

MICROSOFT OUTLOOK MASTERCLASS



Corporate IT Course

LEARNING OUTCOMES

- Identify and navigate the Outlook environment, including sending, receiving, and responding to emails.
- Compose, format, and organise messages using folders and email management tools.
- Manage contacts, contact information, and maintain an up-to-date address book.
- Schedule and manage appointments and meetings efficiently using the Calendar.
- Work with tasks and notes, personalise Outlook, and organise items for improved productivity.
- Manage Outlook data files, save and archive emails, and maintain overall data organisation.

COURSE OVERVIEW

This course equips participants with the skills to use Microsoft Outlook efficiently and effectively for everyday work. Participants will learn how to send and respond to emails, manage their Calendar, schedule meetings, and work with tasks and notes. In the afternoon session, the focus shifts to customising and personalising Outlook, including searching for items, organising emails with rules and folders, and sharing calendars to improve collaboration. This course is designed for users who are familiar with Windows and already use Outlook in their daily work.

TOPICS COVERED IN THIS COURSE

Getting Started with Outlook

Explore the Outlook interface, navigate the Start screen, send, read, reply to, forward, print, and delete messages, and manage basic email functions efficiently.

Composing Messages

Learn how to address, format, and edit emails, check spelling and grammar, attach files, and include hyperlinks for effective communication.

Organising Messages and Folders

Open and save attachments, flag important messages, organise emails with folders and categories, filter messages, and manage junk email effectively.

Managing Contacts

Add and maintain contacts, sort and search contact information, locate contacts geographically, and link contacts to emails, appointments, and tasks.

Scheduling Appointments and Meetings

Use the Outlook Calendar to schedule appointments, assign categories, propose or respond to meetings, manage meeting options, and print calendar views.

Managing Tasks and Notes

Create, edit, and track tasks and notes, display notes on the desktop, and maintain an organised task management system.

Customising Outlook and Sharing Information

Personalise Outlook by customising toolbars, menus, views, and calendars; modify message and delivery settings; and share folders or delegate access to colleagues.

Advanced Organisation and Collaboration

Apply rules, colour coding, grouped and custom views, voting buttons, task assignments, and use collaborative features for effective teamwork and productivity.