# Copilot Champions - Planning For Impact Training

Duration: **3 Day**

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## Overview

**Copilot Champions – Planning For Impact Training** is a collaborative workshop designed to help Copilot Champions plan structured user support activities and turn adoption objectives into an actionable engagement roadmap.

Through this training, participants will:

- Strengthen their understanding of the **Copilot Champion role** and plan activities that support Copilot adoption.
- Identify **user needs, common challenges, and support priorities** to deliver more relevant assistance.
- Design practical support activities using **drop-ins, success hours, and booked support slots**.
- Develop **communication and engagement plans** using nudge emails, videos, and internal announcements.
- Create a **four-week Champion roadmap** aligned with team objectives and Copilot adoption milestones.

**Copilot Champions – Planning For Impact** is a **three-hour collaborative workshop** that helps newly appointed **Copilot Champions and super users** move from learning about their role to planning and delivering practical support activities.

The workshop focuses on providing **structured, purposeful, and effective user support** to accelerate Copilot adoption across an organisation.

Participants will explore how to understand the needs of the people they support, recognise common challenges, and prioritise topics that require attention. They will then use these insights to design suitable **support sessions and user engagement activities**.

Different support approaches, including **drop-in sessions, success hours, and pre-booked support slots**, are considered to help participants select formats that match user requirements.

The workshop also addresses **communication and engagement planning**, showing how **nudge emails, videos, and signposting to additional learning resources** can help promote Champion activities and encourage participation.

By the end of the session, participants will have developed an **actionable four-week Champion support plan** that connects their activities with team objectives and Copilot adoption milestones.

## Prerequisites

This workshop is intended for **newly appointed Copilot Champions and super users** who are

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ready to move from learning into practical planning and execution.

Participants should already have a basic understanding of the**Copilot Champion role** and its purpose in **supporting Copilot adoption within their organisation**.

## Who Should Attend

This workshop is particularly suitable for:

- **Newly appointed Copilot Champions**
- **Copilot super users**
- Professionals preparing to **plan and deliver structured user support**
- Champions seeking to align **engagement activities with team objectives and adoption milestones**

## What You Will Learn

By the end of this workshop, participants will be able to:

- Explain the purpose of the **Copilot Champion role** and describe the characteristics of effective Champion support.
- Identify **common user challenges, needs, and support requirements** associated with Copilot adoption.
- Map **user personas** and prioritise support topics according to different user needs.
- Design effective support sessions using formats such as**drop-ins, success hours, and booked slots**.
- Develop **communication and engagement plans** to promote Champion activities and direct users to additional learning opportunities.
- Use **nudge emails, videos, and internal communication methods** to support planned engagement activities.
- Create a **four-week Champion roadmap** aligned with team objectives and Copilot adoption milestones.
- Review and improve their support plans using **feedback from other participants**.
- Identify the **priority actions and next steps** required to begin delivering Champion support after the workshop.

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## Outline

### 1. Welcome and Objectives

The workshop begins by revisiting the **Copilot Champion role** and establishing a shared understanding of what effective user support should look like.

**Key Topics:**

- Reviewing the **Champion role** and its responsibilities
- Understanding the purpose of the planning workshop
- Defining what **successful Champion support** looks like
- Moving from **learning to planning and execution**

### 2. Understanding User Needs

Champions need to understand the people they support before deciding which activities to deliver.

This session focuses on identifying user challenges and converting those insights into**practical support priorities**.

**Key Topics:**

- Identifying **common user challenges**
- Mapping **user personas and support requirements**
- Understanding the needs of different user groups
- Prioritising **support topics**
- Connecting user requirements with relevant **engagement and support activities**

### 3. Designing Support Sessions

Participants explore how to design **practical and focused support sessions** that address identified user needs.

The emphasis is on selecting appropriate delivery formats and creating a structure that encourages productive user engagement.

**Key Topics:**

- Choosing between **drop-ins, success hours, and booked slots**
- Structuring **effective user support sessions**
- Applying **facilitation techniques** for Champion-led activities

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- Identifying available **tools and resources**
- Matching session formats to **user needs and support requirements**

## 4. Communication and Engagement Planning

Effective Champion support relies on users knowing which activities are available and where they can find further assistance.

This session explores approaches to **promoting support activities, encouraging participation, and directing users to additional learning resources**.

**Key Topics:**

- Using **nudge emails** effectively
- Supporting user engagement through **videos**
- Promoting Champion support sessions **within the organisation**
- Providing clear **signposting to further learning**
- Aligning communication activities with planned **support sessions**

## 5. Building Your Champion Roadmap

Participants bring together the workshop activities by developing a **practical four-week support plan**.

The roadmap provides a clear structure for delivering Champion activities and connecting them with wider organisational priorities.

**Key Topics:**

- Drafting a **four-week Champion support plan**
- Scheduling **engagement and support activities** across the four-week period
- Aligning planned activities with **team objectives**
- Connecting support activities to **Copilot adoption milestones**
- Identifying key **priorities and actions**
- Reviewing plans with other participants
- Refining the roadmap using **peer feedback**

## 6. Sharing and Wrap-Up

The final session allows participants to share their **Champion roadmaps**, learn from their peers, and confirm the actions they will take following the workshop.

**Key Topics:**

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- Sharing **Champion roadmaps** with the group
- Encouraging **peer discussion and shared learning**
- Reviewing final recommendations for planning and delivering support
- **Questions and answers**
- Confirming **next steps** after the workshop
- Identifying any **follow-up support** required