New Outlook Basics 1 – Messaging and Email Beginner

Duration: 3 hours

Prerequisites:
- Knowledge of the Windows environment
- Access to a computer and to Microsoft Outlook (new version)

Teaching methods:
- Remote training
- Demonstration
- Training materials included

Target audience: Administrative staff, managers and professionals who use Outlook daily and want to better organize their emails, automate their filing and communicate more effectively.

Skills acquired by the end of the training:
- Acquire the tools for better email management
- Communicate and manage your mailbox effectively

Certificate upon completion of the training: yes

DESCRIPTION

The new Outlook offers a modernized and simplified interface for managing emails, contacts and key communication features. Learn how to customize how your emails are displayed, to filter, sort and organize your messages efficiently, and to create rules and folders. You will also learn to write, to proofread, to format, to forward messages and reply to them, to use read and delivery receipts, to manage attachments, to create a signature and message templates, and to search quickly.

PROGRAM

1. Displaying and organizing emails in Outlook

- Set up Outlook views to suit your needs
- Efficiently organize Outlook items
- Print and lay out incoming and outgoing Outlook emails

2. Managing incoming messages

- Add a contact from an email
- Filter and sort your messages
- Create rules to organize emails
- Move emails into folders
- Handle the reminder window
- Reply to or forward an email
- Manage junk email

3. Managing outgoing messages

- Send a message using the right tools
- Understand the difference between “Read receipt” and “Delivery receipt”
- Write a message using the proofing and text formatting tools.
- Insert and save attachments
- Create a signature

4. My templates

- Create simple message templates
- Edit and delete a template

5. Searching within an email

- Use the search feature

QUESTIONS AND ANSWERS