Outlook Essentials

Course Length: 3 Hrs or 6 Hrs

Learn valuable skills that can be applied whenever you are working with Outlook to increase your speed and productivity.

Learn how to use the keyboard for frequent commands, apply methods to help you manage your Email, collaborate with colleagues, write and add content to Email at speed, create appointments, arrange face to face and online meetings, manage your calendar, work with contacts, schedule tasks and more.

There are 3 Hour and 6 Hour versions of the Outlook Essentials course. The 6 Hour version covers some topics in more depth and allows time for practicing online meetings using Skype or Lync.

Is this the right course for you?

This is the ideal course if you are self-taught and want to learn everyday skills which will help you work with Outlook quickly and effectively.

Course Content

Shortcuts

Work at speed with Outlook

Learn how to

- Use the keyboard instead of the mouse to perform tasks across Outlook
- Create quick steps to perform various tasks with a single click
- Customise the quick access toolbar to group frequently used tools

Managing Email

Learn techniques to effectively structure, find and manage Email

Managing your Inbox

Learn how to

- Apply a proven method to manage all incoming Email
- Perform a simple search to find Email
- Use advanced search options
- Create search folders for quick searching
- Use filters to find Email
- Create rules to organise incoming and outgoing Email
- Flag Email for further action
- Use clean up tools to remove unnecessary Email
- Group Email by conversation or date
- Use tools to ignore Email conversations
- Use junk mail filters to avoid distraction
- Assign categories to Email
- Archive Email
- Set automatic replies when unavailable

Writing and Sending Email

Learn techniques to format text, add content and manage outgoing Email

Email Formatting Techniques

Learn how to

- Use the keyboard to select and format
- Work with bullets and numbering
- Clear formatting and tidy up content
- Use format painter for speed
- Choose the correct Email format

Adding content to Email

Learn how to

- Use quick parts to add regular text
- Insert images and reduce their size
- Attach multiple files in one go
- Use business cards correctly
- Insert snap shots of calendars
- Add screenshots and screen clips
- Use hyperlinks to point to files and websites
- Use tables to clearly present content
- Create Email templates

Email Options

Learn how to

- Flag an Email for follow up action by you or a colleague
- Send an Email from another account
- Delay sending an Email until later
- Send multiple, customised Emails using Email merge

Calendar

Appointments and Meetings

Learn quick and effective techniques to manage appointments and plan meetings within your Calendar

Creating and Managing Appointments

Learn how to

- Use the keyboard to create appointments
- Change the calendar view
- Use various methods to change appointments
- Invite others to an appointment
- Create recurring appointments
- Categorise appointments
- Display distant days side by side

Scheduling Meetings

Learn how to

- Check availability of others and schedule meetings
- Change meeting details
- Monitor responses to meeting requests
- Reply to an Email with a meeting request
- Add relevant content to meetings
- Schedule online meetings using Lync or Skype for business

Managing your Calendar

Learn how to

- Share your calendar with colleagues
- Overlay calendars to view all appointments
- Create calendar groups
- Use your reminder window effectively

Contacts

Learn how to create, edit and manage Contacts quickly and effectively

Contacts and Groups

Learn how to

- Create and edit contacts and information in various ways
- Create contact groups
- Change the view of your contacts
- Share contacts with others
- Search your contacts
- Categorise contacts

Tasks

Learn how Tasks can be used to schedule and manage your workload

Working with Tasks

Learn how to

- Create and edit tasks
- Work effectively with your to-do list
- Monitor the progress of tasks
- Display current and complete tasks
- Change how tasks are viewed
- Categorise tasks

More information

Feedback from trainees

It's amazing what you can learn about an application you have been using for years - lots of great shortcuts and ideas on how to streamline my working day!

Great content that can be used every day. Delivered in a very friendly way, made asking questions very easy. Thank you.

Suitable for all versions of Outlook

This course is suitable for all versions of Outlook, whether you are using a Windows laptop or desktop, an Apple Mac or mobile device. All releases of Outlook are also covered, from the oldest to the latest.

Training delivered in context with your business

All courses are delivered in context with your business practices, helping you recognise how skills can be applied at work.

Further training

Outlook Essentials is an IQ-IT core skills course, focusing on learning fundamental skills to gain the most from Outlook. If you would like to learn more about Outlook or any MS Office software, you can attend another core skills course or tailor a course to suit you. To find out more, please visit **www.iq-it.co.uk**.