

KOENIG SOLUTIONS • COURSE OUTLINE

Email with AI: Outlook Copilot & Phishing Safety

Learn to write clear, professional emails, spot phishing threats, and use Outlook and AI tools to manage your inbox efficiently.

1 Day

DURATION

6

MODULES

32

TOPICS

9

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course covers strategic email communication, starting with the modern role of email and common pitfalls, then moving into advanced etiquette such as subject lines, tone, structure, and the proper use of Reply, Reply All, CC, and BCC. It addresses handling difficult and sensitive emails, including apologies, declining requests, and escalating issues, before covering how to recognise phishing and suspicious emails and use Outlook's security indicators. It then looks at boosting productivity with Outlook features such as Rules, Quick Parts, and Copilot or similar AI assistants, and closes with a capstone simulation applying these skills to real-world email scenarios.

WHO THIS COURSE IS FOR

Office Professionals

Administrative Staff

Team Leads

Customer Service Representatives

IT Security Staff

Business Communicators

LEARNING OBJECTIVES

By the end of this workshop, participants will be able to:

- Apply advanced email etiquette for clear, professional, and purpose-driven communication
- Strategically craft subject lines, structures, and tones for various email scenarios
- Handle sensitive, difficult, or high-stakes email communications confidently
- Use Reply, Reply All, CC, and BCC effectively and appropriately
- Identify phishing emails and apply safety best practices
- Leverage AI tools and Outlook features to improve productivity and email management

6 Modules, 32 Topics

01

Icebreaker

Session 1: Introduction to Strategic Email Communication

Objective: Understand the role of email as a professional communication tool and the evolution of AI in email writing.

TOPICS

- The modern role of email in the workplace
- Common email pitfalls and missed opportunities
- **Introduction to AI in email:** Assistance, not replacement

02

Activity

Session 2: Advanced Email Etiquette

Objective: Master nuanced etiquette rules for professional email communication.

TOPICS

- **Strategic subject lines:** Gaining attention and clarity
- **Clear structures:** Openings, body, and closings that drive action
- **Tone matters:** Matching tone to audience and context
- Signature do's and don'ts
- Professional use of emojis and formatting

BEST PRACTICES FOR

- Reply vs. Reply All
- CC and BCC
- Forwarding emails responsibly

03

Scenario simulation

Session 3: Handling Difficult and Sensitive Emails

Objective: Learn how to navigate tricky email situations with tact and professionalism.

TOPICS

- **Apologizing via email:** Sincerity without overdoing
- Declining requests diplomatically
- Escalating issues professionally
- Addressing miscommunication or conflict
- When not to use email

04**Hands-on**

Session 4: Recognizing and Managing Phishing & Suspicious Emails

Objective: Build awareness and response strategies for email security.

TOPICS

Common types of phishing and scams · Red flags in suspicious emails · Safe handling and reporting of threats · Microsoft Outlook's security indicators

05**Activity**

Session 5: Email Productivity with Outlook & AI Tools

Objective: Boost inbox productivity using smart Outlook features and AI integration.

TOPICS

Using Rules, Sorting, and Focused Inbox · Quick Parts, Templates, and Scheduling Emails · Using Categories and Flags for prioritization · Keyboard Shortcuts for efficiency · Delay delivery, read receipts, and follow-ups

USING COPILOT IN OUTLOOK (IF AVAILABLE) OR SIMILAR AI ASSISTANTS

Drafting better emails faster · Summarizing email threads · Auto-correcting tone and grammar

06**4 Sample Scenarios**

Session 6: Capstone Simulation - "The Email Lab"

Objective: Apply learnings through a set of real-world email scenarios. Participants will rotate through 3-4 email scenarios and must:

TOPICS

- Choose appropriate structure, tone, and format
- Use Outlook features where relevant
- Incorporate AI where available
- Peer review for feedback

Practise What You Learn

#	MODULE	ACTIVITY
01	Session 1: Introduction to Strategic Email Communication	Icebreaker: Decode this poorly written email (group exercise)
02	Session 2: Advanced Email Etiquette	Activity: Rewriting real-life poorly written emails (pair activity)
03	Session 3: Handling Difficult and Sensitive Emails	Scenario simulation: Crafting replies to difficult email situations (group activity + peer feedback)
04	Session 4: Recognizing and Managing Phishing & Suspicious Emails	Hands-on: Identify phishing in sample email screenshots
05	Session 5: Email Productivity with Outlook & AI Tools	Demo + Mini Challenges: “Speed Clean Your Inbox” activity
06	Session 6: Capstone Simulation - “The Email Lab”	SAMPLE SCENARIOS ■ Responding to a client complaint ■ Escalating an internal issue ■ Following up on a delayed task ■ Writing a status update for leadership

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

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