



Course Overview

This course is designed for real estate agents that desire to become “connected” to the technology using Outlook to manage their contacts and e-mail. This training program is designed to provide a “jump start” for building skills to use Outlook effectively in managing e-mail and promoting services. This course is delivered one-on-one to ensure the agent receives the level of training that meets their specific technology needs, as well as custom design their software program to increase productivity.

Number of sessions: 2 Approximate length: 1 hour each

Course Objectives

Upon completion of this training, the agent will be equipped to:

- ✓ Articulate the features of Outlook e-mail
- ✓ Recognize and differentiate between the different menu selections
- ✓ Utilize and understand various e-mail options and views
- ✓ Customize Outlook to increase productivity
- ✓ Demonstrate the ability to open, read, delete, print, and save e-mail messages
- ✓ Understand the various types of e-mail attachments and file extensions.
- ✓ Apply skills to open, save, print, and delete attachments
- ✓ Implement effective and efficient uses for contact lists
- ✓ Organize and manage the inbox and contacts
- ✓ Create folders to organize contacts and groups
- ✓ Increase productivity by utilizing distribution lists
- ✓ Increase brand awareness by creating v-cards and electronic signatures

Course Agenda

Getting Started with Outlook Basics

- Starting MS Outlook
- Navigating Outlook, the menus, and toolbars
- Using the Office Assistant and Help menu

Customizing and Organizing the Inbox

- Sorting e-mail
- Creating file folders

Viewing Your e-mail Messages and Attachments

- Opening and reading a message
- Previewing messages
- Opening and saving attachments
- Printing your messages

Replying to Your e-mail Messages

- Reply to a message
- Reply to everyone
- Forwarding a message

Creating a New e-mail Message

Sent Messages

- Keeping copies of your sent messages

Using the Address Book

- Adding contacts
- Updating entries
- Creating categories
- Creating distribution lists

Plus.....

- Sending e-mail with an attachment
- Hyperlinks
- V-cards
- Electronic signatures
- Flag your messages for follow-up