

THE IN-HOUSE TRAINING COMPANY

Outlook – introduction

Overview

This one-day introduction workshop is intended for users who need to get to grips with the essentials of Microsoft Outlook. It will provide you with the basic skills you need to effectively start using Outlook to manage your emails, calendar, contacts, tasks and notes.

Learning objectives

This course will help participants:

- Send messages with added email options applied
- Quickly file messages away for safe keeping
- Manage messages and attachments
- Organise calendar meetings and check other people's schedules
- Respond to a meeting request
- Create a contacts list
- Manage daily tasks
- Use reading and folder panes
- Create and manage folders
- Use auto reply
- Use notes
- Utilise Outlook's printing functionality

Pre-requisites

- No previous Outlook experience required.
- Designed for Office 365, versions: 2016, 2013 and 2010

This workshop offers useful shortcuts and is therefore also suitable for those who are self-taught.

Course format

A very practical, interactive one-day session for a maximum group size of 12. There are lots of different activities throughout the day – including group exercises (working with real world examples), use of video clips, open discussion sessions, etc.

The style is very facilitative and learner-centred, considering the needs and preferences of the group on the day whilst at the same time delivering the programme as agreed with the client in order to meet the specified learning objectives.

Special features

The majority of the training we deliver is either tailored or completely bespoke. This workshop can therefore be delivered entirely as advertised, or it can be tailored to your particular requirements, or we can simply take it as a starting point for a conversation with you before we draft a completely bespoke programme for you – the choice is yours. As a rule, there is no additional charge for this service.

Workshop outline

1 Getting started

- Using the reading pane
- Using the folder pane
- Changing inbox views
- Managing the to-do bar

2 Emailing messages

- Replying to and forwarding messages
- Adding message options
- Attaching files to an email message
- Opening and saving attachments

3 Outlook folders

- Creating and managing folders
- Moving messages into folders
- Adding folders to favourites
- Using search folder
- Always moving messages in conversation
- Automatically move messages with rules

4 Managing messages

- Using instant search
- Finding messages by criteria
- Grouping and sorting messages
- Categorising messages
- Adding message follow up flags
- Filtering messages with the people pane

5 Using auto reply

- Replying to messages whilst you are away
- Managing auto reply settings
- Applying rules to auto reply

6 Outlook calendars

- Adding and editing appointments
- Adding calendar reminders
- Moving and copying appointments
- Creating all day events
- Recurring appointments
- Sharing your calendar
- Opening another user's calendar

7 Planning a meeting

- Arranging meetings
- Inviting attendees to meetings
- Responding to meeting invites

8 Outlook contacts

- Creating and editing a contact
- Saving emails as contacts
- Finding contacts
- Sending messages to contacts
- Creating contact groups

9 Adding tasks

- Creating and editing tasks
- Completing tasks
- Assigning a task to another user
- Responding to a task request

10 Notes

- Creating and editing tasks
- Emailing notes
- Sticking notes on your desktop

11 Printing

- Printing messages
- Printing calendars
- Printing contacts

Any questions?

Please just give us a call on **01582 463463** – we're here to help!

Or visit www.theinhousetrainingcompany.com