



Introduction/Intermediate Microsoft Outlook

One-Day Course

Windows

Course Overview:

Learn to take advantage of the many communication and organizational features in this powerful program. In this course you will cover how to use the extensive number of tools to control your inbox, find contacts easily, manage your time and organize your tasks to improve office efficiency and communication.

Course Content:

Managing Workflow with e-mail

- Creating a message with Attachments
- Flagging messages for follow up
- Deleting messages
- Creating an automatic signature
- Setting message options
- Creating folders
- Creating rules to automatically file e-mails into the folders
- Redirect unwanted mail
- Download junk mail filters
- Archiving non-current mail
- Using the auto archive feature
- Retrieving items from the archives

Improving Customer Relationships

- Creating a detailed contact sheet
- Linking contacts together
- Assigning and viewing categories
- Creating a mail merge with contact names, addresses and e-mail addresses

Managing Time Effectively using the Calendar

- Creating an appointment
- Creating a recurring appointment
- Assigning categories and colour appointment
- Setting up a meeting and quickly finding a mutually convenient time for all the attendees
- Tracking the attendee responses

Day Planning

- Creating a task with details
- Delegating the task
- Assigning categories to tasks
- Creating journal entries
- Managing the journal to track customer or supplier details
- Creating notes for small amounts of information
- Assigning categories and colour to notes

Using Outlook's many productivity commands

- Adding columns or fields to each component of Outlook
- Sorting columns in ascending or descending order
- Using the Find and Advanced Find command to find items quickly
- Grouping items
- Using Outlook Today