



COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

Microsoft Outlook Basic

A busy inbox and calendar are running the day, instead of the other way round

Practical workplace foundation

Duration: One day | **Level:** Beginner / foundation | **Delivery:** Onsite or virtual

The business problem

Email, meetings and follow-ups pile up. Messages get lost in an unsorted inbox, contacts are scattered and appointments and tasks are tracked on paper or in memory.

You need this course if...

- Inboxes are overflowing and unsorted
- Meetings and appointments are missed or double-booked
- Contacts are kept in several places
- Follow-up tasks are not tracked

How this course solves it

This one-day, instructor-led course gives delegates the essential skills to work proficiently with Outlook, managing email, contacts, calendar appointments and tasks so that everyday communication and scheduling are organised and efficient.

Who should attend?

- Employees who manage email and calendars daily
- Administrators, assistants and team leaders
- Beginners and self-taught Outlook users

Course content

1. Outlook Essentials

- Getting started and understanding the ribbon
- Getting help
- Printing Outlook items

2. Communicating with Mail

- Using the Inbox
- Composing, forwarding and replying
- Managing messages with folders

3. Organising Contacts

- Creating a contact list
- Managing contacts

4. Scheduling with the Calendar

- Navigating the calendar
- Making and moving appointments
- Managing appointments

5. Managing Tasks

- Working with and managing tasks

Practical Workplace Application

Exercises use realistic scenarios such as managing a busy inbox, organising contacts and scheduling meetings and follow-up tasks.

After the course

Delegates will be able to:

- Navigate Outlook and use the ribbon
- Compose, reply to and forward messages
- Organise messages using folders
- Create and manage contacts
- Make, move and manage appointments
- Create and manage tasks
- Print Outlook items

Training format

Duration: One day

Level: Beginner / foundation

Delivery: Onsite or virtual

Certificate: Electronic attendance certificate

Further training: Comprehensive Outlook can be designed as a bespoke programme around your team's requirements

Related courses

Microsoft 365 Copilot Training

Apply AI to everyday documents, email and presentations, with human review built in. [View course](#)

Microsoft Word Basic

Create, edit, format, proof and print everyday business documents. [View course](#)

Next step

To book this course for your team, or to discuss a version tailored to your organisation, contact Arnold Muscat on 083 778 4903 or sales@collegeafricagroup.com.

Course page: collegeafricagroup.com/microsoft-office#microsoft-outlook-training |

[What our clients say about us](#)

Regards



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