

# Microsoft Outlook 2019 - Part 2

## course outline

**In this course, you'll learn how to customise various elements in Outlook, the powerful business communication tool. And you'll learn how to organise and manage your email and your Outlook calendar to be more productive.**

### IS THIS COURSE FOR YOU?

The course is designed for those who are proficient with the basic concepts and features of Outlook and wish to enhance their skills using the software's intermediate and advanced-level features.

### ABOUT THE COURSE

The course consists of 6 modules and includes media demonstrations, hands-on activities, and knowledge check questions. At the end of the course, you will complete a consolidation exercise, 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 intermediate and advanced-level features and functions of the Outlook 2019 software, so you can better organise and manage your email and your Outlook calendar and be more effective and productive in your work.

### PRE-REQUISITES

This course is the continuation of Outlook 2019 - Part 1.

### COURSE CONTENT

**Module 1: Customising Microsoft Outlook**  
Customising the Quick Access Toolbar, the Inbox, and Mailbox View; Adding an Email Account; Office Account and Outlook Options

**Module 2: Personalising Email Messages**  
Email Signatures; Saving Email Attachments; Delivery Options; Recalling an Email

### COURSE CONTENT (cont'd)

**Module 3: Organising Emails**  
Email Searches; Creating Search Folders; Creating Folders and Subfolders; Conditional Formatting for Emails; Using Categories and Follow-Up Flags

**Module 4: Deleting, Cleaning, and Exporting**  
Ignoring Conversations; Deleting, Archiving, and Restoring Emails; Cleaning Up Conversations; Opening and Exporting Data

**Module 5: Rules and Automated Processes**  
Using Quick Steps; Using Rules; Managing Junk Mail; Sending Automatic Replies; Using Voting Buttons

**Module 6: Additional Calendar Features**  
Customising Calendar Views; Customising the Look and Feel of Outlook; Delegate Access

### 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 about this or any of our courses, speak to one of our course advisors.**



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

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