scheduling, or simple awareness
- Reducing unnecessary follow-up and back-and-forth communication
- Turning messages into clear next steps by choosing appropriate follow-up methods
- Writing clear, concise emails that support timely and effective responses

### Organizing Time, Commitments, and Workflows

- Managing appointments and meetings in ways that support realistic planning and workload visibility
- Tracking work commitments and follow-ups using Outlook tools in ways that can be sustained day to day
- Organizing information to support visibility across projects and responsibilities
- Personalizing Outlook to create a more streamlined workflow that supports the decisions already in place

## Prerequisites

There are no prerequisites for this workshop.

## Who should attend this course?

Anyone who uses Microsoft Outlook regularly and wants to feel more organized and in control when managing email, schedules, and day-to-day work commitments.