

Conquer Email Overload

WITH **Better Habits,**
Etiquette, AND
OUTLOOK®
2007

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P R E S S

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Raving Fans



I love the way you find new tricks that I never would have had the time to discover on my own.

Carolyn Pund, CMP, CMM
Global Meetings & Events Manager

You have captured so many good tips in this book that I can actually use every day.

Lila Baschieri CPS/CAP, Executive Assistant
Pitney Bowes Management Services

I'll keep my eye out for other speaking engagements for you!

I don't do this for just anyone....you are just so amazing

I want to share you with everyone I know!

Linda Bruns, National Sales Manager
Shepard Exposition Services

I just heard you in San Jose - you are amazing -

I wish you would have talked all week.

Nova Simpson

I continue to be amazed by what Outlook can do and your book presents the information in terms that everyone can understand.

Suzette Eaddy, CMP, Director of Conferences
National Minority Supplier Development Council

I learned more in one sitting from Peggy's book than I did in the entire five months that I've been using Outlook 2007. This book gave me practical, useable advice on how to simplify my life.

Pollie Massey Battle, OD Consultant, President
OMS Consulting & Training, Inc.

I love the way you've blended your skills as a time management expert with Outlook.

Juanita McDowell, President and Owner
InMotion Real Estate Institute

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Introduction

Outlook is like the cockpit of an airplane. Just about anything you need to do at work can be managed from it.

Overview of the Chapters

First, you'll learn how to move from one message to the next, finish quickly, and free up more time for other important projects. Next, you'll explore Tasks and how to manage and remember work you do every day. After that, you'll use Calendar to stay on schedule. Then, you'll move to Contacts and stay connected with everyone in your network. To help you keep up with tidbits of information you may have scattered everywhere, you'll learn how to use electronic notes and integrate them throughout Outlook. Next, you'll discover maintenance tips for keeping Outlook running smoothly. And finally, you'll incorporate an email policy for your organization that will keep you out of trouble. And mixed throughout all of this are time management principles I use every day.

Writing Style

You won't see any fluff in this book. I have a habit of not taking ten pages to express something I can say in a paragraph. You'll notice throughout this book that I get right to the point. If the heading explains what the text is about, I don't waste words re-explaining it. When it's obvious that you need to click OK until you're back out of a dialog box, I don't say it.

Formatting

I've done my best to keep the formatting consistent throughout this book. When you have to click, the text is bold except when I offer an alternative method. When I refer to a section of a dialog box, it's in italics.

How to Learn Outlook

The best way to learn Outlook is to start from the beginning chapter and work your way through the book. Do this whether you think you already know something or not. There are wonderful nuggets throughout, and I don't want you to miss any.

Right now, you may feel that you're out of control. All of this is about to change if you commit to going through the tips and tricks outlined in this book. So go ahead and get comfortable, clear the calendar, close the door, and start learning how this powerful software can solve life's problems!