

Effective Working with Outlook

Course duration:	1 day
Course timings:	9:30 - 4:30
Prerequisites:	Delegates must be experienced with using a mouse and working in the Windows environment.
Training formats:	Private course · tailored · 1-2-1 (all instructor led)
Manuals:	A comprehensive course manual provides support throughout the course and upon your return to the office.

The Outlook Environment

the Outlook screen and toolbar • adding items in Outlook • Outlook's components • navigating between Outlook groups • adding groups and shortcuts • using and managing fields and view modes

Using E-mail

sending, receiving and managing e-mail • creating folders • create effective e-mail messages • changing e-mail options: priority, flags and tracking

Time Management Tools

using tasks to keep track of deadlines • sorting and filtering tasks • printing and viewing your schedule • using the Calendar to add appointments • using categories to manage tasks • adding time zones and holidays • arranging meetings • assigning tasks to others •

Contact Tools

adding and managing contacts • sending letters to contacts • importing contacts from other applications • customising the way you see contacts

Managing Files in Outlook

using the Journal to track and find work • using Outlook to manage files • organising files by multiple criteria • using notes