



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

OUTLOOK 2016 ADVANCED – 1 DAY COURSE

| AUDIENCE | SHORT COURSE TOPICS | LEARNING OUTCOMES |
|---|---|---|
| <p>Microsoft Outlook 2016 - Advanced for users with some knowledge of the software, wanting to broaden their skills in understanding how to organise email, create tasks and perform much more.</p> | <ul style="list-style-type: none"> Effectively edit email messages Organise and work with mail folders and use quick steps Use the search facilities to locate messages and other Outlook items Work with message views Create and work with colour categories Create and use rules to manage your email messages Use many Outlook features as you work with email messages Schedule appointments and events in your calendar Schedule meetings using Outlook Monitor and manage your contacts within Outlook Create and work with task requests | <p>The skills and knowledge acquired in Microsoft Outlook 2016 - Advanced are sufficient to be able to manage and organise your e-mail, schedule meetings with colleagues, manage your contact information, create task requests for others to perform and much more.</p> |



| COURSE DETAILS | |
|-------------------------------------|---|
| <p>Delivery</p> | <p>This course is delivered as a face-to-face instructor led training sessions. Our courses can be customised to suit your particular requirements.</p> |
| <p>Duration and Location</p> | <p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> |
| <p>Fees and Inclusions</p> | <p>Please contact Peak Services for course fees or a proposal for on-site/in-house training.</p> |



PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS

**REGISTER NOW
07 3000 2148
FIND OUT MORE
training@wearepeak.com.au
wearepeak.com.au**



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COURSE ELEMENTS

EDITING MESSAGES

- Copying Text Within a Message
- Copying Text Between Messages
- Copying From Another Source
- Deleting Text
- Removing an Attachment

ORGANISING MESSAGES

- Creating a Message Folder
- Moving Messages
- Copying Messages
- Deleting Messages
- Recovering Deleted Messages
- Cleaning Up Conversations
- Working With Favourites
- Deleting Message Folders
- Recovering Deleted Folders
- Emptying Deleted Items
- Automating Common Tasks With Quick Steps
- Customising a Default Quick Step
- Creating a Quick Step
- Using Quick Steps
- Archiving Messages
- Recovering Archived Messages

SEARCHING

- Using Instant Search
- Expanding the Search
- Search Query Syntax
- Search Query Syntax Dates and Size
- Using Recent Searches
- Search Options
- Searching Other Outlook Items
- Using a Search Folder
- Customising Predefined Search Folders
- Creating a Custom Search Folder

WORKING WITH VIEWS

- Changing the Current View
- Arranging Messages Within a View
- Sorting Messages Within a View
- Working With Columns in a View
- Formatting Columns in a View
- Creating a Custom View
- Adding a Filter to a Custom View
- Deleting a Custom View

COLOUR CATEGORIES

- Creating a New Colour Category
- Assigning a Colour Category
- Finding Messages With Categories
- Removing Categories From Messages
- Deleting a Colour Category

WORKING WITH RULES

- About Rules
- Creating a New Rule From a Template
- Selecting the Rule Conditions
- Selecting the Rule Actions
- Selecting the Rule Exceptions
- Naming and Reviewing the Rule
- Testing the Rule
- Managing Existing Rules

EMAIL TECHNIQUES

- Effective Email Management
- Recalling a Sent Message
- Printing a Message
- Printing a Message List
- Message Formats
- Changing the Message Format
- Choosing Themes or Stationery
- Applying a Theme or Stationery to a Message
- Turning Themes or Stationery Off
- Applying a Theme
- Saving a Message Draft
- Using a Saved Message
- Sending a Voting Message
- Responding to a Voting Message
- Tracking Voting Responses
- Sending Automatic Responses

APPOINTMENTS AND EVENTS

- Quickly Scheduling an Appointment
- Scheduling Using the Appointment Window
- Rescheduling an Appointment to Another Day
- Rescheduling an Appointment to Another Time
- Creating Recurring Appointments
- Changing Recurring Appointments
- Scheduling an Event
- Scheduling Free and Busy Times

APPOINTMENTS AND EVENTS CON.

- Categorising Activities
- Printing Your Calendar
- Deleting Activities

SCHEDULING MEETINGS

- Scheduling a Meeting
- Meeting Response Options
- Responding to Meeting Requests
- Tracking Meeting Responses
- Changing a Meeting
- Adding or Removing Attendees
- Preventing Responses
- Cancelling a Meeting
- The Scheduling Assistant
- Using the Scheduling Assistant
- Scheduling Meetings Using Calendar Groups

MANAGING CONTACTS

- Adding a Contact From an Email
- Pinning a Contact to Favourites
- Contacting a Contact
- Contacting a Contact From the People Peek
- Forwarding Contacts
- Creating a Contact Group
- Using a Contact Group
- Using a Partial Contact Group
- Deleting Members From a Contact Group
- Linking Contacts

TASK REQUESTS

- How Task Requests Work
- Creating a Task Request
- Responding to a Task Request
- Completing an Assigned Task
- Viewing Updated Task Requests