



COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

Microsoft 365 Copilot — Core, Productivity & Adoption Programme

From first use to an organisational Copilot roadmap

Three-day programme: core training, productivity workshop and adoption consultation

Duration: Up to three days | **Delivery:** Face-to-face or virtual

The business problem

Organisations are paying for Microsoft 365 Copilot licences, but many employees either ignore Copilot or trust whatever it produces.

Both are expensive. Unused licences waste money, and unchecked AI output leads to wrong figures, poorly judged emails and documents that sound authoritative but are not correct.

A once-off training day rarely changes adoption on its own. Organisations also need to review what is working, apply Copilot by department and plan the next stage.

You need this course if...

- You are rolling Copilot out across several departments
- Early adoption has stalled or produced mixed results
- Departments need role-specific use cases (HR, finance, admin, operations, management)
- You want internal AI standards and a practical roadmap

How this course solves it

Three building blocks that can be taken together or separately: a one-day core programme, a productivity workshop, and a consultation and adoption workshop for selected departments or management teams.

Core principle: AI produces language, not truth.

Who should attend?

- Business professionals using Microsoft 365 in daily work
- HR, finance, administration and operations teams
- Managers and decision-makers adopting AI tools
- Organisations requiring responsible and compliant AI use

Course content

Day 1 — Microsoft 365 Copilot Core Programme

1. Copilot in Plain English

- Generative AI and Microsoft Copilot

- Business benefits, myths and managing expectations

2. Responsible Use and Guardrails

- Human responsibility and oversight
- Hallucinations
- Data awareness and confidentiality
- When not to use Copilot

3. Prompting Fundamentals

- Context, role and objective
- Improving responses and iterative prompting
- Common mistakes and practical examples

4. Copilot Productivity Tools

- **Outlook:** drafting, tone, summarising threads, meeting preparation
- **Word:** drafting, editing, summarising reports
- **PowerPoint:** presentations, slide content, speaker notes
- **Excel:** formula help and explanations, analysis support, trends, report summaries, why Excel skills still matter
- **Teams:** meeting summaries, action items, follow-up tasks

5-7. Workflow Demonstrations, Workplace Application and Practice

- Email → document → presentation; meeting → summary → actions; research → briefing
- Identifying suitable use cases and responsible adoption
- Guided exercises, group activities and action planning

Day 2 — Microsoft 365 Copilot Productivity Workshop

8. Advanced Prompting for Business Users

- Structured and multi-step prompts
- Prompt refinement techniques

9. Excel and Copilot Productivity

- Formula generation and explanations
- Data cleaning, trend analysis and report generation
- Chart recommendations and PivotTable assistance
- Data validation and verifying AI outputs: AI suggests, humans verify

10. Advanced Word Productivity

- Proposals, policies and reports
- Executive summaries and document review

11. Advanced Outlook and Teams Productivity

- Managing large email volumes
- Meeting preparation, summaries and action tracking

12. Department-Specific Use Cases

- HR, finance, administration, operations and management

Day 3 — Consultation and Adoption Workshop

13. Review of Copilot Adoption

- Lessons learned, challenges and success stories
- Productivity gains and common user mistakes

14. Advanced Prompting Strategies

- Role-based and multi-step prompting
- Prompt libraries and reusable prompts

15. AI Productivity Opportunities

- Repetitive tasks and administrative work
- Reporting, communication and meeting workflows

16. Advanced Excel and Reporting Workflows

- Financial and management reporting support
- Trend analysis and dashboard planning
- Data validation techniques: AI suggests, humans verify

17. Departmental AI Application Workshops

- **HR:** policies, recruitment support, training and communication
- **Finance:** reporting support, variance analysis, financial commentary
- **Administration:** email, documentation, meeting administration
- **Operations:** reporting, communication, process documentation
- **Management:** decision support, executive briefings, strategic planning

18. AI Governance and Responsible Use

- Human accountability, risks and limitations
- Verification and data awareness
- AI usage guidelines and internal AI standards

19. Introduction to AI Agents and Emerging Tools

- What AI agents are
- Potential business applications, benefits and limitations

20. Organisational AI Roadmap Workshop

- Current state assessment
- Quick wins, medium- and long-term opportunities
- Adoption challenges, recommendations and next steps

After the course

Delegates 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 with mandatory human review
- Use Copilot to support Excel understanding while validating results independently
- Recognise hallucinations, bias and confidently incorrect AI outputs
- Apply Copilot to department-specific work
- Contribute to internal AI standards and an organisational AI roadmap

Training format

Options: One-day core programme; two-day core programme and productivity workshop; optional consultation and adoption workshop for selected departments or management teams

Delivery: Face-to-face or virtual, with practical workplace examples throughout

Related courses

AI in the Workplace

Governance-led, practical AI use across ChatGPT, Microsoft Copilot and Claude. [View course](#)

AI Workflow Discovery

Consulting to find where AI can genuinely improve your processes, and where it should not be used. [View course](#)

Next step

To book this course for your team, or to discuss a version tailored to your organisation, contact Arnold Muscat on 083 778 4903 or sales@collegeafricagroup.com.

Course page: collegeafricagroup.com/microsoft-copilot-training-south-africa/ | [What our clients say about us](#)

Regards

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