



**MICROSOFT 365 COPILOT  
CORPORATE TRAINING PROGRAMME  
(ONE-DAY PRACTICAL EDITION)  
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By

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## PRELUDE

This manual is one in a series prepared for College Africa Group (Pty) Ltd by **YEBOIT (Pty) Ltd**, for the use of delegates in corporate classes. It is intended that this material will be used to assist the delegate in the learning process.

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# **MICROSOFT 365 COPILOT CORPORATE TRAINING PROGRAMME (ONE-DAY PRACTICAL EDITION)**

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## **EXECUTIVE POSITIONING**

This corporate programme enables the practical, responsible use of Microsoft Copilot and generative AI in the workplace.

The programme is not a technical or tool-configuration session. It is a governance-led capability programme that equips employees to use AI effectively, safely, and with full accountability for all outputs.

**Core principle throughout:**

**AI produces language, not truth.**

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## **PREAMBLE — WHAT COPILOT DOES AND DOES NOT DO**

**Purpose: Set realistic expectations early.**

### **What Copilot DOES**

- Assists users to draft, summarise and analyse faster
- Works within Microsoft 365 applications
- Uses content users already have permission to access
- Improves productivity when used with effective prompting
- Supports — but does not replace — human judgment

### **What Copilot does NOT do**

- Does not replace professional review
- Does not guarantee accuracy
- Does not override organisational permissions
- Does not think or reason like a human
- Does not eliminate the need for strong Excel and document skills

**Core message reinforced:**

**AI produces language, not truth.**

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## **WHO THIS PROGRAMME IS FOR**

- Business professionals using Microsoft 365 in daily work
  - HR, finance, admin and operations teams
  - Managers and decision-makers adopting AI tools
  - Organisations requiring responsible and compliant AI usage
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## **LEARNING OUTCOMES**

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

- Explain what generative AI and Copilot are (and are not) in a workplace context
- Apply responsible-use guardrails when using Copilot
- Use Copilot to improve writing and productivity without delegating judgement
- Produce clearer meeting outputs with human verification
- Draft business documents using AI with mandatory human review

- Use Copilot to support Excel understanding while validating results independently
  - Recognise hallucinations, bias and confidently incorrect AI outputs
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## **SECTION 1 — COPILOT IN PLAIN ENGLISH**

### **Goal: Simple conceptual understanding**

- Where Copilot appears in Microsoft 365
  - Everyday business value
  - Managing user expectations
  - Common myths about Copilot
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## **SECTION 2 — RESPONSIBLE USE AND GUARDRAILS**

### **Goal: Safe and professional adoption**

- Human responsibility is not delegable
- Understanding AI limitations
- Practical workplace guardrails
- Data awareness basics
- When NOT to use Copilot

**Note:** This section is designed to be practical, easy to understand and immediately applicable in the workplace.

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## **SECTION 3 — PROMPTING FUNDAMENTALS FOR BUSINESS USERS**

### **Goal: Build the core user skill**

- What makes a good prompt
  - Simple prompt structure
  - Improving weak prompts
  - Iterating for better results
  - Common prompting mistakes
  - Practical business prompt examples
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## **SECTION 4 — COPILOT QUICK WINS ACROSS MICROSOFT 365**

### **Goal: Show immediate workplace value (introductory only)**

#### **Outlook**

- Draft and refine emails
- Summarise long threads
- Meeting preparation support

#### **Word**

- Draft first versions
- Rewrite and improve tone
- Summarise documents

#### **PowerPoint**

- Create and improve slides

- Generate speaker notes

### **Excel**

- Simple analysis assistance
- Understanding limitations
- Why core Excel skills still matter

**Note:** All demonstrations use generic workplace examples.

**Core message reinforced:**

**AI produces language, not truth.**

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## **SECTION 5 — END-TO-END BUSINESS WORKFLOW DEMONSTRATION**

**Goal: Show real-world productivity impact in a simple, practical way**

This section demonstrates how Microsoft Copilot can support everyday work tasks across Microsoft 365. The focus is on showing where AI can save time while reinforcing that human review and accountability always remain essential.

The demonstrations use generic workplace examples and follow three simple business flows:

- Email → document → presentation
- Meeting → summary → action list
- Research → management briefing

Throughout the demonstration, emphasis is placed on:

- Using Copilot to accelerate first drafts
- Maintaining human review and judgement
- Setting realistic expectations for business users
- Showing how these workflows can be applied in daily work

**Note:** All demonstrations use generic work examples for training purposes.

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## **SECTION 6 — APPLYING COPILOT IN YOUR WORKPLACE**

**Goal: Enable practical, real-world adoption**

- Identifying suitable use cases within your role
  - Applying Copilot in daily business tasks
  - Managing expectations when using AI tools
  - Avoiding over-reliance on AI-generated outputs
  - Reinforcing responsible and accountable use
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## **SECTION 7 — PRACTICAL EXERCISES AND NEXT STEPS**

**Goal: Lock in learning and confidence**

- Guided prompt practice
- Individual and group exercises
- Reinforcement activities
- Suggested next steps for continued learning

**Core message reinforced:**

**AI produces language, not truth.**

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## **APPENDIX A (OPTIONAL — NOT COVERED IN CLASS)**

### **MICROSOFT 365 COPILOT — ORGANISATIONAL READINESS CHECKLIST**

#### **Purpose**

This appendix provides a high-level awareness checklist to support organisations preparing for, or reviewing, Microsoft Copilot rollout.

#### **Note**

This section is provided for general awareness only and is not covered during the training session. Detailed technical configuration, licensing validation, security settings and tenant readiness remain the responsibility of the organisation's IT department or appointed Microsoft partner.

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#### **DELIVERY POSITIONING**

- One-day practical corporate training programme
- Virtual or face-to-face delivery
- Generic workplace examples used throughout
- Designed for immediate workplace application

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If you want next, I can convert this into:

- **Client proposal version (pricing + options)**
- **Brochure PDF**
- **SEO service page for CAG (with CTA + HubSpot)**



## **ARNOLD MUSCAT**

Obtained a Bachelor of Commerce degree majoring in Business Management and Economics (UNISA). He also obtained a First Class pass with Institute of Marketing Management (IMM). He has worked in the financial, sales, marketing, manufacturing, production and retail industries attaining positions of General Manager, Finance Director and Managing Director. Arnold began using spreadsheets in the 1980's when Microsoft Office was being introduced into the workplace and has been a continuous and progressive user of MS office and related programs for the past 20 years. He has been involved with training since 2003 and is the Managing Director and co-owner of College Africa Group, a national training company in Southern Africa.

You can learn more about Arnold at [www.arnoldmuscat.co.za](http://www.arnoldmuscat.co.za) and Facebook and LinkedIn.



## **JENNY MUSCAT**

Obtained a Bachelor of Commerce degree majoring in Business Management and Industrial Psychology. She also obtained a Diploma in Public Relations and in Real Estate. She has worked in banking and foreign exchange, marketing, public relations, logistics planning, project management, operations in the transport industry and real estate attaining positions of General Manager and Director. Jenny has been involved with project management for more than 30 years which included Rugby World Cup 1995 and World Cup Soccer 2010 held in South Africa. She joined the training industry in 2008 and is currently a Director and co-owner of College Africa Group, a national training company in Southern Africa.

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