



Microsoft Outlook Introduction

Focusing on...

The specific software training requirements of your workforce to maximising your workforce's efficiency

Course Outline

Course Prerequisites:

Individuals attending this course should be familiar with the general aspects of the Microsoft Windows environment (Windows 98, ME, XP, 2000, NT), and be able to use the keyboard and mouse. A basic understanding of File Management is not essential as basic guidance will be provided as the course progresses.

Aim:

On completion of this course you will be able to confidently use the essential features included in Microsoft Outlook to send and receive email, handle incoming and out going attachments, add and manage contacts and use the basic functions of Calendar, Tasks and Notes.

Course Content:

Email in the business environment: A practical and responsible guide for staff
 Sending, receiving and managing emails and attachments
 Using the Contacts feature: adding, storing, viewing and grouping contacts
 Using the Calendar feature: adding appointments, events, recurring tasks, etc
 Using Tasks and Notes: creating and managing Tasks and reminders, and notes

Course content may vary depending on existing or prior knowledge of Microsoft Outlook by the candidates and may be adjusted accordingly for the benefit of course candidates.

Times and Refreshments:

Candidates attending should arrive at 09:00 as courses will start promptly at 09:30 and finish at approximately 16:30 hrs. A buffet lunch will be provided at the lunchtime interval, together with general refreshments throughout the day.

If this course outline does not meet your specific requirements please ask about our bespoke and customised training services which can be designed and built around your working requirements if required.

Candidate interaction and Q&A is welcomed throughout all our courses providing this is kept within acceptable boundaries of the course level being delivered.

All courses are delivered by our recognised **Microsoft Instructors**.

