Mastering Prompting in Microsoft 365 Copilot and Microsoft Copilot Chat Training

Duration: **1 Day**

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Overview

Artificial intelligence is most valuable when it becomes an active collaborator rather than a simple tool. This course is designed for professionals who already use Microsoft 365 Copilot or Microsoft Copilot Chat and want to improve the quality, consistency, and impact of their interactions.

Instead of focusing on individual Copilot features, participants will develop practical prompting techniques that produce more accurate, relevant, and reliable results. Through hands-on exercises and real business scenarios, learners will discover how to communicate with Copilot more effectively, guide its reasoning, refine responses, and use AI to support analysis, creativity, planning, and decision-making.

The course emphasizes structured conversations, strategic prompting, and iterative collaboration, enabling participants to build repeatable workflows that can be applied across a wide range of business tasks.

This intensive workshop is intended for experienced Copilot users who are ready to move beyond basic prompting and develop advanced AI collaboration skills.

By completing this course, participants will learn how to:

- Communicate with Copilot more effectively.
- Build structured prompts for different business scenarios.
- Guide AI responses through context and constraints.
- Improve the quality and consistency of AI-generated content.
- Use Copilot as a collaborative thinking partner.
- Review, evaluate, and refine AI outputs.
- Develop repeatable prompting strategies that improve everyday productivity.

Prerequisites

Participants should:

- Have practical experience using Microsoft 365 Copilot or Microsoft Copilot Chat.
- Be familiar with basic AI prompting concepts.
- Understand common Microsoft 365 applications such as Word, Outlook, Excel, or Teams.
- Be comfortable using conversational AI tools.

This course is intended for experienced users and is not an introductory Copilot course.

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Who Should Attend

This course is suitable for:

- Microsoft 365 Copilot users
- Microsoft Copilot Chat users
- Business professionals using AI in daily work
- Project Managers
- Business Analysts
- Consultants
- Team Leaders
- Knowledge Workers
- Anyone looking to improve AI-assisted productivity

What You Will Learn

After completing the course, participants will be able to:

- Create well-structured prompts for complex tasks.
- Provide context that improves AI responses.
- Apply different prompting techniques depending on the objective.
- Encourage Copilot to analyse, question, compare, or evaluate information.
- Improve AI-generated content through iterative refinement.
- Detect incomplete or unreliable responses and recover effectively.
- Adapt prompting strategies across different business functions.
- Build confidence when working with AI in professional environments.

Outline

Module 1 – Understanding Effective AI Collaboration

Topics include:

- The evolution of AI-assisted work
- Moving from commands to collaboration
- Understanding AI strengths and limitations
- Building productive AI conversations
- Setting clear objectives

Module 2 – Designing Better Prompts

Topics include:

- Prompt structure
- Providing business context
- Defining expected outcomes

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- Setting constraints
- Improving prompt clarity
- Asking better questions

Practical Exercise

- Refining weak prompts into effective prompts
- Comparing prompt quality

Module 3 – Advanced Prompting Techniques

Topics include:

- Role-based prompting
- Perspective shifting
- Multi-step prompting
- Scenario-based prompting
- Creative and analytical prompting
- Tone and style control

Practical Exercise

- Creating prompts for different business roles
- Adapting prompts for different audiences

Module 4 – Working with AI as a Thinking Partner

Topics include:

- Brainstorming with Copilot
- Exploring alternatives
- Challenging assumptions
- Decision support
- Critical evaluation
- Improving reasoning

Practical Exercise

- AI-assisted planning
- Decision analysis
- Idea generation

Module 5 – Refining and Improving AI Responses

Topics include:

- Reviewing AI output

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- Iterative refinement
- Identifying missing information
- Correcting inaccuracies
- Improving structure and clarity
- Validating responses

Practical Exercise

- Multiple refinement cycles
- Output comparison
- Quality assessment

Module 6 – Practical Business Applications

Topics include:

- Writing assistance
- Meeting preparation
- Document analysis
- Email drafting
- Presentation planning
- Research support
- Productivity improvement
- Knowledge management

Module 7 – Best Practices for Everyday AI Use

Topics include:

- Responsible AI usage
- Prompt libraries
- Workflow optimisation
- Collaboration techniques
- Productivity strategies
- Continuous improvement

Hands-on Workshop

Participants will practise:

- Building effective prompts
- Improving AI conversations
- Testing different prompting strategies
- Refining AI-generated content
- Evaluating response quality
- Applying prompting techniques to real business scenarios

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Skills Gained

Upon completion of this workshop, participants will be able to work confidently with Microsoft 365 Copilot and Microsoft Copilot Chat using structured prompting methods. They will understand how to guide AI conversations, improve response quality, support decision-making, and integrate AI effectively into everyday business processes.

The practical frameworks introduced during the course can be applied across different roles, industries, and AI-powered workplace tools, helping participants achieve more consistent, reliable, and valuable results.