

Prerequisites: It would be beneficial to have a basic understanding of Outlook as well as a general knowledge of personal computer and Windows.

Target Audience: Outlook level 2 is designed for users who are keen to know how to use some of the more advanced aspects of Outlook, including organising email messages, scheduling meetings with colleagues, creating and managing task requests, etc

Learning Outcomes At the completion of the course participants will be able to:

- Effectively edit email messages
 - Organise and work with mail folders and use quick steps
 - Use the search facilities to locate email messages and other Outlook items
 - Work with message views
 - Create and work with colour categories
 - Create and use rules to manage email messages
 - View emails as conversations
 - Ways to work with standard paragraphs in emails
 - Use many Outlook features as you work with email messages
 - Schedule appointments and events in the calendar
 - Schedule meetings using Outlook
 - Track meeting responses
 - Monitor and manage contacts within Outlook
 - Create and work with task requests
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