

Microsoft® Office Outlook® 2016: Level 1

Training Course Content

Course Objective: Students will explore the Outlook interface and use Outlook to manage all aspects of email communications; use the Outlook calendar to manage appointments and meetings; use Outlook's new Groups feature to manage your contact information; create Tasks and Notes for yourself in Outlook; and customize the Outlook interface to serve your own personal needs.

Prerequisites: To ensure success, students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders in a Windows environment.

Delivery Method: Instructor-led, group-paced, hands-on classroom training with activities. Additionally, manuals are provided for each student for after class reference.

Lesson 1: Getting Started With Outlook 2016

Topic A: Navigate the Outlook Interface
Topic B: Work with Messages
Topic C: Access Outlook Help

Lesson 2: Formatting Messages

Topic A: Add Message Recipients
Topic B: Check Spelling and Grammar
Topic C: Format Message Content

Lesson 3: Working with Attachments and Illustrations

Topic D: Attach Files and Items
Topic E: Add Illustrations to Messages
Topic F: Manage Automatic Message Content

Lesson 4: Reading and Responding to Messages

Topic A: Customize Reading Options
Topic B: Work with Attachments
Topic C: Manage Your Message Responses

Lesson 5: Customize Message Options

Topic A: Customize Reading Options
Topic B: Track Messages
Topic C: Recall and Resend Messages

Lesson 6: Organizing Messages

Topic A: Mark Messages
Topic B: Organize Messages Using Folders

Lesson 7: Managing Your Contacts

Topic A: Create and Update Contacts
Topic B: View and Organize Contacts

Lesson 8: Working with the Calendar

Topic A: View the Calendar
Topic B: Create Appointments
Topic C: Schedule Meetings
Topic D: Print the Calendar

Lesson 9: Working with Tasks and Notes

Topic A: Create Tasks
Topic B: Create Notes

Microsoft® Office Outlook® 2016: Level 2

Training Course Content

Course Objective: Students will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks, work with calendars and contacts, manage tasks, protect data with archiving and data files, as well as share and delegate access to your workspaces. In short, you'll work with a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.

Prerequisites: Students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders in a Windows environment. To ensure your success, we recommend that you first take Outlook 2016: Level 1 or have equivalent knowledge and skills.

Lesson 1: Modifying Messages and Setting Global Options

Topic A: Insert Advanced Characters and Objects
Topic B: Modify Message Settings and Options
Topic C: Configure Global Outlook Options
Topic D: Customize the Outlook Interface

Lesson 2: Advanced Message Management

Topic A: Group and Sort Messages
Topic B: Filter and Manage Messages
Topic C: Search Outlook Items

Lesson 3: Advanced Message Management

Topic A: Use the Junk E-Mail Filter to Manage Messages
Topic B: Manage Your Mailbox

Lesson 4: Automating Message Management

Topic A: Use Automatic Replies
Topic B: Use the Rules Wizard to Organize Messages
Topic C: Manage Your Mailbox

Lesson 5: Working with Calendar Settings

Topic A: Set Advanced Calendar Options
Topic B: Create and Manage Additional Calendars
Topic C: Manage Meeting Responses

Lesson 6: Managing Contacts

Topic A: Import and Export Contacts
Topic B: Use Electronic Business Cards
Topic C: Forward Contacts

Lesson 7: Managing Activities by Using Tasks

Topic A: Assign and Manage Tasks

Lesson 8: Sharing Workspaces with Others

Topic A: Delegate Access to Outlook Folders
Topic B: Share Your Calendar
Topic C: Share Your Contacts

Lesson 9: Managing Outlook Data Files

Topic A: Use Archiving to Manage Mailbox Size
Topic B: Back Up Outlook Items
Topic C: Change Data File Settings