



@ASK Training
Attitude | Skills | Knowledge



Microsoft Outlook

DURATION

📅 1 Day

🕒 9 AM - 5 PM

COURSE DATES

<https://asktraining.com.sg/course-schedule/>

Course Code: **ASKMOB**

Microsoft Outlook – Basic and Intermediate

Course Description

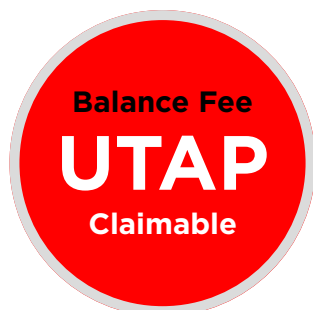
Most companies in a variety of industries are using Microsoft Outlook to correspond electronically because of its robust features and capabilities. Besides that, it has become an industry standard for companies to use this software application.

This means that it is one of the most essential skills that many people should have before joining an organisation. For effective communication within or outside of your organisation, you will need to be familiar with the tools that are offered by Microsoft Outlook.

You will learn how Outlook manages all aspects of email communications, such as using the Outlook calendar to manage appointments and meetings, using Outlook's People workspace to manage your contact information, creating Tasks and Notes for yourself in Outlook, and customizing the Outlook interface to serve your own personal needs.

Course Objectives

- ✔ Compose and send an email message with specific message option including using of Hyperlinks
- ✔ Flag a message for follow-up and use of colour categories
- ✔ Manage conversations, sort messages and delay sending of message
- ✔ Managing of calendars such as scheduling of appointments.
- ✔ Organise your contacts and addresses such as create groups.
- ✔ Use instant search, refine a search and advanced find for messages



Full Course Fee:

S\$327

(inclusive of 9% GST)



Course Outline

Program Fundamentals

- Starting Outlook 2019
- Understanding the Outlook 2019 Program Screen
- Understanding Items & the Message Window
- Using Command Shortcuts
- Using the Navigation Bar & Reading Pane
- Using the To-Do Bar & Using Help

Working with Contacts

- Introduction to the Address Book
- Adding a Contact and from an Email
- Edit, Delete, View and Sort Contacts
- Mapping a Contact's Address
- Working in a Contact Window
- Finding and Organising Contacts
- Creating a Contact Group
- Printing the Contacts List

Composing and Sending Email

- Composing and Sending an Email Message
- Specifying Message Options
- Formatting Text
- Checking your Spelling
- Working with Hyperlinks
- Attaching a File to a Message

Working with Calendar

- Working with Recurring Appointments
- Setting Availability
- Setting Reminders
- Viewing Calendar Items
- Changing the Appearance of a Calendar
- Changing Work Days and Times
- Printing the Calendar

Receiving Email

- Responding to Message
- Flagging a Message for Follow-up
- Using Color Categories
- View and Manage a Conversations
- Sorting Messages
- Changing Views
- Printing a Message

Collaborating with Other Users

- Using Schedule View
- Responding to a Meeting Request
- Taking and Tracking a Vote

More Email Features

- Saving Unfinished Messages (Drafts)
- Sending Automatic Replies (Out of Office)
- Delaying Sending a Message
- Inserting a Signature
- Changing Message Format
- Dealing with Junk Email
- Add Address to the Safe & Blocked Senders List
- Changing Outlook's Download Settings

Organising and Finding Information

- Create, Use and Manage Folders
- Using Instant Search & Refining a Search
- Using Advanced Find
- Sorting and Grouping Information