Microsoft 365 Copilot Chat – Basic Version

Duration: 3 hours

Prerequisites:

- Microsoft 365 work account with access to Copilot Chat
- No additional Copilot license required

Training methods:

- Instructor-led presentation and discussion
- Demonstrations and guided exercises
- Training materials included

Target audience: Administrative staff

Skills gained by the end of the course:

- Identify the strengths and limitations of generative AI
- Write and improve prompts using the CRAFT method
- Draft, summarize and prepare follow-ups in Copilot Chat

Certificate upon completion: yes

DESCRIPTION

Copilot Chat is your everyday AI assistant. It helps you write, summarize, analyze, and generate ideas in seconds. Simple and secure, it turns your requests into useful responses, helping you save time and work more efficiently.

PROGRAM

1 - Understand Generative AI

- Basic principles and common myths
- Strengths and uses in the workplace
- Limitations, errors and verification

2 - Discover Copilot Chat

- Access with a work account
- Interface and conversations
- Privacy and permitted data

3 - Write Effective Prompts

- Define the need and context
- Use the CRAFT method
- Specify the format and tone
- Improve the response step by step

4 - Professional Communications

- Draft emails and follow-ups
- Adjust tone and length
- Proofread and rephrase
- Check before sending

5 - Work with Documents

- Add an approved file
- Summarize and ask questions
- Extract key points
- Check against the original document

6 - Plan Meetings and Follow-ups

- Create an agenda
- Organize meeting notes
- List actions and deadlines
- Draft a follow-up email