

KOENIG SOLUTIONS · COURSE OUTLINE

Introduction to Microsoft Outlook 2019

Learn to navigate Outlook 2019 and manage email, calendars and contacts for everyday productivity.

6

MODULES

42

TOPICS

14

HANDS-ON LABS

COURSE OVERVIEW

This course covers the Outlook 2019 interface, including the Ribbon and Backstage view, before moving into common tasks such as setting up an email account, replying to messages and managing attachments. It then examines composing, formatting and sending messages, including spell checking and inserting hyperlinks or images. The course also covers working with the calendar, including scheduling meetings and appointments, sharing calendars and managing calendar groups. It closes with organising contacts, including contact groups, address books and performing a mail merge.

WHO THIS COURSE IS FOR

Office Workers

Administrative Assistants

Business Professionals

Executive Assistants

LEARNING OBJECTIVES

- Identify the components of the Outlook 2019 interface
- Configure an email account and navigation pane settings
- Apply formatting, spelling checks and attachments to messages
- Compose, forward and send email messages
- Schedule and update meetings and appointments in the calendar
- Share and organise calendars using calendar groups
- Manage, sort and update contacts and address books
- Perform a mail merge using Outlook contacts

6 Modules, 42 Topics

01

3 Labs

The Outlook 2019 Interface

This module explains how to work with the Outlook 2019 interface.

TOPICS

Overview of the Outlook Interface · The Ribbon · Tabs, Groups, and Commands on the Ribbon · The Backstage View

02

4 Labs

Performing Popular Tasks in Outlook 2019

This module explains how to perform popular tasks in Outlook 2019.

TOPICS

- Setting Up an Email Account
- Open Email Messages
- Reply to and Forward Email Messages
- Preview and Save an Attachment
- Print a Message
- Delete a Message
- Save a Message in an Alternate Format
- Delegate Access
- Customize the Navigation Pane

03

Lab

Working with Messages

This module explains how to work with messages in Microsoft Outlook.

TOPICS

Compose a Message · Add an Attachment · Add Voting Options · Check Spelling and Grammar · Format Text · Use Microsoft Word to Edit Messages · Insert a Hyperlink or Image to a Message · Send a Message

04

3 Labs

Working with the Calendar

This module explains how to work with the calendar in Microsoft Outlook.

TOPICS

- Change Your Calendar View
- Set Up Availability Status
- Print Your Schedule
- Share Your Calendar
- Schedule a Meeting
- Make Updates to Meetings
- Cancel a Meeting
- Reply to a Meeting Invitation
- Schedule an Appointment
- Make Updates to an Appointment
- Create Calendar Groups
- Delete a Calendar
- Work with Calendar Items
- Create and Add Calendars

05

3 Labs

Organizing Contacts

This module explains how to organize contacts in Microsoft Outlook.

TOPICS

Add, Delete, Import, and Print a Contact · Update a Contact · Locate a Contact · Sort Contacts · Work with Contact Groups · Manage Multiple Address Books · Perform a Mail Merge

Microsoft Copilot for Outlook

HANDS-ON LABS

Practise What You Learn

#	MODULE	ACTIVITY
01	The Outlook 2019 Interface	■ Outlook Interface Exercises ■ Exploring the Ribbon ■ Exploring the Backstage View
02	Performing Popular Tasks in Outlook 2019	■ Performing Popular Tasks Exercises ■ Setting Up an Email Account ■ Opening and Replying to a Message ■ Printing a Message
03	Working with Messages	Creating and Sending a New Message

#	MODULE	ACTIVITY
04	Working with the Calendar	- Working with the Calendar Exercises - Setting Up Your Calendar - Scheduling a Meeting
05	Organizing Contacts	- Organizing Contact Exercises - Adding and Updating a Contact - Performing a Mail Merge

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.

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