D.T.I.
Direct Training Ireland

# Microsoft Outlook
## Fundamentals

**½ Day Course**

### Course Overview

*Master your inbox, calendar, and tasks to work smarter, not harder.*

Streamline your day-to-day communication and organisation with Microsoft Outlook. This course introduces participants to the core functionality of Outlook, focusing on practical, business-ready techniques to manage emails, calendar events, contacts, and tasks efficiently. Learn how to organise your digital workspace, reduce clutter, and respond promptly to colleagues and clients. This is an essential course for anyone who wants to use Outlook effectively and confidently in a professional environment.

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### Who Should Attend?

This course is suitable for:

- Professionals who regularly use Outlook as part of their daily work.
- Administrative staff managing emails, appointments, and tasks.
- Individuals seeking to improve efficiency and organisation using Outlook.
- Teams collaborating in office environments who want to optimise communication.

### Required Knowledge:

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

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### What You Will Learn

***Managing Emails***

- Compose, send, and receive emails efficiently.
- Reply to and forward emails appropriately.
- Work with attachments and embedded content.

### *Calendar and Scheduling*

- Navigate and customise calendar views.
- Schedule, update, and cancel meetings or appointments.
- Respond to meeting invitations promptly.

### *Contacts and Communication*

- Add, edit, update, and delete contacts.
- Create and manage contact groups for efficient communication.

### *Tasks and Productivity*

- Create, edit, and update tasks.
- Assign tasks to others and manage responses to task requests.

### *Organising Your Outlook Environment*

- Create email folders and rules to automatically filter and file messages.
- Use Categories to track emails, contacts, or tasks.
- Implement strategies to keep your inbox organised.
- Search effectively for emails, contacts, and calendar items.

### *Personalisation and Automation*

- Create a professional email signature and add it automatically to messages.

**Exclusions:**

This course does not cover:

- Advanced Outlook integrations with third-party applications.
- Microsoft Teams or other Office 365 collaboration tools beyond Outlook.
- Advanced automation via macros or scripts.
- Complex email security, encryption, or compliance features.

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**Key Learning Outcomes**

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

- Navigate Outlook confidently and efficiently.
- Manage emails, contacts, and calendar events effectively.
- Assign and track tasks within Outlook.
- Organise your digital workspace to reduce clutter and improve responsiveness.
- Apply rules, categories, and folders to maintain a structured inbox.

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**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**.

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**Recommended Progression Pathway**

After completing this course, learners should consider:

- **Microsoft Outlook Advanced** – Learn advanced features, automation, and integrations.
- **Microsoft Teams Essentials** – Extend productivity by managing communications and collaboration seamlessly.

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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***.