



Business success through people

Microsoft Outlook and Outlook Express

Fundamentals of sending and receiving e-mails

- Composing a new message
- Attaching a document/file to your message
- Sending and receiving messages
- Reading an attachment
- Replying to an e-mail
- The address book and adding contacts to the address book
- Creating groups of contacts in your address book

Organising and managing your outlook programme

- Toolbars
- Working with files and folders
- Managing your folders:
 - Inbox
 - Drafts
 - Outbox
 - Sent items
 - Deleted items
- Setting up personal folders
- Creating mail groups
- Creating stationery

Following appropriate netiquette

- Avoid miscommunication by learning the language of E-mail and the Internet
- Modern manners via a modem: what you need to know
 - How to communicate accurately and avoid offense
- How to use emotions and acronyms for correct expression of tone and style

E-mail conventions - taking advantage of special features

- Receipt of and reading confirmations
- Priority levels, Shortcuts and Developing signatures
- Creating your own stationery and templates
- Editing stationery and templates
- Using MSWord as your e-mail editor

Using outlook to schedule meetings, tasks and manage diaries

- Making appointments for your boss
- Checking availability of others
- Setting tasks
- Reminders

Certificates will only be issued on successful completion of Assessment