MICROSOFT OUTLOOK
LEVEL 1
Non-Credit Bearing

Equip yourself with tools you will use daily

Feeling overwhelmed by your inbox or unsure how to make the most of Microsoft Outlook? You're not alone. Many professionals only scratch the surface of what Outlook can do - missing out on time-saving features and tools that could simplify their day.

This one-day, hands-on course provides a clear and practical introduction to Microsoft Outlook. From composing your first email to confidently scheduling meetings and managing contacts, you'll gain all the foundational skills needed to communicate efficiently and stay organised.

Whether you're new to Outlook or have some experience, this course will help you unlock its true potential - with practical guidance every step of the way.

WHO SHOULD ATTEND

This course is ideal for professionals who want to streamline their communication and organise their workload with Outlook:

- Administrative professionals and office assistants
- Entry-level and junior team members using Outlook daily

HOW YOU WILL BENEFIT

- Compose and format emails with confidence and professionalism
- Manage your inbox efficiently with folders, flags, and follow-up tools
- Streamline scheduling with Outlook's calendar and meeting features
- Stay organised by managing contacts and email attachments
- Avoid common pitfalls like forgotten follow-ups or email errors
- Boost productivity by using Outlook's basic features effectively

One-day course 08:30 -16:00
Tel: (031) 267 1229
sales@kznbtc.co.za / www.kznbusinesstraining.co.za

WHAT WILL BE COVERED

Getting started with Outlook

- Navigating the Outlook interface
- Creating and sending your first email
- Understanding the Message Form and Address Book
- Adding signatures and checking spelling
- Practising email etiquette for professional communication

Emails: composing, sending, and responding

- Attaching files and inserting images
- Responding, forwarding, and printing emails
- Recalling messages and managing mistakes
- Deleting emails and maintaining a clean inbox

Managing emails effectively

- Previewing and managing attachments
- Using flags and reminders to stay on track
- Marking messages as read/unread
- Creating, copying, and deleting folders to organise emails

Scheduling appointments

- Understanding the Outlook Calendar
- Creating and editing appointments
- Sharing your calendar via email
- Viewing calendars in different formats

Scheduling and managing meetings

- The meeting scheduling process from start to finish
- Managing conflicts and tracking responses
- Updating, cancelling, and replying to meeting requests
- Printing and sharing your calendar

Managing contacts

- Adding and editing contacts
- Using the Contact Form and Address Book
- Creating contacts from emails and electronic business cards
- Printing and organising your contacts

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