

# Microsoft Outlook 2019 - Part 1

## course outline

**In this course, you will learn how to use the core features of Outlook 2019, such as how to send, receive, and manage email messages, use the calendar for scheduling appointments, and create tasks and notes.**

### IS THIS COURSE FOR YOU?

The course is designed for those who wish to learn how to use this powerful communication tool. You will learn the key concepts and techniques necessary to work with Outlook's most used functions and features.

### ABOUT THE COURSE

The course consists of 7 modules and includes media demonstrations, hands-on activities, and knowledge check questions. At the end of the course, you will complete a series of consolidation exercises, which will help you review what you have learned and assess your understanding.

The course also contains quizzes at the end of each module and a Validation Test at the end of the course. With successful completion of the course, you will receive a Pitman Training certificate to verify your achievement.

### AIMS AND OBJECTIVES

The aim of the course is for you to learn the core features and functions of Microsoft's Outlook 2019 software, so you will be able to present dynamic and engaging presentations.

### PRE-REQUISITES

Familiarity with the Windows environment and experience using a computer keyboard.

### COURSE CONTENT

#### Module 1: Introduction to Outlook 2019

An Overview of Outlook 2019; Exploring the Outlook Interface; Using Help in Outlook 2019

#### Module 2: Using Email

Sending and Receiving Mail; Focused Inbox; Forwarding and Replying to Messages; Specifying Default Fonts; Customizing Reply Messages

### COURSE CONTENT (cont'd)

#### Module 3: Working with Emails

Creating a New Mail Message; Attaching Files, Photos, Graphics, and Other Items; Directing Mail with @ Mentions; Hyperlinks and Bookmarks

#### Module 4: Keyboard Shortcuts and Printing

Using Keyboard Shortcuts; Printing

#### Module 5: Using Contacts

Adding a New Contact; Utilizing the Contact Card; Creating a Contact Group; Managing Contacts Using Folders

#### Module 6: Using the Calendar

Creating an Appointment; Creating and Cancelling a Meeting; Responding to Invites; Configuring Reminders; Forwarding Calendar Items

#### Module 7: Tasks and Notes

Creating a New Task; Assigning and Completing Tasks; Creating Notes

### CAREER PATH

Microsoft Outlook is used across a wide range of job roles and responsibilities. Your new skills with the software will make your work more efficient and more valuable to employers.

### COURSE DURATION

12 hours. This will vary based on prior knowledge and ability.



#### CPD POINTS: 12

*CPD points awarded upon successful completion.*

**To find out more, speak to one of our course advisors.**



To discuss your current skills and aspirations, or to book your course call...

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