

Mastering Copilot Chat

Ask better questions. Shape stronger responses.
Put Copilot to work in Microsoft 365.

A practical introduction to Copilot Chat to improve productivity, communication, writing, research, and information management.



3.5
HOURS



DELIVERY

Live instructor-led



RESOURCES

Learning guide
+ guided exercises



LANGUAGE

English or French



OVERVIEW

The Mastering Copilot Chat course provides a practical introduction to Copilot Chat to improve productivity, communication, writing, research, and information management.

Designed for users who are new to Copilot or who want to build confidence with AI, this course helps them better understand what Copilot can do, ask better questions, and turn generated results into useful workplace content.



WHO THIS COURSE IS FOR

- ✓ Employees, managers, administrators, and information workers who want to use Copilot Chat more effectively.
- ✓ Microsoft 365 users who want practical examples for drafting, summarizing, generating ideas, organizing information, and improving content.
- ✓ Teams that want to integrate Copilot-related skills into their everyday work practices.



EXPECTED OUTCOMES

By the end of the course, participants will be able to use Copilot Chat with greater confidence and apply it to realistic workplace tasks.



Write clearer prompts using goals, context, constraints, and sources.



Improve the quality of AI-generated responses.



Save time and improve productivity in everyday communication and information work.



Responsibly review and use AI-generated content before applying it in your work.

COURSE TOPICS

01



Introduction to Copilot

What Copilot is and how it works in the everyday workplace.

02



Getting Started

Access Copilot, start new chats, explore agents, and use custom instructions.

03



Writing Prompts

How prompts guide Copilot and how to improve results.

04



Working with Results

How to copy, review, refine, and reuse Copilot responses.

05



Copilot Pages

Create, edit, and share pages; find and reuse saved pages.

06



Copilot in Microsoft 365 Apps

Practical use cases in Outlook, Word, Excel, PowerPoint, and OneNote.



GUIDED PRACTICE

Apply what you learn through guided exercises designed around realistic Microsoft 365 and Copilot scenarios.



UNLIMITED POST-TRAINING EMAIL SUPPORT

Get expert answers and practical guidance whenever questions arise after the course.



CUSTOMIZABLE

Tailored to your organization and industry.



PRACTICAL

Real-world examples and immediate application.



IMMEDIATE IMPACT

Use Copilot Chat with confidence from day one.