

# Taking Control with Microsoft Outlook

## **Organising Emails**

- Creating A Message Folder
- Cleaning Up Conversations
- Working With Favourites
- Operation Inbox Zero

## **Management Techniques**

- Processing your Inbox
- Change default settings
- Daily planning and task lists
- Setting up the Outlook environment to support time management
- Quick steps to add tasks, appointments and contacts

## **Quick Steps**

- Automate Common Tasks With Quick Steps
- Customising A Default Quick Step
- Creating A Quick Step

## **Search Folders**

- Using Search Folders
- Predefined Search Folders
- Creating A Custom Search Folder

## **Setting Outlook Views**

- Changing The Current View
- Working With Columns
- Formatting Columns
- Creating Custom Views
- Adding Filters
- Deleting Custom Views

*\* Course content can be modified to suit your organisation*



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