

Introduction to Microsoft® Office Outlook 2010/2013 & 2016

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information amongst employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft® Office Outlook® to handle the emails and meeting invitations sent among employees.

In this course, you will explore the Outlook interface and when you are familiar with it, you will use Outlook to manage all aspects of email communications; use the Outlook calendar to manage appointments and meetings; use Outlook's People workspace to manage your contact information; create Tasks and Notes for yourself in Outlook; and customize the Outlook interface to serve your own personal needs.

This course is the first in a series of two Microsoft® Office Outlook® courses. It will provide you with the basic skills you need to start using Outlook to manage your email communications, calendar events, contact information, tasks, and notes.

Course Content

Lesson 1: Getting Started With Outlook 2013

- Topic A: Navigate the Outlook Interface
- Topic B: Perform Basic Email Functions
- Topic C: Use Outlook Help

Lesson 2: Composing Messages

- Topic A: Create an Email Message
- Topic B: Check Spelling and Grammar
- Topic C: Format Message Content
- Topic D: Attach Files and Items
- Topic E: Enhance an Email Message
- Topic F: Manage Automatic Message Content

Lesson 3: Reading and Responding to Messages

- Topic A: Customize Reading Options
- Topic B: Work with Attachments
- Topic C: Manage Your Message Responses

Lesson 4: Managing Your Messages

- Topic A: Manage Messages Using Tags, Flags, and Commands
- Topic B: Organize Messages Using Folders

Lesson 5: Managing Your Calendar

- Topic A: View the Calendar
- Topic B: Manage Appointments
- Topic C: Manage Meetings
- Topic D: Print Your Calendar



Duration: 1 day

Methods of Delivery

- Instructor Led Classroom Facilitated
- On-site Company Training

Lesson 6: Managing Your Contacts

Topic A: Create and Update Contacts

Topic B: View and Organize Contacts

Lesson 7: Working With Tasks and Notes

Topic A: Manage Tasks

Topic B: Manage Notes

Lesson 8: Customizing the Outlook Environment

Topic A: Customize the Outlook Interface

Topic B: Create and Manage Quick Steps



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