



todayspa.co.uk

Microsoft Outlook Masterclass

1 Day Course

Multi Award - Winning
PA Course



Multi award-winning training for today's PAs, EAs and office professionals



Awarded
"Best PA
Training
Provider"
in the UK in

2014 2015

2016

and

2017

“

This course is amazing! I was not expecting the content that was delivered... I can't believe that there is not more training like this. I have never been on any other training course where I have learnt as much as I did today. This training is revolutionary!"

Gemma Jones – Network Rail

“

Course was above, beyond my expectations. never attended a course that was as high energy and informative."

Gillian Craig – William Grant & Sons



Our delegates work in



“

One of the best courses I have attended. Content which was delivered will completely change the way in which I have previously worked. You have saved me hours of my time by showing me in just a few steps!"

Hayley – Revival Group



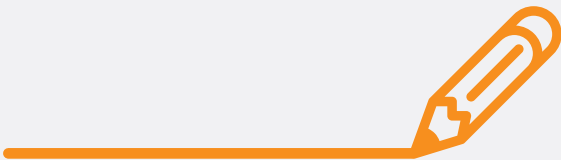


I developed Today's PA with a clear vision: to take my own experiences as a PA, Office Manager and business director, and create training courses to meet the real-world needs and aspirations of today's office professionals. I can promise that your organisation's investment in **Microsoft Outlook Masterclass** will pay dividends.

Our courses and workshops are designed to engage and entertain, as well as inform – we promise to make the dullest of subjects interesting! Equipped with new knowledge and skills, your working life will become easier and more successful – and enjoyable – than you could ever imagine.

I look forward to meeting you.

PAul Pennant
Managing Director and Lead Trainer



“

I have just realised that it is 10 years this summer since I attended the course! I have found the things I learnt then invaluable in my career ever since and have helped other people too by showing them things I learnt on the course. Thank you – it really was the best course I have ever attended.”

Debbie Kean – *Software Cloud Ltd*

“

I just wanted to thank you for providing such a stimulating and thought-provoking course. I will certainly be implementing the tips and suggestions just as soon as I can. I returned to the office today with renewed vigour and cannot wait for the positive changes to start happening. You're one smart cookie – keep doing what you're doing, only good things can happen by taking the Today's PA training and I, for one, will spread the word!”

Hayley North – *Microsoft*

Microsoft Outlook Masterclass



(MS Office versions: 2007, 2010, 2013 and 2016)

Over the years, Microsoft Outlook has grown in sophistication and refinement, and is now your mature, fully-fledged assistant. Learning to exploit its capabilities means you can simplify and automate routine office tasks that until now have been tediously manual (or just impossible). Our Outlook Masterclass is designed to help you do this. In our experience, delegates save an hour every day using our Outlook tips. That's five or more hours a week – over half a day given back to you to do other things!

With MS Outlook you can:

Save information from emails straight into contacts, appointments, and tasks - with just a click of a mouse. Instead of toggling between emails and contacts, copying and pasting snippets of information, we'll show you how to add a new contact in less than two seconds! You won't believe how much time this will save you.

Carry out mail merges to email, just as you do with Word. Send personalised emails to hundreds of people from a single email message. After this course, there'll be no more anonymous 'Dear All' emails with the recipients dumped in BCC!

Manage projects with Outlook Tasks. Keep track of, and prioritise your projects and to-do lists by using the Tasks function to track EVERY task seamlessly. This session often leaves delegates literally speechless!

Personalise your diary, and run your manager's at the same time. Outlook provides a beautifully clear and simple way to view multiple calendars and dates - hands-free!

Colour code your inbox. Colour code your incoming messages so you can see at a glance when your manager emails you.

Email templates. Send out standard emails with just a few quick keystrokes.

Colour your Calendar. Learn how to colour each appointment automatically without using categories.

Voting buttons. A brilliant function when you need to send standard replies.

Create rules to automate Outlook. Discover how to create rules to divert CC'd emails into a separate folder, automatically print certain messages, and make sure you never forget an attachment ever again!

Free Tips:

- ★ Pull an email into your contacts to create a new business card.
- ★ Press Insert button to flag your emails.
- ★ Press Ctrl and Enter to send your email straight away.

Microsoft Outlook Masterclass



(MS Office versions: 2007, 2010, 2013 and 2016)

“

Thoroughly enjoyed the course – best trainer I’ve ever had. Lots of tips & tricks to make my life a lot easier.”

Anne - Marie Chin – JLL

“

Thank you again for all your wonderful tips on Outlook and Tasks. I have now cleared down all my emails and have my emails and tasks bar side by side. I can’t tell you what a difference it makes to my productivity.”

Paula Simpson – SCOR

“

I used Outlook before attending the course, but was taught advanced Outlook skills, which have helped me enormously, and basically finding tasks that I felt overburdened with before, so much easier to action and clear from my desk.”

Jasmine Cleathero – MOD

“

Well I am nearly 1 week in with the new boss, and the assertiveness and the tips we learnt are certainly helping. Everything is made into a Task, and is categorized – making my inbox look great (over 2000 emails have been sorted out, I now have no more than 6 in my inbox).”

Natalie Greenwood – McLaren Group Limited

“

I never realised that Outlook could change the way I worked so significantly and save me so much time and effort. If you do one course this year make it Outlook – you will never look back!”

Helen Wetton – AHDB



Executive Summary for Managers

Today's PA was named the UK's "Best PA Training Provider" four years running (2014, 2015, 2016 and 2017), having been voted for by thousands of PAs in the pa-assist.com Members' Voice Awards.

Over the years Microsoft Outlook has grown in sophistication and refinement, to the point where it really can help you to perform your job better, keep you more organised; saving time and stress. In our experience even the most seasoned PAs don't use Outlook to its full potential.

This course will show your PA how to get the very most from Outlook; taking the stress out of event organisation, and managing those important projects. Diary management becomes a breeze. But the bit that we find excites our PAs the most is automating those time consuming, tedious tasks which saves them hours! Microsoft Outlook, as you're probably starting to realise, really can be a PA, for your PA!

Why choose this Microsoft Outlook course?

What makes this course stand out from all the others is mostly that it has been created by PAs and is targeted directly at PAs and other admin professionals. Not only will your PA be receiving the very best in training from us, but they will be surrounded by a wealth of knowledge and experience in the form of the other PAs present. They will feel positively spoilt by this rare training and networking opportunity, and will return to work feeling confident, empowered, motivated, and of course with completely current expertise.

Group work and discussion are encouraged throughout the workshop. We don't simply talk at our PAs; we involve them, listen to them and work with them. We make sure your individual PA's needs are met.

We know, that with so much valuable information to impart on our PAs, there really is a lot for them to take on board. That's why we've gone that extra mile to ensure that your PAs really take away as much as possible from this workshop. We provide them with easy to navigate, comprehensive hand-outs, covering everything discussed in the workshop, and much more. As a graduate of this workshop, your PA will become a lifetime member to our PA network; no question too big or small, we are always at the other end of the phone or email, ready to help.

Executive Summary for Managers

What will your PAs learn?

- ★ Using Tasks as a project management tool
- ★ Use of Categories
- ★ Dozens of time saving shortcuts
- ★ Mail merge
- ★ Quick parts
- ★ Signatures
- ★ Quick Steps
- ★ Amending ribbon
- ★ Backstage
- ★ And much more



“

“One of the best courses I have attended. Content which was delivered will completely change the way in which I have previously worked. You have saved me hours of my time by showing me in just a few steps!”

Hayley - Revival Group

“

“I felt it was a very productive and useful insight into the benefits this course offered, delivery was very entertaining, I will certainly be using some of the handy tips and shortcuts that Microsoft Outlook has to offer.”

Beverly Hylton - BT Group

“

“Today we had a brilliant course on Time Management using Outlook. Paul Pennant is an amazing trainer and to deliver to a room of trainers he did an awesome job... Really recommend Paul and company”.

Stuart Sykes - DHL



Venue, fee and locations

Please visit www.todayspa.co.uk



Timings

9:00 - 17:00

Upgrade to Today's PA 5 Day Academy

Microsoft Outlook Masterclass is just day 2 of the Today's PA 5 Day Academy. The full Academy covers:

Day 1 – The Assertive PA

Day 2 – Microsoft Outlook Masterclass

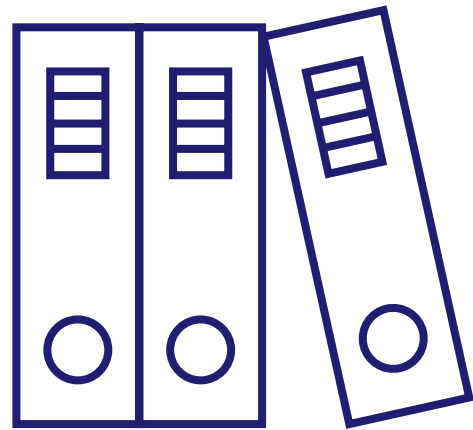
Day 3 – Microsoft Word, PowerPoint and Excel Masterclass

Day 4 – Managing Successful Projects and Events

Day 5 – Minute Writing Made Simple

A professional trainer for professional PAs

Your principal trainer, PAul Pennant has been a highly-successful PA and Office Manager, and is now Managing Director of Today's PA. PAul has a post-graduate degree in Business Studies, and also studied for a Masters in Business Psychology. He specialises in helping PAs get the most out of office technology, and he is now a Certified Microsoft Office Expert. His leadership of Today's PA has resulted in the company winning "Best PA Training Provider" four years running (2014, 2015, 2016 and 2017). There are few if any trainers better qualified to deliver and lead this workshop for today's PAs.



We can boast enviable credentials

- ★ Today's PA has been named as "Best PA Training Provider" in the pa-assist.com Members' Voice Awards four years running (in 2014, 2015, 2016 and 2017). The award is the voice of the PA community around the UK.
- ★ Over 4000 organisations, many of them blue-chip, have sent PAs to be trained successfully by Today's PA.
- ★ Our delegates work in over 80 countries around the world
- ★ PAs fly into the UK from around the world to attend our course
- ★ Today's PA principal trainer, PAul Pennant is a Certified Microsoft Office Expert
- ★ Microsoft Masterclass is endorsed by The Institute of Administrative Management (IAM)



I attended the Today's PA two day course in April, and I can honestly say it was the best training course I have ever been on! Having worked first hand as a Personal Assistant, Paul is able to articulate the difficult situations that PA's can face in imaginative and inventive ways. The support Paul and his team offers didn't stop there, with guidance available long after I'd left the classroom"

Amanda Snowdon – Leeds University

Pre-course assessment

When you commit your valuable time to this course, we want you to know that we understand and recognise that commitment. We want to do everything we can to ensure that the workshop is thoroughly worthwhile for you. Being properly prepared will play a key part in achieving that success. Indeed, your success is our success.

If you get what we promise from the course – and we know you will – we're confident you'll recommend us to peers and colleagues. Just before you attend the course, we would like you to complete a short questionnaire to give us a snapshot of the kind of person and PA you are, how you became a PA, your issues and frustrations, hopes and ambitions.

When you arrive, you'll be able to feel that you're among friends who understand you – and you are, because your trainers and course designers have all been where you are now. Doesn't that give you a warm, fuzzy feeling?

Post-course support

Once the workshop is over, we don't just wave you goodbye and close the door. When you leave, you take with you our ongoing commitment to your success, including:

- ★ Free membership of the Today's PA network
- ★ Professional help and information - just an email or phone call away
- ★ Weekly newsletters with useful resources and advice
- ★ 'Hot tips' email alerts to keep you up to date with the latest advice and info on new courses
- ★ Invitations to PA events and discounts from our partners
- ★ Special offers for further Today's PA courses and the annual Today's PA Conference

We speak at your conference

Few speakers are as motivational and inspirational as PAul Pennant. He will bring a touch of training magic to your conference, and ensure that no-one is nodding off or playing games on their iPhone! PAul has spoken at many conferences in the UK and abroad, and presented seminars at the office* show, the Meeting Show, OMPA, The PA Hub, local and internal PA networks, to name a few. He is experienced, witty and captivating – just what your delegates need.

A training course that really scores

All Today's PA delegates are asked to evaluate the course as it finishes. Delegates regularly give us 5 out of 5 – and 1 in 6 have said it's the best course they have ever attended!

In-house bespoke training

If you can't make it to one of our venues, don't despair – why not let us come to you? There are many good reasons for keeping the course in-house: it makes for greater efficiency, and ensures everything is focussed on your organisation. The course can be tailored to your organisation's specific needs, to perfectly align with its culture and values. Your PAs can also network and share their experiences of the course, thus strengthening the PA role within your organisation. Contact us to discuss your training needs.

Today's PA Conference

Launched in 2015, the Today's PA Conference is an annual two-day event held in August at a prestigious Central London venue. It gathers together the PA community from across the country, and offers high quality educational content as well as outstanding networking opportunities. The Conference attracts over one hundred PAs, EAs, and other office professionals each year.

For more information about this year's event, visit www.todaysPAconference.co.uk

“

The conference surpassed my expectations. I enjoyed it so much and felt empowered at the end and with a new lease of life for my new role as PA!”

Lucy Taylor – *Seatriever International Holdings Ltd*

“

I thoroughly enjoyed the conference and found the speakers to be very informative; a very diverse and good selection of speakers there. I took away a number of pointers that I can transfer to my own EA role.”

Kirsty Whitton – *Deloitte LLP*

“

I hired Paul to provide personal development to 10 board level PAs at Enterprise Plc in the form of a 2 day training session. The session covered a wide variety of subjects that he tailored to meet the needs of the PAs. The course was conducted at our offices and was excellent value for money. I cannot rate Paul's teaching highly enough, he gave us all a fresh perspective on PA working, saved us all time and provided brilliant tips. He understood completely how a PA works (as he has been one) and what a boss demands (as he is one). I would have no hesitation in recommending Paul as a provider of PA training.”

Elisabeth Lloyd – *Enterprise*

“

I learnt a great deal from the Today's PA course. Not only was it extremely beneficial, it was enjoyable, well organised and packed full of useful, practical tips. By using the tips and putting new systems in place, as soon as I returned to work, it made me more organised and allowed me extra time to concentrate on other, more important things. I highly recommend this course and already have another four colleagues booked to attend it.”

Simonè Meier – *Executive Assistant to the CEO of Cancer Research UK*

“

I would just like to say thank you for such a fantastic event. This was my first PA conference and I took away some really valuable tips, tricks and contacts back to the office. The set-up, venue and speakers were a brilliant choice.”

Charlotte Smith – *University of Cambridge*

Name dropping

