

Microsoft 365 Copilot (Premium) Training

Transform the Way Your People Work with AI

Microsoft 365 Copilot is more than a chatbot. It is an AI-powered productivity assistant embedded across Outlook, Teams, Word, PowerPoint, Excel, SharePoint, and other Microsoft 365 applications. When used effectively, it can help users work faster, communicate better, retrieve information more easily, and make more informed decisions.

Our Microsoft 365 Copilot Training programme equips participants with the practical skills, confidence, and mindset required to apply AI in their daily work. Through guided learning, hands-on exercises, workflow redesign activities, and collaborative solution-building, participants learn how to move beyond productivity gains and unlock new ways of working.

Who Is This For?

This programme is designed for:

- Business users
- Knowledge workers
- Team leaders and managers
- Administrative professionals
- Project managers and coordinators
- Microsoft 365 Copilot users
- Organisations embarking on their AI adoption journey

No coding or technical background is required. The programme is designed specifically for end users and business professionals.

Prerequisites

To ensure participants can fully participate in the hands-on exercises and activities, the following prerequisites should be met before the programme begins.

Microsoft 365 Copilot (Premium) Licence

Participants must have a **Microsoft 365 Copilot (Premium) licence assigned to their work account at least one week before the Activation Session**. This allows sufficient time for licence provisioning, service activation, and access verification before the programme starts.

Microsoft 365 Work Account and Laptop

Participants should use their own laptops and have an active Microsoft 365 work account with access to the Microsoft 365 services used within their organisation, including Outlook, Teams, OneDrive, SharePoint, Word, Excel, and PowerPoint.

What Makes This Training Different?

Most training programmes teach features.

We focus on outcomes.

Participants do not simply learn where buttons are. They learn how to:

- Identify opportunities for AI within their work
- Improve existing workflows
- Apply Copilot to real business tasks
- Create reusable prompts and assets
- Develop practical AI-improvement ideas
- Share ideas and learn from peers
- Establish sustainable AI habits

Unlike traditional software training, participants do not leave with knowledge alone. They leave with redesigned workflows, practical AI-improvement ideas, hands-on experience using Microsoft 365 Copilot, and a prototype developed collaboratively with their peers.

By the end of the programme, participants will have explored ways to improve real business processes using Microsoft 365 Copilot and developed ideas that can potentially be implemented within their organisation.

Programme Structure

Phase	Duration
Activation Session	2 Hours
Microsoft 365 Copilot Training	2 Days
Optional Post-Training Coaching & Consultation	Half Day or More

Recommended Participation

Participants are encouraged to attend as **workgroups of 4 to 5 people**.

This creates opportunities for:

- Peer learning
- Team discussions
- Collaborative solution development

- Presentation and feedback activities

Organisations typically achieve the best outcomes when participants attend with colleagues who share similar workflows or business objectives.



Phase 1: Activation Session

Duration: 2 Hours

The Activation Session lays the foundation for the entire programme. Rather than jumping straight into learning features, participants first examine how they currently work, identify opportunities for improvement, and begin thinking about how Microsoft 365 Copilot can be applied to their day-to-day responsibilities.

What Participants Will Do During the Activation Session

1. Map Their Current Workday

Participants begin by creating a visual map of their typical workday. This helps them step back from individual tasks and see how work actually flows across people, information, documents, systems, and decisions.

- Key responsibilities and activities
- Applications and tools they use
- Information they frequently search for

- Documents and content they create
- Repetitive manual tasks
- Bottlenecks, delays, and inefficiencies

By making their current work visible, participants can more easily recognise where Microsoft 365 Copilot may help reduce effort, improve quality, or accelerate routine activities.

2. Understand What Microsoft 365 Copilot Can Do

Participants are introduced to the core capabilities of Microsoft 365 Copilot and how it supports everyday work across familiar Microsoft 365 applications.

- What Microsoft 365 Copilot is
- Web Grounding versus Work Grounding
- Responsible AI principles
- Human-in-the-Loop validation
- How Copilot works across Microsoft 365 applications

3. Identify Opportunities for Improvement

Using their workflow maps as a reference, participants identify where AI could support, simplify, or enhance the way work gets done.

- Tasks that could be accelerated
- Information that Copilot could help retrieve
- Activities that could be streamlined
- Decisions that should remain human-led
- New possibilities made possible by AI

4. Prepare Ideas for the Training Days

By the end of the Activation Session, participants will have a clearer view of their current workflow and a set of practical improvement ideas to explore during the hands-on training.

- A clearer understanding of their workflow
- A list of productivity challenges
- Potential AI-improvement opportunities
- Ideas they wish to explore during the training programme

These ideas become the starting point for the Day 2 workflow transformation and AI-improvement activities.

Phase 2: Two-Day Hands-On Training

Day 1: Microsoft 365 Copilot for Everyday Productivity

Participants learn how Microsoft 365 Copilot works across the Microsoft 365 ecosystem and how it can support daily business activities.

What Participants Will Do on Day 1

Day 1 focuses on practical productivity skills. Participants learn how to use Microsoft 365 Copilot across everyday work activities such as finding information, drafting content, analysing information, preparing for meetings, and improving communication workflows.

1. Practise Core Copilot Chat Skills

Participants use Copilot Chat to practise core AI skills they can apply across everyday work.

- Finding information quickly
- Creating first drafts and working content
- Analysing and summarising information
- Comparing options and generating recommendations
- Preparing for meetings, tasks, and follow-ups

2. Improve Communication and Collaboration

Participants learn how Copilot can support communication workflows across Outlook and Teams.

- Summarising email conversations
- Drafting and refining email responses
- Summarising meetings and generating recaps
- Tracking action items and follow-ups
- Improving communication flow across teams

3. Create Better Documents and Presentations

Participants learn how Copilot can help turn raw information into structured business documents and presentation content.

- Drafting documents, reports, and policies
- Reorganising and improving existing content
- Summarising long-form information
- Converting meeting transcripts into structured documentation
- Generating presentations and creating slides from documents

4. Analyse Data in Excel

Participants practise using Copilot to support common data analysis tasks in Excel.

- Cleaning and preparing data
- Creating formulas
- Analysing datasets
- Generating insights
- Creating charts and simple dashboards

5. Write Better Prompts with the GCES Framework

Participants learn a simple structure for writing more effective prompts: Goal, Context, Expectations, and Source. This helps them obtain more accurate, useful, and relevant responses from Copilot.

Day 2: Workflow Transformation, Agents, Notebooks & AI Improvement Ideas

Day 2 focuses on moving beyond individual productivity into workflow improvement, AI-enabled collaboration, and practical business transformation.

What Participants Will Do on Day 2

1. Review, Reflect and Reimagine Their Workflow

Participants revisit the workflow maps created during the Activation Session and use them to identify where Microsoft 365 Copilot could support better ways of working.

- Accelerate work
- Retrieve information
- Improve quality
- Reduce manual effort
- Enable new ways of working

2. Explore Agents and Notebooks

Participants explore how agents and notebooks can support personal productivity, knowledge management, and team collaboration.

- Microsoft-provided agents
- SharePoint Agents
- Personal Copilot Agents
- Copilot Notebooks

These capabilities help participants understand how AI can be configured around specific roles, processes, information sources, and team needs.

3. Develop an AI-Powered Improvement Idea

Working in teams, participants design and prototype a practical AI-powered improvement based on a real workplace challenge.

Each team defines the problem they want to solve, the people affected, the current pain points, and the information or knowledge sources needed to support their proposed improvement.

Teams may use a combination of Microsoft 365 Copilot capabilities to shape their prototype, including Copilot Chat, prompt engineering techniques, Copilot Notebooks, SharePoint Agents, Personal Copilot Agents, and Microsoft 365 applications.

The objective is to demonstrate how Microsoft 365 Copilot can be applied to real workplace scenarios and challenges.

4. Present Their AI-Improvement Idea

Every team presents its AI-improvement idea to the class, explaining the business challenge, the proposed approach, how Microsoft 365 Copilot was used, and the expected benefits.

The presentation gives participants an opportunity to practise explaining business value clearly while learning from the ideas developed by other teams.

Participants gain exposure to a wide range of practical use cases beyond their own project.

5. Take Part in the Solution Showcase and Awards

The programme concludes with a class showcase where participants review the ideas presented and vote for the solution they believe delivers the greatest business value.

The team receiving the most votes is recognised as the winning team, and members of the winning team receive a prize.

This friendly competition creates energy, encourages creativity, promotes knowledge sharing, and motivates participants to think beyond simple productivity gains towards meaningful business transformation.

Key Learning Outcomes

By the end of the programme, participants will be able to:

- ✓ Use Microsoft 365 Copilot confidently across Outlook, Teams, Word, Excel, and PowerPoint
- ✓ Apply structured prompting techniques
- ✓ Improve personal productivity and collaboration

- ✓ Identify opportunities for workflow improvement
- ✓ Create and configure personal Copilot Agents
- ✓ Leverage Copilot Notebooks effectively
- ✓ Apply Responsible AI principles in daily work
- ✓ Develop AI-improvement ideas relevant to their organisation
- ✓ Contribute to broader AI adoption initiatives

Optional Post-Training Coaching & Consultation

Learning is only the beginning.

Our post-training coaching sessions help participants:

- Refine AI-improvement ideas
- Improve prompting techniques
- Address adoption challenges
- Optimise workflows
- Accelerate implementation
- Build internal AI champions

The result is not just trained users, but a stronger foundation for sustainable AI capability across the organisation.

From Learning to Capability

Participants leave with:

- ✓ Practical Microsoft 365 Copilot skills
- ✓ Redesigned workflows
- ✓ Reusable prompts and AI assets
- ✓ Hands-on experience prototyping AI-powered improvements
- ✓ A practical AI-improvement idea for their workplace

Because capability is not created by learning alone. Capability is built when people apply what they learn to real business challenges, collaborate with peers, and continuously improve.