

<b>LEARNING OUTCOMES</b>	<b>COURSE OUTLINE</b>	
<p>By the end of this course participants will be able to:</p> <ul style="list-style-type: none"> <li>* Understand the professional approach to letter and email writing</li> <li>* How to quickly write professional emails</li> <li>* Be more aware of email security issues</li> <li>* Organise your mail so you can easily store and locate emails when needed.</li> </ul> <p><b>PREREQUISITES</b></p> <p>None</p> <p><b>CUSTOMISATION</b></p> <p>In addition to our standard courseware, we can adapt course content and flow to your specifications.</p> <p>This course is delivered over 1 full session</p>	<p><b>BUSINESS LETTERS</b></p> <ul style="list-style-type: none"> <li>* Components of a letter</li> <li>* The heading</li> <li>* the opening</li> <li>* Inside address</li> <li>* The salutation</li> <li>* The body</li> <li>* The closing</li> <li>* The writers signature and Identification</li> <li>* Carbon Copy notations</li> </ul> <p><b>LETTER WRITING</b></p> <ul style="list-style-type: none"> <li>* The Eight Rules</li> <li>* Types of Letters</li> <li>* Sending the letter</li> </ul> <p><b>PRESENTATION OF DOCUMENTS</b></p> <ul style="list-style-type: none"> <li>* Full-Block Layout - Open Punctuation</li> <li>* Semi-Block Layout - Closed Punctuation</li> <li>* Parts of a Business Letter</li> <li>* Report Writing</li> </ul> <p><b>EMAIL WRITING ETIQUETTE</b></p> <ul style="list-style-type: none"> <li>* Etiquette Rules</li> </ul> <p><b>OUTLOOK</b></p> <ul style="list-style-type: none"> <li>* The Ribbon</li> <li>* Message Flagging</li> <li>* Navigation Pane</li> <li>* Instant Search</li> <li>* Help and Outlook demos</li> <li>* Printing help sheets</li> <li>* Navigation Pane</li> <li>* Standard Toolbar</li> <li>* Displaying or hiding toolbars</li> </ul> <p><b>TERMINOLOGY AND CONCEPTS</b></p> <ul style="list-style-type: none"> <li>* What is email and its advantages</li> <li>* The structure of an email address</li> <li>* Recommendations for email contact and use</li> </ul> <p><b>SECURITY ISSUES</b></p> <ul style="list-style-type: none"> <li>* Spam, Viruses, Phishing, Digital signatures</li> </ul> <p><b>SENDING MESSAGES</b></p> <ul style="list-style-type: none"> <li>* Creating and sending email</li> <li>* Sending emails to multiple addresses</li> <li>* Receiving emails</li> <li>* Using blind carbon copy</li> <li>* Setting message subject</li> <li>* Spell checking your message</li> <li>* Inserting a file into a message</li> <li>* Message importance &amp; sensitivity</li> </ul>	<p><b>RECEIVING, READING AND REPLYING</b></p> <ul style="list-style-type: none"> <li>* The Inbox Folder and Screen</li> <li>* Selecting a message</li> <li>* Message Status icons</li> <li>* Reading and Forwarding email</li> <li>* Opening or saving an attached file</li> <li>* Reply and Reply to All recipients</li> <li>* Printing a message</li> <li>* Previewing a message and Printing Options</li> </ul> <p><b>MANIPULATING TEXT AND FILES</b></p> <ul style="list-style-type: none"> <li>* Selection techniques</li> <li>* Copying and pasting text</li> <li>* Moving text from one message to another</li> <li>* Copying text from another application into a message</li> <li>* Deleting text</li> <li>* Deleting an attached file</li> </ul> <p><b>PEOPLE AND CONTACTS</b></p> <ul style="list-style-type: none"> <li>* Creating a contact</li> <li>* Adding the sender of a message to contacts</li> <li>* Addressing an email to a contact</li> <li>* Deleting a contact</li> <li>* Creating and contract group</li> <li>* Sending an email to a contact group list</li> </ul> <p><b>ORGANISING MAIL</b></p> <ul style="list-style-type: none"> <li>* Searching for a particular email message</li> <li>* Searching for messages by sender, subject or content</li> <li>* Creating a new mail folder</li> <li>* Moving a message to a different folder</li> <li>* Deleting a mail folder</li> <li>* Sorting the contents of the Inbox</li> <li>* Deleting a message</li> <li>* Opening the 'Deleted Items' folder</li> <li>* Restoring a message from the 'Deleted Items' folder</li> <li>* Emptying the 'Deleted Items' folder</li> <li>* Automatically emptying the 'Deleted Items' folder when you exit Outlook</li> <li>* Flagging a message</li> <li>* Removing a flag mark from a mail message</li> <li>* Marking a message as unread</li> <li>* Marking a message as read</li> </ul>