Copilot Champions - Super User Role In Action Training

Duration: **3 Day**

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Successful adoption of Microsoft 365 Copilot depends on more than simply providing access to the technology. Long-term success requires people who can build confidence, encourage collaboration, and support colleagues as AI becomes part of everyday working practices.

This half-day workshop is designed to help Microsoft 365 Copilot Champions become effective super users who can support adoption across their teams and wider organisation.

The workshop does not focus on teaching participants how to use Microsoft 365 Copilot itself. Instead, it concentrates on the Champion role, user support strategies, community engagement, feedback, and continuous improvement.

Participants explore practical approaches for helping colleagues, increasing confidence in Copilot, encouraging engagement, gathering meaningful feedback, and creating an action plan that supports sustainable organisational adoption.

Prerequisites

Participants should have:

- An active Microsoft 365 Copilot licence assigned to their account
- Practical experience using Microsoft 365 Copilot within their own area of the business
- A good working knowledge of Microsoft 365 applications and collaboration tools
- An interest in supporting colleagues and encouraging the adoption of new working practices

Who Should Attend

This workshop is suitable for:

- Newly appointed Microsoft 365 Copilot Champions
- Super users who support colleagues during Microsoft 365 Copilot adoption
- Team leaders and departmental advocates helping embed Copilot into everyday working practices
- Individuals responsible for increasing engagement, gathering feedback, and supporting organisational change

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What You Will Learn

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

- Explain the responsibilities and expectations associated with the Microsoft 365 Copilot Champion role
- Demonstrate the mindset and behaviours required to support colleagues during adoption
- Identify the support channels, tools, and resources available within their organisation
- Contribute to an active Champion community that encourages knowledge sharing and continuous improvement
- Capture user feedback and communicate both successes and challenges effectively
- Create a practical 30-day action plan to support Microsoft 365 Copilot adoption across their organisation

Training Outline

1. Introduction

The workshop begins by establishing the objectives for the session and exploring the importance of Champions in helping organisations adopt Microsoft 365 Copilot successfully.

Participants consider how an active Champion community can contribute to user engagement, confidence, and long-term adoption.

Topics Include

- Welcome and introductions
- Workshop objectives and expected outcomes
- The role of Champions in successful Microsoft 365 Copilot adoption

2. The Super User Role

Champions play an important part in helping colleagues become comfortable with new technologies.

This section explores the qualities of an effective Champion and the behaviours that promote learning, collaboration, trust, and continuous improvement across an organisation.

Topics Include

- Understanding the Champion role
- Key responsibilities and expectations
- The Champion mindset: advocacy, enablement, and continuous feedback
- Building trust with colleagues
- Examples of effective Champion initiatives
- Measuring the impact of Champion activities

3. Support Ecosystem and Tools

Effective user support depends on understanding both formal and informal support channels.

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This section examines the resources Champions can use to provide timely and practical support throughout the Microsoft 365 Copilot adoption journey.

Topics Include

- Understanding the organisation's support ecosystem
- Available support channels and escalation routes
- Capturing frequently asked questions during floorwalking and informal support sessions
- Using Microsoft Teams, SharePoint, and other organisational resources
- Working with trainers, service desks, and project teams
- Maintaining and contributing to shared knowledge resources

4. Collaboration and Community Building

Successful Champions extend learning beyond individual support conversations by creating opportunities for wider knowledge sharing.

This section explores practical ways to build and sustain an active Champion community that supports communication, collaboration, and shared success.

Topics Include

- Creating and maintaining Champion communities
- Running weekly Success Hour sessions
- Planning effective drop-in discussions
- Encouraging peer-to-peer learning
- Reinforcing key messages through emails, videos, and internal communications
- Directing colleagues to additional learning opportunities and organisational resources

5. Practical Engagement and Feedback Loops

Champions provide an important connection between end users and the wider organisation.

This section focuses on gathering meaningful feedback, sharing successful outcomes, and identifying opportunities to continually improve the Microsoft 365 Copilot experience.

Topics Include

- Hosting virtual and face-to-face drop-in sessions
- Scheduling one-to-one support appointments
- Capturing feedback in a consistent way
- Escalating issues through appropriate support channels
- Sharing success stories to strengthen adoption
- Supporting continuous improvement through Champion-led initiatives

6. Next Steps and Action Planning

The final learning section helps participants turn the workshop content into practical activities they can begin applying within their own teams and departments.

Topics Include

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- Creating a personal 30-day Champion action plan
- Building a practical Champion toolkit
- Identifying opportunities to increase engagement
- Expanding influence through ongoing collaboration
- Staying connected with the wider Champion community

7. Conclusion and Questions

The workshop concludes with a review of the key concepts covered during the session.

Participants have an opportunity to clarify outstanding questions and reflect on how they will use what they have learned to support Microsoft 365 Copilot adoption within their organisation.

Topics Include

- Summary of key learning points
- Review of workshop outcomes
- Open question and answer session