Priority®
A Better Way To Work

WorkingSm@rt®

Empty Inbox in the AI Workplace



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

Who Should Attend

Busy professionals who feel overwhelmed by the constant flow of emails, Teams 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 4.5 to 6 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 plus supplements with training content 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.

Microsoft 365 and Copilot can help, but technology alone isn't the answer.

WorkingSm@rt shows you how to take control of your inbox, organise your commitments and turn Outlook 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.
- Use Outlook, Teams and Copilot to reduce information overload and work more effectively.

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 in the AI Workplace

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 Teams messages, notifications and AI-generated information add to the overload?
- 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, Microsoft 365 and Copilot, 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.

Learn how to move beyond email overload, focus on what matters, set clear priorities and use AI and Copilot to support productivity rather than create more noise.

Unit 2: Setting Yourself Up to Work Sm@rt

Turn Outlook into your personal productivity system.

Learn how to manage information, minimise distractions and use Outlook effectively to maintain a clear inbox and organised working day.

Unit 3: Manage Work Effectively

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

Learn how to process messages, identify actions and manage commitments using Outlook, OneNote and Teams, with Copilot helping you summarise information and prepare for what's next.

Most importantly, clear your inbox and keep it clear.

Unit 4: Managing Commitments to Enable a Sense of Achievement

Stop letting your inbox dictate your priorities.

Turn commitments into a realistic plan, protect time for important work and use Copilot to help you stay focused on what matters.

Unit 5: Manage Information Effectively

Find what you need without searching through hundreds of emails.

Organise information using Outlook, OneNote and Microsoft 365, and use Copilot to quickly find and summarise what you need.

Unit 6: Manage Working with Others

Take control of the interruptions and requests that fill your inbox.

Manage competing demands, delegate effectively and use Copilot to track commitments and follow up on actions.

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

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