Microsoft Outlook

Comprehensive

1 Day Course

Course Overview

Maximise your productivity and master professional email management.

This course provides a complete, in-depth exploration of Microsoft Outlook, designed to transform the way you manage emails, calendars, tasks, and collaboration. Participants will learn how to handle communications efficiently, stay organised, and optimise workflows in a professional environment. This training is essential for anyone who relies on Outlook to manage daily work and team communication effectively.

Who Should Attend?

This course is suitable for:

- Professionals who use Outlook daily and want to optimise efficiency.
- Administrative and office staff responsible for email, appointments, and task management.
- Individuals seeking to streamline organisation, prioritise tasks, and improve communication.
- Teams collaborating in office environments who want to leverage Outlook for better coordination.

Required Knowledge:

- Basic computer literacy (keyboard, mouse, file handling).
- Familiarity with Microsoft Office applications is helpful but not essential.

What You Will Learn

Email Management

- Compose, send, and receive emails efficiently.
- Reply to and forward emails correctly.
- Work with attachments, including inserting, saving, and sharing.
- Explore Advanced Options to customise email handling.

Calendar and Scheduling

- Use advanced calendar features: set reminders, manage time zones, display week numbers.
- Navigate and customise calendar views.
- Differentiate between Appointments and Meetings; create and manage both.
- Invite attendees, manage responses, and track schedules.
- Share calendars while maintaining privacy and control permissions.

Automation and Organisation

- Set up a structured folder system for emails.
- Create rules to automatically file incoming messages.
- Build Quick Steps to perform multiple actions with a single click.
- Apply Categories for emails, appointments, and contacts; assign and search effectively.
- Utilise Favourite Views to summarise and track unread messages.

Inbox Management and Search

- Techniques to maintain a clear and organised inbox.
- Learn how indexing speeds up searches and enables rapid email retrieval.
- Master Outlook's search functions to find emails, appointments, and contacts quickly.

Customisation and Productivity

- Create and automatically apply professional signatures.
- Personalise Outlook settings to match workflow requirements.

Exclusions:

This course does not cover:

- Integration with external applications beyond standard Outlook features.
- Advanced scripting, VBA automation, or macros.
- Outlook Web App (OWA) administration or Exchange server configuration.
- Advanced third-party add-ins or custom workflow automation.

Key Learning Outcomes

At the end of this training, you should know how to:

- Manage emails, calendars, and tasks efficiently and professionally.
- Automate repetitive tasks using rules and Quick Steps.
- Maintain a structured and searchable mailbox.
- Collaborate effectively by sharing calendars and managing permissions.
- Customise Outlook to match your personal and team workflow.

Delivery Format

This is a **classroom-based course**. Each participant will have access to a **fully equipped workstation** with Microsoft Outlook installed. The instructor will guide the course using live demonstrations, practical exercises, and real-time feedback.

Training Environment Includes:

- Individual PCs with **Microsoft Outlook**
- Course materials and online notes
- Comfortable classroom setting conducive to learning

Participants are **not required to bring their own laptop**.

Recommended Progression Pathway

After completing this course, learners may consider:

- Microsoft Teams – Collaboration and Communication
- Microsoft 365 Productivity Suite – Advanced Workflow Integration

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Learner Support

Participants will have indefinite online access to all practice files and notes at ***https://www.dti.ie***. Email support will also be offered on items covered during this course at ***support@dti.ie***.