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Productivity with ChatGPT & Microsoft Copilot

Transforming Everyday Workflows with Practical AI Skills for the Modern Workplace - 2days

FA-0366 · two-day

Agentic & Generative AI · AI for Leaders & Business

Introduction

Artificial Intelligence has rapidly evolved from an emerging technology into a practical business tool that is reshaping how organizations communicate, analyze information, automate repetitive work, and make decisions. Rather than replacing people, modern Generative AI serves as an intelligent assistant that enhances productivity, accelerates knowledge work, and enables professionals to focus on higher-value activities.

To realize these benefits, users must understand not only how AI works, but also its limitations, ethical considerations, security implications, and the importance of crafting effective prompts. Strong prompting skills enable AI systems to produce accurate, relevant, and consistent results while minimizing errors and hallucinations.

This two-day instructor-led course provides participants with a solid foundation in Artificial Intelligence before progressing into practical Prompt Engineering and AI Simulation techniques using ChatGPT and Microsoft Copilot. The course focuses heavily on real-world business workflows, demonstrating how both platforms can be leveraged to improve productivity, collaboration, research, content creation, reporting, analysis, and decision-making.

The training is delivered by an instructor with **over 30 years of industry experience**, using practical, industry-driven scenarios and real workplace use cases rather than purely academic concepts, ensuring participants gain immediately applicable skills that can be implemented upon returning to work.

Learning outcomes

Upon completion of this course, participants will be able to:

- Understand the fundamentals of Artificial Intelligence and Generative AI.
- Explain how Large Language Models (LLMs) generate responses.
- Identify AI capabilities, limitations, risks, and ethical considerations.
- Apply prompt engineering principles to improve AI outputs.
- Design structured prompts for different business scenarios.
- Utilize ChatGPT to enhance research, writing, analysis, brainstorming, and documentation.
- Utilize Microsoft Copilot to optimize Microsoft 365 productivity workflows.
- Compare the strengths and appropriate use cases of ChatGPT and Microsoft Copilot.
- Build AI-assisted workflows that improve efficiency while maintaining quality and governance.
- Recognize best practices for responsible AI usage within the organization.

Prerequisites

- Basic computer literacy
- Familiarity with Microsoft Office applications
- Basic internet browsing skills
- Active ChatGPT account
- Access to Microsoft Copilot (Microsoft 365 or Enterprise environment preferred)
- No prior AI experience required

Training outline

1. Introduction to Artificial Intelligence

Evolution of Artificial Intelligence

1. History of AI
2. AI milestones
3. Modern AI landscape
4. Enterprise AI adoption

AI Terminology

1. Artificial Intelligence
2. Machine Learning

3. Deep Learning
4. Neural Networks
5. Generative AI
6. Large Language Models (LLMs)

Understanding How AI Works

1. Training data
2. Tokens
3. Context windows
4. Pattern prediction
5. Reasoning capabilities
6. Model limitations

Types of Artificial Intelligence

1. Predictive AI
2. Generative AI
3. Conversational AI
4. Multimodal AI
5. AI Agents overview

2. Responsible AI, Ethics and Risk Management

1. AI strengths and limitations
2. Hallucinations and misinformation
3. Bias and fairness
4. Privacy and confidentiality
5. Copyright and intellectual property
6. Data governance
7. Responsible AI practices
8. Human oversight
9. Enterprise AI policies

3. Introduction to Prompt Engineering

1. Understanding prompts
2. Anatomy of an effective prompt
3. Context-driven prompting
4. Role-based prompting

5. Goal-oriented prompting
6. Instruction refinement
7. Output formatting
8. Prompt iteration techniques
9. Prompt optimization strategies
10. Prompt libraries and reusable templates

4. AI Simulation Concepts

1. Persona simulation
2. Expert role simulation
3. Customer simulation
4. Interview simulation
5. Decision-making simulations
6. Scenario planning
7. Business case simulations
8. Interactive conversational workflows

5. ChatGPT Fundamentals

1. Understanding ChatGPT capabilities
2. User interface and workspace
3. Conversation management
4. Working with context
5. Uploading and analyzing documents
6. File-based interactions
7. Multimodal capabilities
8. Managing longer conversations

6. Prompt Engineering with ChatGPT

1. Writing effective business prompts
2. Research prompts
3. Summarization prompts
4. Content generation prompts
5. Report generation
6. Brainstorming techniques

7. Data interpretation
8. Structured output generation
9. Tables and formatted responses
10. Prompt chaining
11. Prompt refinement
12. Quality evaluation techniques

7. Business Productivity with ChatGPT

1. Email drafting
2. Proposal development
3. Meeting preparation
4. Meeting summaries
5. SOP development
6. Policy drafting
7. Knowledge base creation
8. Presentation content
9. Training material development
10. Customer communication
11. Business analysis
12. Decision support

8. Introduction to Microsoft Copilot

1. Microsoft Copilot ecosystem
2. Microsoft 365 integration
3. Copilot capabilities
4. Enterprise security considerations
5. Organizational data awareness
6. Understanding grounded responses
7. Comparing ChatGPT and Copilot

9. Microsoft Copilot Across Microsoft 365

Copilot in Word

1. Document creation
2. Document rewriting

3. Summarization
4. Formatting assistance

Copilot in Excel

1. Data analysis
2. Formula generation
3. Trend identification
4. Data summarization

Copilot in PowerPoint

1. Presentation generation
2. Slide restructuring
3. Visual content suggestions

Copilot in Outlook

1. Email drafting
2. Email summarization
3. Response generation
4. Inbox productivity

Copilot in Teams

1. Meeting summaries
2. Action item extraction
3. Discussion recap
4. Follow-up generation

10. Prompt Engineering for Microsoft Copilot

1. Business-oriented prompting
2. Context-aware prompting
3. Microsoft 365 data utilization
4. Prompt refinement
5. Multi-step prompts
6. Document-based prompting
7. Meeting-based prompting
8. Productivity optimization

11. ChatGPT and Copilot Workflow Optimization

1. Selecting the appropriate AI tool

2. Combining ChatGPT and Copilot
3. AI-assisted research workflows
4. AI-assisted documentation workflows
5. AI-assisted reporting workflows
6. AI-assisted communication workflows
7. AI-assisted meeting workflows
8. AI-assisted project planning
9. AI-assisted decision support

12. AI Simulation Workshop

1. Customer service simulations
2. Executive advisor simulations
3. Business consultant simulations
4. Project management simulations
5. HR interview simulations
6. Sales conversation simulations
7. Risk assessment simulations
8. Process improvement simulations

13. AI Productivity Best Practices

1. Prompt quality assurance
2. Output validation
3. Fact verification
4. Human review processes
5. AI governance
6. Responsible collaboration with AI
7. Productivity measurement
8. Continuous prompt improvement
9. Building organizational prompt libraries

14. Future of AI in the Workplace

1. Emerging AI capabilities
2. AI Agents
3. Enterprise AI trends

4. Human-AI collaboration
5. Preparing for AI-enabled workplaces
6. Continuous learning strategies

Disclaimer

This training outline is intended as a comprehensive guideline for the proposed course delivery and reflects current industry practices at the time of preparation. The instructor reserves the right to amend, reorganize, expand, or adjust the sequence and depth of topics, as well as incorporate additional relevant material, case studies, demonstrations, or emerging technologies, where appropriate, to better meet participant needs, organizational objectives, and evolving industry developments, without prior notice.

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