

Microsoft Outlook Advanced Course Schedule

Unit Standard: 114984: Manage electronic mail in a business environment

Course Schedule

E-MAIL ETIQUETTE BASICS

- E-mail characteristics
- E-mail programs
- When to use e-mail
- Writing an e-mail message

E-MAIL POLICIES

- Company policies
- Copyright laws, viruses, and liability

E-MAIL FEATURES AND SECURITY

- Features of an e-mail program
- Securing e-mail

E-MAIL MESSAGES

- Message headers
- E-mail message body

E-MAIL EFFECTIVENESS

- E-mail recipients
- Message management

NETIQUETTE GUIDELINES

- Netiquette style
- Emoticons and abbreviations

COMPOSING ONLINE CORRESPONDENCE

- Online communication
- Language and punctuation
- Efficient writing habits

ABOUT THIS COURSE:

Course Duration: 1 Day

Cost per Person: R800-00

Venues: Our training room or yours

Assessment and moderation of submitted POE's @ R250 pp

Sankin Computer Training