



## Unlocking the Power of Microsoft Outlook

### Overview

Elevate USA's Microsoft Outlook training will cover the crucial features of the program business professionals can't do without. Features that simplify and streamline their work, boost productivity, scheduling a calendar for important meetings and events, managing contacts, creating and executing a to do list, managing mail and more. This training will provide the shortcuts, tips and strategies to making the most out of Outlook.

### Learning Objectives

- Learn how to manage and compose your email communications
- Learn how to manage your contacts database
- Learn how to manage and execute your task to do list
- Learn to organize your calendar
- Keep track of your important dates and projects with ease
- Learn how to manage file database with Outlook
- Learn to apply tips and strategies to navigate Outlook

### Course Agenda (one day)

#### Module 1:

- Getting Started With Outlook 2010
  - Navigate the Outlook interface
  - Perform basic email functions
  - Use Outlook help
- Composing Messages
  - Create an Email message
  - Check spelling and grammar
  - Format message content
  - Attach files and items
  - Enhance an Email message
  - Manage automatic message content
- Reading and Responding to Messages
  - Customize reading options
  - Work with attachments
  - Manage your message responses
- Managing Your Messages
  - Manage messages using tags, flags, and commands
  - Organize messages using folders
- Managing Your Calendar
  - View the calendar
  - Manage appointments
  - Manage meetings
  - Print your calendar
- Managing Your Contacts
  - Create and update contacts
  - View and organize contacts
- Working With Tasks and Notes
  - Manage tasks
  - Manage notes

## Module 2:

- **Configure Advanced Message Options**
  - Insert advanced characters and objects
  - Modify message settings, properties, and options
  - Use automatic replies
- **Personalizing Your Email**
  - Apply stationery and themes
  - Create a custom theme
  - Create a signature
  - Modify signatures
  - Configure Email message security settings
- **Advanced Message Management**
  - Sort messages
  - Filter messages
  - Organize messages
  - Search messages
  - Manage junk mail
  - Manage your mailbox
- **Advanced Calendar Management**
  - Manage advanced calendar options
  - Manage availability options
  - Create calendar groups
  - Manage meeting responses
- **Advanced Contact Management**
  - Edit an electronic business card
  - Manage advanced contacts options
  - Forward contacts
  - Export contacts
- **Managing Activities by Using Tasks and Journal Entries**
  - Assign and manage tasks
  - Record and modify journal entries
- **Sharing Workspaces with Others**
  - Delegate access to mail folders
  - Share your calendar
  - Share your contacts

## Module 3:

- **Managing Outlook Data Files**
  - Back up Outlook items
  - Change data file settings
- **Organizing Outlook Items**
  - Group items
  - Create search folders
  - Apply conditional formatting
- **Managing Outlook Data Files**
  - Back up Outlook items in Outlook data files
  - Add Outlook data files to a mail profile
  - Change data file settings
- **Managing Contacts and Contact Information**
  - Forward contacts
  - Edit an electronic business card
  - Export Contacts
  - Perform a mail merge
  - Link items to the business contact manager
- **Saving and Archiving Email**
  - Save messages in alternate formats
  - Archive messages
  - Protect archives and other personal folders
- **Creating a Custom Outlook Form**
  - Customize a form
  - Create Outlook items based on a custom form