



Microsoft Outlook Course Overview (all levels)

These courses run for 1 day each level, 09:30-16:30 but we are flexible with times to suit your requirements.

We are entirely flexible with the topics covered in our courses, we do recommend finding out what delegate's present abilities are to determine the level of course suitable for them. Usually asking them a few questions will accomplish this but we also supply training needs analyses forms on request that can be used for this purpose. Our trainers also question each delegate on the day to determine their specific training requirement.

All our courses are entirely hands on with each delegate using a computer that will enable them to work with real business scenarios. This way, those attending will gain a deeper understanding of their new skills and this will allow for improved production at work.

[Fundamentals of Outlook](#) | [Advanced Outlook](#)

Fundamentals of Outlook

Course aims:

This course aims to use the Desktop Information Manager application Microsoft Outlook to store and organise personal and business information. You will learn to send and receive email, storing away your mail into sub folders, schedule meetings and appointments with other users and create a list of contacts, and manage tasks.

Course content

- Understanding the 2007 screen
- Using the Office button, Groups & the Ribbon
- The To-Do bar
- Setting message formats
- Creating email messages
- Reading, replying & deleting mail
- Finding messages
- Using follow up flags
- Filing emails and folder management
- Attaching files to emails
- Opening, reading and saving attachments
- Utilising outlook shortcuts
- Adding, finding & deleting contacts
- Sending email to a contact

- Adding appointments to a diary
- Inserting recurring appointments to the diary

Intended audience:

Intending, new or recent MS Outlook 2003 users who need to get to grips with using the essentials of this electronic desktop information management system in a short space of time.

Assumed knowledge:

No previous experience of the application is required, but you should be confident using a PC and Windows and ideally have used other Office software (for example Microsoft Word) before.

Advanced Outlook**Course aims:**

Delegates will learn how to manage, prioritise, and arrange email messages. Schedule and manage meetings with other users. Use contacts to access the Internet to obtain resources and priorities their work using tasks. Delegates will learn how to customise Outlook Views and also how to use templates and forms.

Course content

- Adding voting buttons
- Sorting finding and filtering messages
- Creating and using personal folders
- Managing personal folders
- Overview of public folders
- Sending a web page
- Sending a hyperlink
- Filing email and folder management
- Sending part of a spreadsheet
- Mail customisation
- Setting junk email options
- Setting up rules and alerts
- Utilising outlook shortcuts
- Organising your workload with tasks
- Overview of notes feature
- Overview of Journal feature
- Further diary appointment functions
- Inserting recurring appointments to the diary
- Creating and sending meeting requests
- Working with meeting requests
- Managing meeting responses
- Sharing information in Outlook

Intended audience:

Those who have been using Outlook and now wish to get to grips with the more complicated features of this package.

Assumed knowledge:

To have gained a good working knowledge of Outlook, either gained from a previous training course or from practical use within a working environment.