

Outlook Mail & Etiquette

Who Should Attend?

All business professionals who want to improve their communication and the effectiveness of their emails.

What Can You Expect?

The topics covered on this course are critical skills required to create, send and respond to emails applying good business etiquette, the skills to customise the Outlook environment, calendar, contacts and e-mail messages.

2 Day Course Content

Getting Started with Outlook

- Identify Components of Outlook Interface
- Customise the Outlook Environment
- Identify Tabs and Commands in Outlook Message Form
- Use Outlook Help

Composing Messages

- Create and format A Message
- Check Spelling and Grammar
- Attach a File
- Enhance an E-mail Message
- Apply good email etiquette rules
- Apply the correct tone
- Write an informative Subject Line
- Avoid senders regret by proof reading
- Carefully consider the email recipients

Customising Message Options

- Message Settings & Delivery Options
- Change the Message Format
- Create a Contact Group
- Insert a Hyperlink
- Manage Rules & Messages
- Find Messages Using Search
- Open and Save an Attachment
- Sort and find Messages

Unit Standard Alignment

SAQA ID: 116945 **NQF Level:** 2 **Credits:** 2

US Title: Use electronic mail to send and receive messages.

SAQA ID: 258897 **NQF Level:** 2 **Credits:** 2

US Title: Apply Electronic Messaging and Calendar Application.



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Organise and Locate Messages Sending and Receiving Messages

- Send an E-mail Message
- Read an E-mail Message
- Reply and Forward an E-mail Message
- Print an E-mail Message
- Delete an E-mail Message

Managing Contacts

- Add a Contact
- Sort Contacts
- Update Contacts

Scheduling Appointments

- Explore the Outlook Calendar
- Schedule an Appointment
- Edit Appointments
- Print the Outlook Calendar

Customise the Outlook Environment

- Customise the Quick Access Toolbar
- Customise the To-Do Bar
- Create and Manage Folders