



Microsoft® Outlook | Course Outline | Intermediate Level

Style of training

A structured, hands-on, tutor-led session using practical examples and exercises.

Course aims and objectives

This course is designed to take existing users to the next ability level by providing them with new skills and a more in-depth understanding of Microsoft® Outlook's capabilities. On completion, attendees should be able to use most of Outlook's features, manage the set up and customise user options to help them work quicker and more efficiently.

Who should attend?

1. Users who have previously attended an introduction / improver level course
2. Self-taught users who would like to improve their skills and use best practice methods
3. Users who wish to update or add to existing skills and pick up new tips and shortcuts

Prerequisites

Delegates attending this course must have previous experience using Microsoft® Outlook; they should be comfortable with fundamental tasks such as sending / receiving e-mails.

Course duration

1 day – Typically 9.30am to 4/4.30pm (We can be flexible with times to suit your needs)

A selection of topics covered

A typical course at this level would include the following topics. If you require any specific topics not listed, we will be happy to tailor make a course to suit your needs.

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| ● Customising the viewing options | ● Creating a poll or voting options |
| ● Setting default e-mail options | ● Creating / managing distribution lists |
| ● Managing e-mail folders | ● Calendar views and default options |
| ● Creating rules to automate filing | ● Inviting contacts to a group meeting |
| ● Using HTML or Rich Text formats | ● Assigning tasks – recurrence tasks |
| ● Using signatures as templates for replies | ● Sharing mail boxes and calendars |
| ● Out of office alerts & auto replies | ● Setting permissions for sharing |

Benefits to the individual and organisation

- ✓ Use and manage e-mail, calendars, contacts and tasks efficiently
- ✓ Save time, get the job done quickly and efficiently
- ✓ Discover smart short cuts and valuable hints and tips
- ✓ Improve standards of presentation to portray a professional image
- ✓ Learn new skills and develop your IT confidence
- ✓ Add to your CV and improve your career prospects
- ✓ Do it properly - avoid time wasting and costly mistakes
- ✓ Stay ahead of your competition
- ✓ Save money. Investment in training pays for itself over and over again