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Welcome to NDA's monthly email newsletter for June 2007.

What is the most effective way to keep track of several staff, each working on many different tasks? How do we answer questions such as who is most heavily loaded and who has some spare capacity; what tasks are due for completion next week and are there any tasks running seriously behind schedule?

One of our clients investigated several technology-based answers to this problem and eventually adopted a surprisingly effective low tech solution. Click [here](#) to discover what it was.

Microsoft Outlook is an excellent tool for personal task, time and email management but many users do not obtain maximum value from the product. This month we share with you NDA's favourite Outlook time management tips.

Not so many stand-by courses this month I'm afraid as training is running pretty hot.

Kind regards

Nigel Davies

Director, NDA

Hints and Tips – Outlook

Make full use of Reminders. Set reminders for important tasks, appointments and email replies. This will free you from the worry of forgetting things and ensure important activities are completed on time.

- Set a reminder for appointments – 5 minutes for nearby meetings and up to several hours for activities that require preparation.
- Set a reminder for tasks – include sufficient detail in the task Subject field so you know exactly what you need to do when the reminder is triggered.
- Set a reminder to reply to emails – right click the email you want to set the reminder for, point to Follow Up, and then click Add Reminder. In the Due By list, click the date when you have to complete the reply. In the second list, click a time and then click OK.

No need to re-type information that already exists. Just drag and drop with the mouse.

- Drag an email to the Contacts icon to create a new contact.
- Drag an email to the Tasks icon to create a new task.
- Drag an email to the Calendar icon to create an appointment or event.
- Drag a task to the Calendar icon to create an appointment based on the task – or vice versa.
- Select text in any program and drag it to the Notes icon to create a new note.

Use the Notes facility to create a permanent record of all the trivia you need to manage your life – tax file numbers, frequent flyer numbers and pins, web site log on details etc.

Make tasks and appointments self-contained by including all the information needed to successfully complete them.

- Drag and drop from an email to create the task or appointment, as explained above.
- Enter any preparations required for important appointments in the appointments form.

- For complex ongoing tasks maintain a history of completed actions in the task form. Add the date and the most recent action to create a timeline of work completed. Then re-set the Reminder field and specify the next action due in the Subject field so it displays with the reminder – for example “Refurbish offices – quote received from builder yet?”.
- Add the client or any other key people associated with the task to the task Contacts field.

Carry your personal information everywhere you go. Next time you upgrade your mobile phone, make sure it can synchronise with Outlook. Then you can carry your Contacts, Appointments and Reminders everywhere you go.

Stand by rates

NDA is now able to release the following courses for Stand-by enrolment, most at significant discounts on standard rates (to obtain the discount, please mention this email when making bookings):

Hobart – IT courses

[Photoshop](#) 1 June – 20% discount \$220 (standard rate \$275)
[Internet Basics](#) 12 June – 20% discount \$184 (standard rate \$230)
[Word Advanced](#) 25/27 June – standard rate \$460

Hobart – Business Skills courses

[Managing Change](#) 30 May – 20% discount \$220 (standard rate \$275)
[Professional Telephone Techniques](#) 8 June – 20% discount \$220 (standard rate \$275)
[Business Writing Skills](#) 19 June – 10% discount \$247.50 (standard rate \$275)

Launceston – IT courses

[MYOB Advanced](#) 31 May – 20% discount \$220 (standard rate \$275)
[Access Advanced](#) 31May/1June – 15% \$391 (standard rate \$460)
[DreamWeaver Introductory](#) 5 June – 20% discount \$220 (standard rate \$275)
[Publisher](#) 7 June – 10% discount \$207 (standard rate \$230)
[Internet Basics](#) 12 June – 10% discount \$207 (standard rate \$230)
[Project](#) 12/14 June – standard rate \$460
[Outlook](#) 18 June – 10% discount \$207 (standard rate \$230)

Launceston – Business Skills courses

[Time Management](#) 6 June – 20% discount \$220 (standard rate \$275)
[Professional Telephone Techniques](#) 8 June – 20% discount \$220 (standard rate \$275)
[Business Writing Skills](#) 19 June – 20% discount \$220 (standard rate \$275)

North West – IT courses

[MYOB Advanced](#) 31 May – 20% discount \$220 (standard rate \$275)
[Excel Introductory](#) 7/8 June – standard rate \$460
[Internet Basics](#) 12 June – 10% discount \$207 (standard rate \$230)
[Outlook](#) 18 June – 10% discount \$207 (standard rate \$230)

Call NDA on 1300 765 376 for more information or make a [booking](#) here. Existing bookings may not be amended but where at least one person is already enrolled at full price, additional people from the organisation may be enrolled for 50% of the standard course fee. These discounts may not be used in conjunction with any other offer.

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