



COURSE 1

FOUNDATION LEVEL

MICROSOFT 365 COPILOT

Copilot Essentials

Confident, safe and practical daily use.

Learn how to save time, produce better work and use Copilot safely in everyday business tasks.

DURATION

1 Day · 6.5–7 hrs

GROUP SIZE

Up to 15 people

MODULES

8 practical units

COURSE OVERVIEW

Practical business outcomes, not just software features

Microsoft 365 Copilot Essentials is a practical one-day training course designed for business professionals who want to use Microsoft 365 Copilot confidently, safely and effectively in their daily work.

Participants will learn how Copilot works, how to write better prompts, how to use Copilot across Microsoft 365 applications, and how to apply AI responsibly within a workplace environment.

The course focuses on practical business outcomes rather than software features alone.

DURATION

1 Day (6.5 – 7 hours)



WHO IS THIS COURSE FOR?

- Business professionals
- Executive Assistants
- Project coordinators
- Microsoft 365 users new to Copilot
- Administrative staff
- Team leaders
- Sales and marketing professionals
- Organisations beginning AI adoption

What participants walk away with

LEARNING OUTCOMES

By the end of this course, participants will be able to:

- 01 Understand the Microsoft 365 Copilot ecosystem
- 02 Use Microsoft 365 Copilot confidently and safely
- 03 Create effective prompts using a structured framework
- 04 Use Copilot across Word, Outlook, Teams, PowerPoint and Excel
- 05 Verify AI outputs using citations and sources
- 06 Apply responsible AI practices
- 07 Identify practical workplace use cases

WHAT'S INCLUDED

Training workbook

Six-Block Prompt Framework

Practical exercises

Example prompts

Use case planning template

Workplace action plan

COURSE MODULES

Foundations, safety and prompting

01 Microsoft 365 Copilot Fundamentals

Understand the Microsoft Copilot ecosystem, licensing options, architecture, Work IQ, Microsoft Graph and how Copilot works within Microsoft 365.

02 Security, Privacy and Responsible AI

Learn how Microsoft 365 Copilot protects organisational data, understand permissions, identify risks, and recognise when human review remains essential.

03 Prompting for Better Results

Apply the Six-Block Prompt Framework to improve accuracy, quality and consistency of AI outputs.

04 Copilot Across Microsoft 365 Apps

Practical use of Copilot in Word, Outlook, Teams, PowerPoint, Excel and Create. Participants complete real-world workplace exercises and scenarios.

Word

Outlook

Teams

PowerPoint

Excel

Create

COURSE MODULES

Information, content and your action plan

05 Finding and Verifying Information

Learn how Copilot Search, citations and sources help locate, validate and work with organisational information.

06 Pages and Content Creation

Transform Copilot conversations into reusable and collaborative business content using Pages.

07 Information Quality and AI Success

Understand why information quality, permissions and document structure directly impact Copilot performance.

08 Personal Workplace Action Plan

Identify practical opportunities to apply Copilot immediately within individual roles and teams.

PREREQUISITES

Have a Microsoft 365 account

Familiarity with Word, Outlook and Teams

Ideally, have access to Microsoft 365 Copilot

A laptop for practical activities



OPTIMISE AI

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Book Copilot Essentials for your team

Optimise AI is an Australian AI consulting firm helping organisations plan, build, adopt and govern AI with confidence. We deliver onsite or online training for groups of up to 15 participants, with smaller executive and leadership groups also available.

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