

Microsoft Outlook Productivity Essentials

Total Credit Hours: 48

Tools Covered: Microsoft Outlook (new Outlook for Windows and Outlook on the web), Outlook Calendar, People, Microsoft To Do, Teams, and OneDrive.

Course Outline

Module 1: Outlook Workspace & Setup

- Navigating Mail, Calendar, People, and settings.
- Understanding accounts, mailbox folders, and conversation view.
- Adjusting reading pane, notifications, and display preferences.
- Practical task: Configure a workspace for daily office use.

Module 2: Professional Email Communication

- Writing clear subject lines and structured business emails.
- Using To, Cc, Bcc, reply, reply all, and forward appropriately.
- Creating signatures and handling attachments or OneDrive links.
- Practical task: Draft a client reply and a formal team update.

Module 3: Inbox Organization

- Creating folders and a consistent filing system.
- Using categories, flags, favorites, and read/unread status.
- Managing Focused Inbox and archiving completed conversations.
- Practical task: Sort a sample inbox and identify priority messages.

Module 4: Search & Information Retrieval

- Searching by sender, subject, dates, and attachments.
- Using search filters to narrow results.
- Finding conversations and checking related information.
- Practical task: Retrieve messages and documents from a sample mailbox.

Module 5: Rules & Repeatable Email Actions

- Creating and testing inbox rules.
- Using Quick Steps for frequently repeated actions where supported.
- Setting automatic replies and scheduling email delivery.
- Practical task: Build and test a simple inbox processing routine.

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Course Outline | Continued

Module 6: Calendar & Time Management

- Creating appointments, recurring events, and reminders.
- Blocking focus time and organizing calendars.
- Managing time zones and avoiding scheduling conflicts.
- Practical task: Create a balanced work calendar with focus blocks.

Module 7: Meetings & Team Coordination

- Inviting attendees and checking availability with Scheduling Assistant.
- Adding Teams meeting links and clear agendas.
- Tracking responses, rescheduling, and cancelling meetings.
- Practical task: Coordinate a meeting and send a follow-up summary.

Module 8: Contacts & Task Follow-Up

- Creating and updating contacts and contact lists.
- Turning flagged emails into follow-up tasks through Microsoft To Do.
- Setting due dates, reminders, and daily priorities.
- Practical task: Build a contact list and manage pending client actions.

Module 9: Shared Work & Secure Email

- Using shared mailboxes and shared calendars with assigned access.
- Reviewing file permissions before sharing.
- Recognizing phishing, suspicious attachments, and mistaken recipients.
- Practical task: Handle a simulated team inbox request securely.

Module 10: Productivity Routine & Final Project

- Building a daily email review and follow-up routine.
- Reducing notification distractions and maintaining mailbox organization.
- Reviewing common problems with rules, invitations, and shared links.
- Final project: Manage a simulated workday using inbox rules, client emails, a meeting schedule, shared documents, and tracked follow-up tasks.

Learning reference: [Outlook help and learning](#).