TRAIN THE TRAINER: OUTLOOK MASTERCLASS

Duration: 3 Days
Course Code: ITM04
Course Price: £1485

Course Requirements:

PCS strongly recommend that the delegate needs to have attended both levels of the Outlook courses at Pringle PCS or at least have the high standard working knowledge.

Benefits From Attending The Training:

This course will give you all the Skills, Tools and Documentation to become an Advanced Microsoft Outlook Trainer.

Once untaken this course you will have skills, knowledge and confidence to be able teach to the highest level, instead of paying an outgoing cost to sub-contractors trainers save your company money and increase performance within you team.

- Presentation Skills
- Problem Delegates
- Learning and training techniques
- Every Course has 2 days of training material with exercises and workshops
- Differences Between Versions: 97 | 2000 | 2003 | 2007 | 2010 | 2013 | 2016 | 365
- Trainer Support

Training Aids:

- PowerPoint Slides
- Exercise Files
- Delegate Manual
- Trainer Manual
- Quizzes
- Training Planner and Est times

Course Content:

Introduction

- What Is Outlook? (Email / Electronic Personal Organiser / Menus / Navigation / Toolbars / Views)
- Guidelines & Etiquette (SPAM / Uppercase)
- Responding to Emails (Sorting / Reading / Reply / Reply to All / Forward)
- Sending Emails (To / Cc / BCC / Subject / Body / Importance)
- Message Management (Deleting / Folders)
- Attachments (Saving / Inserting / Difference with Reply & Forward)
- Printing (Simple / Without Address List)
- Proofing Tools (Checking Spelling & Grammar / Thesaurus)
- Deleted Items (Emptying / Restoring)
- Working with Contacts (Creating / Editing / Deleting)
- Working with Calendar Appointments (Creating / Editing / Deleting)
- Working with Tasks (Creating / Editing / Deleting)
- Basic Searching & Outlook Today (Viewing)

Advanced

- Customising Screen Layout (Views / Sorting / Grouping / Field Headings)
- Advanced Email Options (Sensitivity / Read-Delivery Receipt / Delay / Recall)
- Mail Signatures (Creating / Editing / Deleting)
- Out Of Office Assistant (Setting Up / Turning On / Turning Off)
- Advanced Message Management (Rules / Colouring / Archiving)
- Calendar (Customisation / Public Holidays / Scheduling Meetings / Recurring Appointments)
- Tasks (Customisation / Assigning / Recurring)
- Contacts (Distribution Lists / Forwarding / Search Order)
- Sharing Folders (Inbox / Calendar / Contacts / Tasks)
- Public Folders (Messages / Calendars / Contacts / Tasks)
- Importing / Exporting (Calendars / Contacts / Tasks)
- Advanced options (Changing Outlook Preferences)
- Categories (Using / Editing / Adding / Removing)
- Advanced Searches (Defining Fields / Setting Criteria)

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals