Smart Work with MS Outlook
Training Impact Survey Results

When we deliver training for our clients, we are extremely focused on the learning experience the participants have on the day. But we are even more focused on the behavioural change they achieve in the weeks after the training, and the habits they build that lead to a permanent increase in productivity.

That is why we enrol every participant in a post-training online program called **Making it Stick,** and we measure how they believe their behaviours have changed after four weeks of using the system.

Here are some of the results they have achieved by applying the **Smart Work with MS Outlook** productivity principles and processes.

A Smart Work Learning Program

Smart Work Behaviours

The *Smart Work with MS Outlook* program is designed to help participants manage their schedule, priorities and emails effectively by using the electronic tools already at their fingertips, usually MS Outlook or Lotus Notes.

The program delivers an integrated approach to productivity, and is designed around three core modules - Manage **Actions**, Control **Inputs** and Achieve **Outcomes**.

Core Program Content Areas

Manage Actions

The Actions module helps participants to centralise and organise their activities into one central management system. Daily planning, proactive scheduling and creating focus are key behaviours.

Control Inputs

The Inputs module is all about taking control of the deluge of incoming work, especially email. Reducing the noise, retaining information effectively and controlling the inbox are key behaviours.

Achieve Outcomes

The Outcomes module looks at the big picture, and the important work that participants should be working on. Creating clarity and perspective are key behaviours, as is creating a link between what you are trying to achieve and what you are actually doing.

The Three Disciplines

Whilst there are many disciplines and habits that are needed to work effectively, there are three that are crucial to productivity:

Processing
Planning
Prioritising

Integrated Productivity
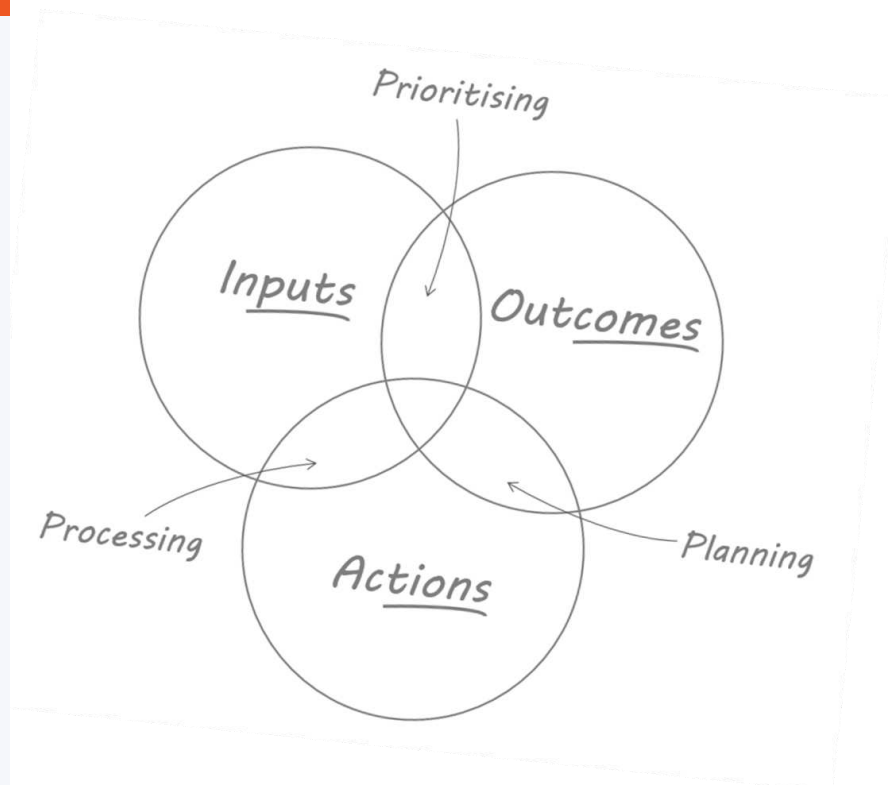
The following pages outline some key changes in behaviour that our participants believe they have made since attending the training. They are truly stunning, and we are incredibly proud to share them with you!

The online survey includes results from more than 100 participants from different organisations and in a range of roles. The results rate the participants' own perception of how their behaviour has changed.

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Overall Program Results

90% of participants gained **30 minutes** or more of productive time per day

66% felt their **stress** levels had decreased

100% of participants would **recommend** the training to others

Manage Actions

96% of participants achieved an increase in **focus**

92% are now managing and prioritising their **tasks** in Outlook/Lotus Notes

92% of participants felt they were working more **proactively** and less reactively

Control Inputs

93% saw an increase in their ability to manage email **filing**

97% increased their ability to manage **email**

82% of participants now get their inbox to **zero** on a weekly basis

Achieve Outcomes

90% experienced an increase in their ability to focus on **important** work

75% now took time to **plan their week** every week or most weeks

87% saw an increase in the **alignment** between their Outcomes and Actions

Smart Work with MS Outlook Feedback

This was the most profound, inspirational workshop I have ever been to and as previously stated, has created more time for me to add value to my business. I thought I was an organised person before but this has taken it to a whole new level and I'm advocating the workshop and tools to anyone who'll listen. Thank you and keep up the great work!

This method has greatly improved the way I manage my workflow and my productivity. I feel on top of my responsibilities and it allows me to focus on what is important and not just the small tasks. I have greatly benefited from this.

This training changed the way I work forever, thank you.

Really like the way my outlook is now set up under Adapt. It makes managing my files and my day so much better. One of the best things I've ever got out of a training session.

Fantastic course, has changed how I organise tasks and made me a lot more productive and proactive.

This course was brilliant - I feel it really puts you in control and will help me progress my career.

In my 4 years in CommSec (and CBA) this is THE BEST COURSE I HAVE EVER DONE. I would recommend to anyone at any level. In fact I've had 4 of my staff go through it since. Its easy application in real time with ongoing support makes it easy for everyone and anyone to implement .... it's now a way of life and I'd NEVER go back.

Excellent course! Top 2 of all courses attended. The clarity you can obtain by putting all your tasks into one system and getting a birds eye view of them really helps with putting priorities into perspective.

Behavioral changes driven by an excellent tool that would be beneficial throughout the broader organisation.

Definitely worthwhile and should be compulsory in our business.

Contact