Microsoft Outlook

Outlook Beginner to Intermediate Course

Duration: 1 Day (9am – 4pm)

Course pre-requisites Access to MS Outlook

Course overview

This comprehensive training course provides a deep dive into the multifaceted functionalities of Microsoft Outlook, tailored for professionals seeking to maximize their productivity and communication efficiency. Beginning with foundational knowledge of Outlook's interface, attendees will journey through advanced message handling, systematic inbox organization, effective contact management, task tracking, and calendar optimization. Each session is meticulously designed to equip participants with practical skills, from basic message creation to orchestrating meetings with multiple stakeholders, ensuring that they harness the full potential of this robust communication tool.

Getting Started with Outlook (45 mins)

During this introductory session, attendees will gain foundational knowledge of Outlook's interface. They'll familiarise themselves with the initial setup, delve into the basics of message handling, and explore the customisation options available within Outlook to tailor it to individual needs.

- **Outlook Interface Familiarisation**
- **Handling Messages**
- **Customise Outlook Options**

Working with Outlook Messages (30 mins)

The 'Working with Messages' session aims to equip participants with the nuances of communication within Outlook. Attendees will master the art of adding recipients to messages, ensuring they reach the desired parties, and comprehend the mechanisms behind Outlook's automatic message content management.

- **Adding Message Recipients**
- **Managing Automatic Message Content**

Outlook Message Management (90 mins)

In this session, participants will be guided through a series of advanced message handling techniques. This includes refining reading options for optimal comprehension, tracking for messages to ensure receipt, recalling, or resending messages, marking messages for prominence or follow-up, systematically organizing their message database, and taking pre-emptive measures against unsolicited emails.

- **Customising Reading Options**
- **Track Messages**
- **Recall and Resend Messages**
- **Mark Messages**
- **Organise Messages**
- **Manage Junk Email**

Advanced Outlook Message Management (30 mins)

This session delves deeper into advanced message management. Participants will learn to group and sort messages for better visualization, filter out irrelevant content, and utilize Outlook's powerful search functionality to swiftly locate specific messages or threads.

- **Grouping and Sorting Messages**
- **Filter and Manage Messages**
- **Outlook Search**

Organising your Outlook Inbox (45 mins)

Learn how to organise your messages to achieve inbox efficiency. Here, attendees will explore the utility of automatic replies for uninterrupted workflows, harness rules to automate certain repetitive tasks or categorizations, and set up Quick Steps for executing multi-step actions with a single click.

- **Automatic Replies**
- **Organising Messages with Rules**
- **Create and Using Quick Steps**

Managing your Outlook Contacts (15 mins?)

In this session, attendees will discover the intricacies of managing their professional network within Outlook. The focus will be on creating, editing, and organizing contacts, ensuring seamless communication and effective relationship management.

- **Create and Edit Outlook Contacts**

Task Management (15 mins)

This session is dedicated to enhancing productivity. Participants will be introduced to Outlook's task feature, understanding how to create, delegate, and track tasks, ensuring deadlines are met and projects progress smoothly.

- **Working with Outlook Tasks**

Outlook Calendar Management (60 mins)

In the final session, we will transform how participants handle their time. They will be acquainted with viewing and interpreting their calendar, scheduling appointments without conflicts, orchestrating meetings with multiple stakeholders, and leveraging advanced options for reminders and recurrence.

- **Viewing and Working with the Calendar**
- **Create Appointments**
- **Scheduling Meetings**
- **Advanced Calendar Options**