



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

Physical Address: Montrose Place, 2nd Floor, 2 Bella Rosa Street, Rosenpark, Bellville, 7500

Phone: 021 914 0850

Cell: 082 894 6643

Email: info@psttraining.co.za

MS Outlook (Introduction to Intermediate)

Overview

This one-day course equips participants with the skills to efficiently manage email, contacts, calendars, tasks, and notes using Microsoft Outlook. Delegates will learn to compose, organise, and track messages, set up productivity tools, and customise Outlook to streamline communication and scheduling.

Objectives

By the end of this course, participants will be able to:

- Create, send, edit, forward, and reply to email messages
- Change delivery options and apply security settings to messages
- Create and manage email signatures and apply themes
- Organise emails using folders, rules, and conditional formatting
- Manage contacts and use the address book effectively
- Schedule and manage appointments, meetings, and events in the calendar
- Create, update, and assign tasks to others
- Use notes for quick reminders and information tracking
- Use Outlook search tools to find messages, contacts, and other items efficiently
- Share calendars and collaborate within a Microsoft Exchange environment

Course Prerequisite

MS Windows & Internet (Introduction)

Language of Delivery

English

Delivery Methods

This course is facilitated by a competent and experienced subject matter trainer using practical, hands-on learning methods including questions, discussions, exercises and assessments.

Who should attend?

This course is ideal for individuals who use Microsoft Outlook to manage their email and scheduling in a professional environment, including:

- Administrative Assistants
- Office Administrators
- Personal Assistants (PAs)
- Customer Service Representatives
- Sales and Marketing Coordinators
- HR Administrators
- Project Coordinators
- Team Leaders and Supervisors

Course Outline

This course consists of the following 9 modules	
Module 1	Outlook Basics • Components of the interface, Outlook folders, Outlook Today • Reading, printing, and deleting messages
Module 2	Email Management • Creating, sending, replying to, and forwarding messages • Spell check, categorising messages, attaching files, and managing attachments
Module 3	Organising Email • Saving drafts, creating folders, moving/copying messages • Renaming and deleting folders
Module 4	Contacts and Address Book • Adding, editing, categorising, sorting, and finding contacts • Printing contact information and viewing geographical locations
Module 5	Personalising Email • Using themes, creating/editing/deleting signatures • Modifying message security settings, using voting buttons, and changing delivery options
Module 6	Calendar Management • Navigating the calendar, scheduling appointments, meetings, and events • Creating recurring items, adding time zones and public holidays, printing calendars
Module 7	Task Management • Creating, updating, categorising, and marking tasks as complete • Assigning tasks to others

Module 8	Notes • Creating, editing, deleting, and forwarding notes • Displaying notes on the desktop and printing them
Module 9	Rules, Conditional Formatting, and Collaboration • Creating, editing, and deleting rules and conditional formatting • Sharing calendars and working with Microsoft Exchange

Additional Information

Duration	1 Day	
Includes	• Comprehensive Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire