



COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

Microsoft 365 Copilot & AI Productivity Workshop

Day 1 builds the skills. Day 2 applies them to your own work.

Two-day practical programme

Duration: Two days | **Delivery:** Face-to-face or virtual | **Tools:** Microsoft Copilot and ChatGPT

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.

You need this course if...

- Copilot licences have been bought but adoption is low
- Staff are unsure what Copilot can do in Outlook, Word and Excel
- AI-generated drafts are being sent without proper review
- Generic training has not translated into changes in how work gets done
- You want to identify quick wins in your own processes

How this course solves it

Day 1 covers AI fundamentals, prompting, Copilot across Microsoft 365, responsible use and hands-on exercises using generic examples.

Day 2 applies AI to the organisation's own documents, communication, reporting and processes, using client-specific examples where available, and ends with an action plan.

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

What Copilot does and does not do

Copilot does: help users draft, summarise and analyse faster inside Microsoft 365, using content they already have permission to access, and improves productivity when prompted well.

Copilot does not: replace professional review, guarantee accuracy, override organisational permissions, think like a human or remove the need for strong Excel and document skills.

Course content

Day 1 — Understanding AI and Workplace Productivity

1. Copilot in Plain English

- Where Copilot appears in Microsoft 365
- Everyday business value
- Managing user expectations
- Common myths about Copilot

2. Responsible Use and Guardrails

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

3. Prompting Fundamentals for Business Users

- What makes a good prompt
- Simple prompt structure
- Improving weak prompts
- Iterating for better results
- Common prompting mistakes
- Practical business prompt examples

4. Copilot Quick Wins Across Microsoft 365

Introductory, using generic workplace examples.

- **Outlook:** draft and refine emails, summarise long threads, meeting preparation
- **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

5. End-to-End Business Workflow Demonstration

Three simple flows showing where Copilot saves time while human review remains essential.

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

6. Applying Copilot in Your Workplace

- Identifying suitable use cases within your role
- Applying Copilot in daily business tasks
- Avoiding over-reliance on AI-generated outputs
- Reinforcing responsible and accountable use

7. Practical Exercises and Next Steps

- Guided prompt practice

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

Day 2 — Applying AI Within Your Business Environment

8. Review of Day 1 and Key Learnings

- Questions and answers
- Lessons learned and common challenges
- Delegate feedback

9. Understanding Current Business Processes

- Identifying productivity challenges
- Repetitive administrative and time-consuming tasks
- AI opportunity identification

10. Applying AI to Business Documents

- Reports, procedures and work instructions
- Forms, templates and presentations

11. Applying AI to Business Communication

- Client, internal and technical communication
- Meeting preparation and follow-up

12. Applying AI to Reporting and Analysis

- Report drafting and executive summaries
- Data interpretation and Excel with AI
- Validation and verification techniques

13. Workflow Improvement Workshop

- Improving existing processes
- Reducing administrative work
- Identifying quick wins

14. AI Governance and Adoption Considerations

- Responsible AI use and human oversight
- POPIA awareness
- Adoption considerations and departmental opportunities

15. Action Planning and Next Steps

- Individual productivity improvements
- Team opportunities and priority actions
- Open discussion and questions

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
- Identify AI opportunities in their own processes and agree priority actions

Training format

Duration: Two days

Delivery: Face-to-face or virtual

Examples: Generic business examples on Day 1; client-specific examples on Day 2 where available

Includes: Responsible AI use, POPIA awareness and governance considerations

Related courses

Microsoft 365 Copilot — Three-Day Programme

Adds a consultation and adoption workshop for selected departments or management.

AI and Data Analytics Using Excel, Copilot and ChatGPT

AI-assisted analysis and reporting where Excel proves the numbers. [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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