

Outlook 2010 Intermediate

Overview and Objectives

The purpose of this course is to show attendees how to take Outlook 2010 beyond simple email and use it to its full potential to improve their organisation, team collaboration and time management. The time saving methods covered in this course take advantage of some of the new and advanced features of this latest version.

Topics to be covered

Email management

Introducing some more advanced ways to organise and find emails

- Getting the most out of Conversation view,
- Quick search, advanced find, find related
- Using Categories for email (and other items)

Managing Contacts

Become more efficient at retrieving information about your contacts and colleagues, create groups to send emails to multiple people at once, and share contacts with others

- Global Address List information, pin a contact card
- Using the new “Suggested contacts” feature
- Creating and Using Contact groups (distribution groups)
- Sharing contacts, sending contact information to others by email

Calendar

Go beyond simply managing your own time and start to share information with your colleagues, organise meetings and book resources easily

- Sharing calendars, viewing multiple calendars, groups, overlay mode
- Free/busy information, working times, private appointments
- Scheduling meetings and booking resources such as rooms
- Recurring appointments, National holidays

Organising your work

Outlook has a built-in to-do list management feature, which is not just for tasks but also to set up reminders to follow up on emails or contact a particular person. Categories are another useful way to help organise and search for information.

- Tasks and to-do lists, follow-ups, categories
- Task start and end dates, reminders
- Seeing to-do list alongside your calendar
- Allocating tasks to others and retaining overview

Customising your workspace

You can work more effectively if you organise your desk space, and the same is true of Outlook. Find out how to arrange your screen to speed up the things you do most often.

- Managing panes and To-do bar options
- Organising shortcuts and favourites

Quick steps and custom rules

Get Outlook to do some work for you, moving and categorising emails, replying or forwarding things when you are away, and prompting you about important items. You can also set up “quick steps” to save time by doing things at the click of a button.

- Using automatic rules to organise, categorise, alert you etc
- Creating Quick Steps - “macros” to do several things in a single click