Course Length -- *Half Day*
Course Format ----------------------------------- *Online, Instructor-Led*

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Microsoft® Outlook
(Online) Organize, Prioritize, Produce!

Course Description

Course Overview: 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 among employees. As email grew in popularity and use, most organizations found the need to implement a corporate mail management system such as Microsoft® Outlook® to handle the emails, meeting invitations, and task assignments sent among employees.

This primary objective of this class is to improve employee organization and productivity; those who have already taken this class say it has completely changed and drastically improved the way they approach their work day. The class is structured and taught from a task-based perspective and makes heavy use of Categories in a way that is not typical. There is so much more employees can do for themselves and their organization by using Outlook more effectively. Everybody is being tasked with a large number of responsibilities on any given work day; one must find more ways to be more efficient. This class is a great way to do so and is it is for all levels of employees and all skill sets of employees.

In this course, you will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. You will also spend a lot of time on Tasks and learn ways to organize your list of things To-Do in a way that will make you more productive.

Target Student: This course is intended for people who have a basic understanding of Microsoft® Windows® and want or need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information, and use tasks as the driver of all activities.

Prerequisites: To ensure success, students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders.

Course Objectives

Upon successful completion of this course, students will be able to:

- Customize message settings.
- Organize and locate Outlook items.
- Set calendar options.
- Assign and track tasks.
- Share folder information.
- Customize the Outlook environment.

Course Content (continued on next page)

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Course Content (continued from previous page)

Lesson 1: Managing Your Messages
- Manage Messages Using Tags, Flags and Commands
- Organize Messages Using Folders

Lesson 2: Advanced Message Management
- Sort Messages
- Filter Messages
- Organize Messages
- Search Messages
- Manage Junk Mail
- Manage Your Mailbox

Lesson 3: Advanced Calendar Management
- Manage Advanced Calendar Options
- Create Calendar Groups
- Manage Meeting Responses

Lesson 4: Advanced Contact Management
- Edit an Electronic Business Card
- Manage Advanced Contacts Options
- Forward Contacts
- Export Contacts

Lesson 5: Working with Tasks and Notes
- Manage Tasks
- Manage Notes

Lesson 6: Managing Activities by Using Tasks
- Assign and Manage Tasks

Lesson 7: Customizing the Outlook Environment
- Customize the Outlook Interface
- Create and Manage Quick Steps

Lesson 8: Managing Outlook Data Files
- Back Up Outlook Items
- Change Data File Settings

Appendix A: Microsoft Outlook Common Keyboard Shortcuts

Appendix B: Microsoft Outlook Exam Mappings