

## Office 365 Communication Strategies – Using Outlook

If a goal is to strengthen communication between all employees, then you must improve communication skills by using **Outlook**. **Outlook 2016** and **Outlook Online** can satisfy indirect communication by sending messages anytime and anywhere. You can use **Outlook** 2016 on your desktop, laptop, or Microsoft Surface device. You can use **Outlook Online** from any web browser anywhere and from your smart device. You need to know how to set up Out-Of-Office-Assistant, AutoSignature, Rules, and many other behind the scenes capabilities. This course will specifically cover **Outlook Online** and **Outlook 2016**.

**Course length:** 1:45 to 2:00 hours

**Course Method:** Instructor-Led or Remote Online

**Delivery Method:** This is a hands-on course.

**Courseware:** TBD

**Concepts Covered:**

### Outlook Online Viewing Options

Sort By / Conversation, Flag, New, Search, Folders, Groups, Reply, Reply All, Forward, and Mark As Unread.

### Outlook Online More Options

Reply By IM, Reply All By IM, Delete, Categories, Mark As Junk, Open In Separate Window, Print, Create Rule, View Message Details, Create New Email, New, Send, Discard, Insert, and Apps.

### Outlook Online More Options. . .

To/CC, Subject, Body, Reply, Reply All, and Forward.

### Outlook Online Settings

Refresh, Automatic Reply (Out-Of-Office Assistant), Change Theme, Delivery Reports, Display Settings, Manage Apps, Mobile Devices, Offline Settings, Region and Time Zone Options, Feedback, Automatic Processing, Automatic Replies, Clutter, Rules, Junk , Reporting, Mark As Read, Receipts, Retention, Policies, Accounts, Block Or Allow, Connected, Accounts, Forwarding, POP and IMAP, Conversations, Email Signature, Message Format, Message List, Outlook Web App Version, Reading Pane, Distribution Groups and Sweep.