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AI for Business Productivity with Microsoft Copilot

Enhancing Communication, Research, and Workplace Efficiency Through Generative AI

FA-0063

Agentic & Generative AI · AI for Leaders & Business

Introduction

Businesses across every sector are increasingly adopting AI-powered assistants to improve operational speed, reduce repetitive tasks, and enable employees to focus on higher-value work. Microsoft 365 Copilot has emerged as one of the leading enterprise AI productivity platforms, integrating directly into familiar workplace tools such as Word, Outlook, Teams, Excel, and PowerPoint. Organisations now expect employees to understand not only how to use these tools, but how to strategically leverage AI to research, communicate, summarise information, automate tasks, and support business decision-making.

This course focuses on practical business productivity use cases using Microsoft Copilot and AI-powered workplace tools. Participants will explore how AI can support research, communication, collaboration, ideation, reporting, and workflow optimisation while maintaining responsible AI practices and governance standards. The course is designed around realistic workplace activities and current enterprise AI adoption trends rather than theoretical instruction. The instructor brings over 30 years of industry experience and integrates operationally relevant examples, modern productivity methodologies, and real business workflows into the delivery. Current Microsoft Copilot advancements including intelligent AI agents, workflow automation capabilities, enterprise governance enhancements, and collaborative AI integrations are incorporated throughout the programme.

Learning outcomes

Participants will be able to:

- Use Microsoft Copilot Chat to conduct research and analyse information
- Improve written communication using AI-assisted drafting techniques
- Generate ideas and business content using structured prompting

- Utilize AI tools for summarisation, reporting, and knowledge retrieval
- Understand AI-assisted workflow optimisation techniques
- Explore Copilot agents for business task execution
- Apply responsible AI principles in business environments
- Enhance collaboration using AI-assisted workplace tools
- Improve productivity through automation-oriented thinking
- Understand enterprise AI adoption and operational best practices

Prerequisites

- Basic understanding of workplace productivity applications
- Familiarity with Microsoft 365 applications
- General business communication skills
- Laptop with Microsoft 365 access recommended
- Internet connectivity for cloud-based AI services

Training outline

1. Introduction to AI for Business Productivity

Business transformation through AI

1. Enterprise AI adoption trends
2. Digital workplace evolution
3. AI-driven operational efficiency
4. Generative AI in business functions

Understanding Generative AI

1. AI model fundamentals
2. Language model capabilities
3. Enterprise AI applications
4. Human-AI collaboration models
5. AI limitations and risk awareness

Responsible AI in Business

1. Ethical AI usage
2. Data privacy considerations
3. Enterprise governance concepts
4. Compliance and security awareness
5. Information handling practices

2. Microsoft Copilot Business Fundamentals

Copilot Chat Overview

1. Copilot interface navigation
2. Work and web grounding concepts
3. AI-assisted interaction models
4. Prompt submission workflows
5. Context-aware assistance

AI Prompting Techniques

1. Effective prompt construction
2. Business-oriented prompting
3. Contextual prompting methods
4. Iterative refinement workflows
5. Prompt optimization strategies

AI-Assisted Research Workflows

1. Information discovery techniques
2. Summarising large information sets
3. Comparative analysis support
4. Insight extraction methods
5. Research acceleration strategies

3. AI-Assisted Communication and Content Creation

Professional Business Writing

1. Email drafting workflows
2. Proposal and report drafting
3. Executive summary generation
4. Tone and style adaptation
5. AI-assisted editing

Brainstorming and Ideation

1. Creative problem-solving
2. AI-assisted idea generation
3. Workshop preparation
4. Campaign ideation
5. Structured innovation support

Meeting and Collaboration Productivity

1. AI meeting summaries
2. Action item extraction
3. Collaboration recap generation
4. Team communication enhancement
5. Follow-up workflow acceleration

4. Copilot Across Microsoft 365 Applications

Microsoft Word Integration

1. AI-assisted drafting
2. Document summarisation
3. Content restructuring
4. Writing enhancement workflows
5. Collaboration support

Microsoft Outlook Integration

1. Intelligent email assistance
2. Inbox productivity optimization
3. AI-generated responses
4. Communication prioritisation
5. Scheduling assistance

Microsoft Teams Integration

1. AI-enhanced meetings
2. Conversation summarisation
3. Intelligent collaboration support
4. Team coordination workflows
5. Meeting recap automation

Microsoft PowerPoint Integration

1. AI-assisted presentation development
2. Slide summarisation
3. Presentation refinement
4. Narrative structuring
5. Content optimisation workflows

5. Copilot Agents and AI Workflow Automation

Understanding AI Agents

1. Agent concepts and architecture
2. Pre-built agent usage
3. AI task orchestration
4. Intelligent workflow support
5. Context-driven automation

Enterprise Information Access

1. Organisational knowledge retrieval

2. AI-assisted search workflows
3. Multi-source information analysis
4. Knowledge summarisation
5. Business insight extraction

Workflow Streamlining Techniques

1. Identifying repetitive tasks
2. Process automation opportunities
3. Operational efficiency analysis
4. AI-enhanced task coordination
5. Business productivity redesign

6. AI Productivity Optimization and Governance

Operational Best Practices

1. AI output validation
2. Risk management considerations
3. Quality assurance workflows
4. Human oversight practices
5. Sustainable AI usage habits

Enterprise AI Governance

1. Security and compliance awareness
2. Organisational AI policy considerations
3. Data protection principles
4. Responsible deployment concepts
5. Governance frameworks

Future Trends in Workplace AI

1. Emerging Copilot capabilities
2. AI agent evolution
3. Enterprise AI maturity trends
4. Intelligent workplace transformation

5. Long-term productivity implications

Disclaimer

The above outlines are intended to serve as structured training guidelines and may be adjusted, refined, expanded, or reorganised by the trainer based on participant profiles, organisational requirements, operational constraints, technology updates, delivery timelines, or evolving industry practices. The trainer reserves the right to modify the sequence, depth, emphasis, or coverage of topics where necessary to ensure optimal learning outcomes and relevance to current market and business conditions without prior notice.

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