

Microsoft Outlook 2016 Intermediate

Course Description

Microsoft Outlook 2016 Intermediate is part of a 2-level study program. This course is designed to provide participants with the skills to be able to sufficiently manage and organise email, schedule meetings with colleagues, manage contact information, create task requests and more.

Learning Outcomes

At the completion of Microsoft Outlook 2016 Intermediate you should be able to:

- effectively edit email messages
- organise and work with mail folders and use quick steps
- use the search facilities to locate messages and other Outlook items
- work with message views
- create and work with colour categories
- create and use rules to manage your email messages
- schedule appointments and events in your calendar
- schedule meetings using Outlook
- monitor and manage your contacts within Outlook
- create and work with task requests

Prerequisites

Microsoft Outlook 2016 Intermediate assumes some knowledge of the software and it would be beneficial to have a general understanding of personal computers and the *Windows* operating system.

Course Duration

The Microsoft Outlook 2016 Intermediate course is run over one-day, commencing at 9.00am and concluding at 4.00pm. The day includes breaks for morning tea, lunch and afternoon tea. Catering is not inclusive.

Courseware

Courseware is available for this training and is provided as a hard-copy book including access to all necessary exercise files to undertake additional training at your own leisure. Courseware can be purchased at a cost of \$35.00 per courseware book plus postage. Courseware pricing is discounted for purchases greater than three (3) and free postage included.

Costs

Please refer to our current pricing schedule for costs. This training is conducted as a hands-on session. Each participant should arrange access to a computer for the duration of the session.

This cost does not include courseware which is purchased separately as outlined above.

Course Contents

Editing Messages

- Copy text within a message
- Copy text between messages
- Copy from another source
- Delete text
- Remove an attachment

Organising Messages

- Create a message folder
- Move, copy and delete messages
- Recover deleted messages
- Clean up conversations
- Work with Favourites
- Automate common tasks with Quick Steps

Searching

- Use Instant Search
- Search query syntax
- Use Recent Search
- Use a Search Folder
- Create a custom Search Folder

Working with Views

- Change the current view
- Arrange messages within a view
- Sort messages within a view
- Format columns in a view
- Add a filter to a custom view

Colour Categories

- Create a new colour category
- Assign a colour category
- Find messages with a category
- Remove categories from messages
- Delete a colour category

Working with Rules

- Create a new rule from a template
- Select Rule Conditions
- Select Rule Actions
- Select Rule Exceptions
- Name and review a rule
- Test a rule
- Manage existing rules

Email Techniques

- Effective email management
- Recall a sent message
- Print a message
- Message formats
- Choose Themes and Stationery
- Save a message draft
- Send a voting message
- Response to a voting message

Appointments and Events

- Quickly schedule an appointment
- Reschedule an appointment
- Create recurring appointments
- Schedule an event
- Schedule free and busy times
- Categories activities
- Print your calendar

Schedule Meetings

- Schedule a meeting
- Meeting response options
- Tracking meeting responses
- Add or remove attendees
- Cancel a meeting
- The Scheduling Assistant

Managing Contacts

- Add a contact from an email
- Add a contact to Favourites
- Contact a contact
- Forward contents
- Create a contact group
- Use a contact group
- Delete members from a contact group

Task Requests

- Create a Task request
- Response to a Task request
- Complete an assigned Task
- View updated Task requests