



Microsoft® Outlook

Course Outline

Introduction Level

Style of training

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

Course aims and objectives

To provide delegates with the knowledge and key skills that will enable them to use Microsoft® Outlook confidently and competently. On completion, attendees should be able to use and manage e-mail, calendars, contacts and Outlook tasks efficiently.

Who should attend?

1. New users with limited (or no) experience of Microsoft® Outlook.
2. Self-taught users who would like to improve their skills, knowledge and confidence
3. Casual users who would like to update existing skills and pick up new tips and shortcuts

Prerequisites

No previous experience of Microsoft® Outlook is required; however, basic keyboard skills and experience working within a MS® Windows environment would be an advantage.

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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|--------------------------------------|----------------------------------------------|
| ● e-mail Etiquette - best practices | ● Contacts & the address book |
| ● Screen layout and navigation | ● Creating a distribution list of contacts |
| ● Composing and sending e-mails | ● Using the calendar for appointments |
| ● Using To, Cc & Bcc correctly | ● Scheduling meetings – invite attendees |
| ● Attaching a file to a message | ● Recurrence appointments & meetings |
| ● Creating & using e-mail signatures | ● Using tasks & assigning / delegating tasks |
| ● e-mail management and organisation | ● Using Outlook notes as reminders |

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 the competition
- ✓ Save money. Investment in training pays for itself over and over again