



Microsoft Outlook Basic

Practical Workplace Foundation - Course Outline

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

Duration	Level	Delivery	Certificate
1 day	Beginner / foundation	Onsite or virtual	Electronic attendance certificate

Course Objectives

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

Course Content

1. Outlook Essentials

- Getting started with Outlook
- Understanding the ribbon
- Getting help
- Printing Outlook items

2. Communicating with Mail

- Using the Inbox
- Composing a new message
- Forwarding and replying to messages
- Managing messages using folders

3. Organising Contacts

- Creating a contact list

- Managing contacts

4. Scheduling with the Calendar

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

5. Managing Tasks

- Working with tasks
- Managing tasks

Practical Workplace Application

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

Comprehensive Outlook

Comprehensive Outlook training can be designed as a bespoke programme around your team's requirements. Contact College Africa Group to discuss the content you need.