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Working Smarter with Copilot

From Industry Trends to Advanced Prompt Mastery in a day

FA-0458 · one-day

Agentic & Generative AI · AI for Leaders & Business · Data & Analytics · Automation, RPA & Power Platform

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Introduction

Harnessing Microsoft Copilot, contemporary prompt strategies, and governance for real-world impact

AI isn't coming. It's here.

Across finance, government, healthcare, and education, artificial intelligence is fundamentally rewriting the rules of professional work. This isn't about machines replacing humans. It's about supercharging human potential with intelligent systems that actually understand what you mean, not just what you say.

Enter Microsoft Copilot: your AI co-pilot embedded directly into the tools you use every day. Write faster. Communicate sharper. Uncover insights you'd otherwise miss, all without needing a computer science degree. But here's the thing: real mastery comes from learning to *think* like an AI collaborator. When you can translate what you need into prompts that Copilot understands, that's when everything clicks.

This intensive one-day course is led by an instructor with three decades in the trenches. You won't get a surface-level product demo. Instead, expect real-world AI adoption patterns, deep dives into how this technology actually thinks, and cutting-edge prompt engineering methods that deliver results. You'll walk away ready to wield Copilot with confidence, work smarter regardless of your role, and navigate AI governance with the rigor today's workplace demands.

Disclaimer: This outline is built for agility. Given how fast AI moves (especially Microsoft Copilot), we'll adapt topics and examples to match the bleeding edge of what's possible. Due to the fast-changing AI landscape, tools and content may be updated to reflect the latest developments.

Learning outcomes

- Understand global AI adoption trends and transformation frameworks
- Explain core AI concepts (ML, DL, neural networks, emergence, non-determinism)

- Apply advanced prompt engineering methods within Microsoft Copilot
- Integrate Copilot Chat into daily professional workflows
- Implement responsible AI practices and lightweight governance

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Prerequisites

- Comfort with Microsoft 365 and basic digital tools (and access)

Training outline

1. 1. Industry Insights & AI Transformation

- Global AI adoption landscape
- Sectoral shifts and use-case maturity
- Organizational transformation models
- Human-in-the-loop and cultural adoption
- Skills evolution: prompt literacy and AI fluency
- Change management and upskilling pathways

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2. 2. Foundations of AI

- What AI is (plain language)
- AI vs traditional automation

  Types of AI
  - Narrow vs general
  - Discriminative vs generative
  - Foundation and multimodal models

  Key AI components
  - Machine Learning basics
  - Deep Learning overview
  - Neural networks and layers
  - Training vs inference
- Non-deterministic nature of AI
- The “black box” problem and interpretability
- Emergent behaviors and scaling laws

- Why understanding this matters for effective prompting

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3. 3. Microsoft Copilot Overview

- Microsoft Copilot ecosystem (Web, M365, Edge)
- Work mode vs web mode
- Data protection and enterprise safety
- Interface walkthrough: chat, grounding, context windows
- Integrations across Office, Teams, Outlook, Edge
- Web grounding and real-time search

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4. 4. Prompt Engineering Essentials

- Role and purpose of prompting
- Prompt anatomy and structure

  Core prompting patterns
  - Instructional
  - Contextual
  - Example-based
  - Constraint-based
- Clarity, context, and format control
- Iterative refinement techniques
- Role prompting and persona use
- Evaluating AI responses

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5. 5. Advanced Prompt Engineering (Latest Techniques)

- Chain-of-thought prompting
- Tree-of-thought and multi-path reasoning
- Self-reflection and self-critique prompts
- Prompt chaining and modular task decomposition
- Retrieval-augmented generation (RAG)
- Meta-prompting and automatic prompt optimization
- Prompt ensembling and voting methods
- Safety and guard-clause prompting

- Prompt injection awareness and sanitization
- Dynamic and adaptive prompting
- Prompt templates, versioning, and reuse
- Building and maintaining a prompt library

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6. 6. Applying Prompting in Microsoft Copilot

- Drafting and rewriting documents
- Summarization and content distillation
- Brainstorming and ideation
- Communication tone adjustment
- Meeting notes → actions automation
- Report and presentation generation
- Workflow integration examples (Excel, Word, Outlook, Teams)
- Human-in-the-loop editing workflow

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7. 7. Hands-On Labs

- Live prompting exercises in Copilot Chat
- Refinement and iteration cycles
- Team prompt comparison and optimization
- Building reusable prompt templates

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8. 8. AI Governance & Responsible Use

- Importance of AI oversight

  Governance building blocks
  - Roles and responsibilities
  - Data privacy and usage policies
  - Prompt registry and version control
  - Audit and review mechanisms
- Ethical use and transparency
- Managing web grounding and data exposure
- Continuous improvement and feedback loops

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