

Microsoft Copilot and AI Skills for the Modern Workplace

Introduction

Artificial Intelligence is becoming increasingly relevant to everyday workplace activities, particularly in preparing documents, analysing information, communicating, managing meetings and developing presentations. For organisations that have adopted Microsoft Copilot, employees need practical knowledge of how to use the technology appropriately within their existing work environment.

This two-day programme introduces participants to Microsoft Copilot and essential AI working skills. The programme focuses on practical applications within Microsoft 365, including Word, Excel, PowerPoint, Outlook and Teams. Participants will also be introduced to effective prompting, verification of AI-generated information, responsible AI practices and selected examples of other AI tools.

The programme does not aim to make participants AI specialists. Instead, it provides practical exposure to how AI can support common workplace activities while emphasising that professional judgement, verification and responsibility remain important.

Program Objectives

This program aims to:

1. Introduce participants to the fundamental concepts and workplace applications of Artificial Intelligence and Microsoft Copilot.
2. Provide participants with practical exposure to using Microsoft Copilot in common Microsoft 365 applications.
3. Develop participants' basic skills in writing effective prompts and reviewing AI-generated outputs.
4. Increase participants' awareness of responsible, secure and appropriate use of AI in the workplace.

Learning Outcomes

After completion of this program, the participants should be able to:

1. Describe the basic functions, applications and limitations of Microsoft Copilot and generative AI.
2. Use Microsoft Copilot to assist with selected workplace activities in Word, Excel, PowerPoint, Outlook and Teams.
3. Develop clearer prompts to obtain more relevant AI-generated responses.
4. Review and verify AI-generated information before using it for workplace purposes.

5. Recognise basic considerations relating to confidentiality, data protection and responsible AI use.

Program Outline

Day 1: Microsoft Copilot for Everyday Workplace Productivity

Module 1: Understanding AI and Microsoft Copilot

- Introduction to Artificial Intelligence and Generative AI
- What Microsoft Copilot can and cannot do
- Role of Copilot in the workplace
- Human judgement when working with AI

Module 2: Effective Prompting for Workplace Tasks

- Understanding how prompts influence AI responses
- Providing clear context and instructions
- Defining the required format and output
- Improving results through follow-up prompts
- Practical workplace prompting exercises

Module 3: Copilot for Word and PowerPoint

- Drafting and improving workplace documents
- Summarising documents and information
- Preparing reports and executive summaries
- Developing presentation content from existing information
- Improving presentation structure and wording

Module 4: Copilot for Outlook and Teams

- Summarising email conversations
- Drafting and improving email responses
- Summarising meetings and discussions
- Identifying key decisions and action items
- Preparing follow-up communication

Day 2: AI for Analysis, Verification and Responsible Workplace Use

Module 5: Copilot for Excel and Information Analysis

- Using Copilot to understand business data
- Asking questions about information in Excel
- Identifying basic patterns and trends
- Summarising findings for management
- Reviewing AI-generated data interpretations

Module 6: AI Verification and Critical Thinking

- Understanding possible errors in AI-generated responses
- Recognising AI hallucinations and unsupported information
- Checking facts, calculations and references
- Distinguishing AI suggestions from verified information
- Applying professional judgement before using AI outputs

Module 7: Responsible and Secure Use of AI

- Confidential and organisational information
- Personal and sensitive data
- Copyright and intellectual property considerations
- Appropriate and inappropriate use of AI
- Employee responsibility when using AI-generated content

Module 8: Applying AI to Workplace Productivity

- Identifying suitable workplace activities for AI assistance
- Reducing repetitive administrative work
- Combining Copilot applications within a simple workflow
- Introduction to selected AI tools beyond Microsoft Copilot
- Developing a simple AI-assisted workplace application