

Managing Outlook effectively

INTRODUCTION



We all use emails at work. Many of us get dozens, even hundreds per day. Do we manage that effectively? Can we deal with the urgent ones; lose the spam and yet not lose sight of emails we want to handle later?

Do you have a huge inbox – your own personal filing system – dragging down the performance of the network? Do you do perform long searches for emails? This course is for you.

Upon successful completion of this course you will be able to :-

- Set up rules to managing incoming emails
- Archive old emails but still retain easy access to them
- Share calendars with others
- Use tasks to keep track of emails needing attention
- Reduce the load on the network, speeding up performance
- Create professional looking emails

Duration

1 DAY

COURSE CONTENT

Prerequisites

Ability to use a Windows based PC and a general knowledge of Outlook 2007 or 2010

Notes

This is an intensive and practical, Instructor-led, course featuring a hands-on style.

It contains practical advice and guidance and is intended to give confidence and polish to the would be presenter

What do your emails say about you?

Types of email
Creating a professional email
Email etiquette
Dos and Don'ts on signatures
Spelling and grammar

Handling incoming emails

Categorising emails
Follow up emails
Blocking unwanted emails
Out of Office responses
Creating and using rules

Managing your inbox

Reducing the size of your inbox
Using Public folders
Sorting, searching and filtering
Finding emails quickly
Creating and managing folders

Sending Emails

Stop sending copies to the world
Priorities
Problems with attachments
Common mistakes emailing Word docs

Remote data access

Sharing folders
Document library
Outlook web access
RSS feeds and newsgroups
Sync to your mobile

Making better use of your calendar

Calendar views
Scheduling appointments
Updating and cancelling
Meetings and resources
Sharing calendars
Defining available time
Sending calendars in an email

Optimising your contact list

Creating and editing contacts
Organizing contacts
Address books
Sharing and distributing address books
Creating a distribution list
Importing and printing contacts
Electronic business cards
Mail merge to contacts
Viewing contacts offline

Using tasks effectively

Creating and updating Tasks
Recurring Tasks
Deleting completed Tasks
Share Tasks
Forward a task for others to track
Creating and sharing notes
Linking to a note



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