

Training Needs Analysis Form

Microsoft Outlook



Please take a few moments to complete this form. It will help us to determine your current skill level and design a tailored training programme to suit. Please be honest and accurate with your answers. Thank you.

Name:	
Company:	
Department:	

Have you used Microsoft Outlook before?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, which version of Outlook have you used? Please specify:		
How would you rate your overall skill level with Outlook?	<input type="checkbox"/> Beginner	<input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced

Task	How would you rate your knowledge of this task?			If none or minimal would you like to know more?	
	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Working with Windows and the mouse	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Addressing and sending email messages	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Receiving and reading email messages	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Forwarding and replying to email messages	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sending and opening attachments	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Using the different email addressing fields (e.g. CC, BCC)	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Saving, storing, recovering and deleting email messages	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Creating an electronic email signature	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Creating and using an address book	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Creating and sending to a distribution list	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Using the calendar to schedule meetings and appointments	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Setting up recurring appointments	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Changing, copying and deleting appointments	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Setting, sorting and grouping tasks and assigning priorities	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Creating and managing contact details	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Creating and editing reminder notes	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Creating journal entries	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Working with folders	<input type="checkbox"/> None	<input type="checkbox"/> Minimal	<input type="checkbox"/> Good	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Are there any other topics, not shown above, which you would like covered? Please specify:

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