COURSE OVERVIEW

Course Name:

Microsoft Outlook 2016:
Level 1

Gauteng:

3rd Floor 34 Whitely Road
Melrose Arch
Johannesburg
2196
Tel: 087 941 5764
sales@impactful.co.za

Gauteng:

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160
sales@impactful.co.za

Cape Town:

3rd Floor Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000
sales@impactful.co.za

COURSE DURATION: 1 Day

COURSE OVERVIEW

In most organizations, large or small, email is the preferred form of communicating information amongst employees. You will learn how to use the various components of Outlook and how to customize the Outlook interface to suit your working style.

COURSE OBJECTIVES

In this course, you will use Outlook to manage your email communications, schedule meetings, manage contacts, schedule tasks, and create notes; customize message response options; and organize your mail.

You will

- Navigate Outlook 2016 to read and respond to email.
- Use the Address Book.
- Attach files and insert illustrations to messages.
- Customize read and response options.
- Use flags, categories, and folders to organize messages.
- Create and work with Contacts.
- Create appointments and schedule meetings in Calendar.
- Create and work with Tasks and Notes

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COURSE OUTLINE

Lesson 1: Getting Started with Outlook 2016
Topic A: Navigate the Outlook Interface
Topic B: Work with Messages
Topic C: Access Outlook Help

Lesson 2: Formatting Messages
Topic A: Add Message Recipients
Topic B: Check Spelling and Grammar
Topic C: Format Message Content

Lesson 3: Working with Attachments and Illustrations
Topic A: Attach Files and Items
Topic B: Add Illustrations to Messages
Topic C: Manage Automatic Message Content

Lesson 4: Customizing Message Options
Topic A: Customize Reading Options
Topic B: Track Messages
Topic C: Recall and Resend Messages

Lesson 5: Organizing Messages
Topic A: Mark Messages
Topic B: Organize Messages Using Folders

Lesson 6: Managing Your Contacts
Topic A: Create and Edit Contacts
Topic B: View and Print Contacts

Lesson 7: Working with the Calendar
Topic A: View the Calendar
Topic B: Create Appointments
Topic C: Schedule Meetings
Topic D: Print the Calendar

Lesson 8: Working with Tasks and Notes
Topic A: Create Tasks
Topic B: Create Notes

Appendix A: Microsoft Office Outlook 2016 Exam 77-731

Appendix B: Microsoft Outlook 2016 Common Keyboard Shortcuts

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