

# AI & COPILOT OUTLOOK MANAGEMENT



Corporate IT Course

## LEARNING OUTCOMES

- Master a smarter, faster inbox using Outlook and Copilot to sort, summarise and stay on top of daily communication.
- Create polished, professional emails in seconds with AI-assisted drafting, tone refinement and message optimisation.
- Run smoother, more organised meetings with Copilot handling agendas, summaries, notes and follow-up actions.
- Stay effortlessly on top of tasks by turning emails into actions and using AI-powered prioritisation across Outlook, To Do and Planner.
- Boost daily productivity by integrating Copilot into everyday workflows to reduce effort and free up time.
- Use AI with confidence by understanding essential privacy, security and responsible-use guidelines.

## COURSE OVERVIEW

Transform the way you work with Outlook by unlocking the power of Microsoft Copilot. This practical, hands-on course shows you how to take control of your inbox, streamline communication, simplify meeting management and stay on top of tasks with ease. You'll discover how AI can save hours of admin time, reduce overwhelm and boost productivity—without adding complexity. Perfect for busy professionals, this session gives you the tools and confidence to work smarter, communicate better and get more done with less effort.

## TOPICS COVERED IN THIS COURSE

### Smart Inbox Management with Copilot

Learn how to organise, prioritise and declutter your inbox using Outlook tools and Copilot-powered summaries, responses and follow-ups.

### AI-Assisted Email Prioritisation

Use Copilot to highlight key messages, surface urgent actions and reduce time spent navigating high-volume inboxes.

### Efficient Email Drafting and Tone Optimisation

Improve clarity and professionalism by using Copilot to draft, refine and adjust tone, while maintaining personal authenticity in communication.

### Scheduling and Calendar Management with AI

Streamline meeting planning by using Copilot to suggest optimal times, prepare agendas, generate notes and create follow-up tasks.

### Using Copilot for Meetings in Outlook & Teams

Enhance meeting preparation and productivity with AI-supported pre-reads, real-time summaries, action capture and post-meeting insights.

### Task Management with Outlook, To Do & Copilot

Turn emails into actionable tasks, use AI-driven prioritisation and link tasks across Outlook, Microsoft To Do, Planner and Teams for seamless workflow management.

### Responsible and Secure Use of AI in Outlook

Understand data privacy principles, ethical content use and how to keep the "human in the loop" when relying on Copilot-generated information.

### Personal Productivity Planning with Copilot

Create a tailored action plan to incorporate Copilot into daily Outlook workflows, reinforcing long-term productivity and efficient work habits.