WorkingSm@rt®

Empty Inbox using Outlook for Mac

Clear your inbox. Keep it clear.
Take back control of your day.



Who Should Attend

Busy professionals using Outlook for Mac who feel overwhelmed by the constant flow of emails, messages, requests and competing priorities.

If you spend much of your working day responding to messages, chasing information and worrying about what you've forgotten, this course is for you.

Your inbox shouldn't be running your working day. You should.

Format:

- 1 x 8 hours or 2 x 4 hours, instructor-led online session
- One-on-one personal coaching session with a skilled facilitator

What's Included

- **Comprehensive Learning Guide and Resource Manual:** Individual Virtual Learning Guide to refer to, whenever you want.
- **Ongoing support:** WorkingSm@rt Helpdesk, no matter where you work.
- **LearningLink:** Our monthly productivity e-newsletter to keep you updated.

Stop managing emails. Start managing your work.

You start the day with an overflowing inbox and finish with more emails, more tasks and less time for what really matters.

WorkingSm@rt shows you how to take control of your inbox, organise your commitments and turn Outlook for Mac into a powerful personal productivity tool.

An empty inbox isn't about having nothing to do. It's about knowing exactly what needs to be done.

Discover how to:

- Clear your inbox and keep it under control, without constantly checking email.
- Turn incoming emails into organised actions instead of an ever-growing to-do list.
- Stop reacting to everyone else's priorities and focus on your own.
- Manage your commitments, deadlines and follow-ups without letting things slip through the cracks.
- Make Outlook for Mac work for you, not the other way around.

Related Training:

- Working Sm@rt: Team Productivity in the AI Workplace
- Working Sm@rt: Managing Information in the AI Workplace
- Working Sm@rt: Eliminating Emails in the AI Workplace

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Synopsis: WorkingSm@rt: Empty Inbox using Outlook for Mac

Your inbox is full. Your day is disappearing. Isn't it time to take back control?

- Do you start every day with more emails than you can possibly deal with?
- Do important messages and commitments get buried in your inbox?
- Do you spend so much time responding to emails that your real work never gets done?
- Do you use your inbox as a to-do list, constantly revisiting messages you've already read?
- Do you sometimes wonder whether you're managing your inbox or it's managing you?

Your inbox is not your to-do list. And being busy answering emails isn't the same as being productive.

WorkingSm@rt helps you develop a practical system for processing incoming information, organising your commitments and managing your working day.

You'll learn how to achieve and maintain an empty inbox, supported by Outlook for Mac, while developing the habits that make personal productivity sustainable.

The result? Less time managing email. Fewer forgotten commitments. Greater control over your priorities. And more time for the work that matters.

Unit 1: Being Productive

An empty inbox starts with a different mindset.

Discover why managing more emails doesn't necessarily mean getting more done. Learn fundamental productivity principles to help you focus on important work rather than constantly reacting to incoming messages.

Unit 2: Setting Yourself Up to Work Sm@rt

Turn Outlook for Mac into your personal productivity system.

Explore the Outlook for Mac toolbox and configure its key features to support a clear inbox, better organisation and fewer distractions. Develop productive habits that help you stay focused.

Unit 3: Managing Your Workload With Tasks

Get emails out of your inbox without losing track of the work.

Learn how to turn incoming emails and requests into organised tasks. Plan your workload, manage changing priorities and track commitments you've delegated to others.

Unit 4: Managing Your Email Effectively

Stop letting your inbox dictate your priorities.

Discover a practical method for clearing your inbox and keeping it clear. Learn to extract actions from emails, organise information for retrieval and maintain a near-empty inbox.

Unit 5: Managing Your Time Commitments

Learn how to use Outlook Calendar to plan your day, protect time for important work and avoid the planning fallacy. Take control of your commitments.

Unit 6: Managing Your Communications

Learn how to manage communications, capture commitments and follow up effectively, without allowing incoming messages to dominate your day.

Unit 7: Planning For Results

Discover how a practical planning cycle helps you prioritise important work, make better daily decisions and maintain control of your workload.

The goal isn't just an empty inbox. **It's a working day under your control.**

Priority®
A Better Way To Work

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