

ACCELERATE SMARTER WORKFLOWS WITH AI

Course Outline

WorkingSm@rt: The Missing Link That Makes Copilot Deliver

Summary

This international course establishes best-practice WorkingSm@rt Better Ways of Working and then introduces Copilot, ensuring AI accelerates the right work. By embedding clear priorities, structured communication and workload control, organisations achieve significant time savings, reduced stress and stronger follow-through, equipping people with the foundations needed to maximise Copilot's value.

The missing link between Copilot 365 capability and everyday productivity

Copilot 365 can speed up drafting, summarising, analysing and organising work across Microsoft 365 dramatically, but it does not create productivity on its own. Without effective ways of working in place, Copilot risks helping people do the wrong things faster.

Copilot needs strong ways of working to deliver value. This course puts those foundations in place first, then shows how Copilot accelerates them as a time-saving virtual assistant.

What Makes Our Copilot Training Unique

Most Copilot training focuses on features, prompts and buttons. [WorkingSm@rt Better Ways To Work – Making Copilot 365 Deliver](#) takes a fundamentally different approach.

We begin by establishing best-practice ways of working that make Microsoft 365 productive with or without Copilot. Only once these foundations are in place do we introduce Copilot, ensuring it accelerates the right work, not just more activity. These globally recognised WorkingSm@rt Better Ways of Working are often the missing link in making tools such as Outlook, Teams, OneNote, Word, Excel and PowerPoint genuinely productive.

Delivery Format

Live, instructor-led delivery (virtual or in person), delivered as an 8-hour programme. This can be run as either two 4-hour modules or four 2-hour modules over multiple days. The course uses real work examples and hands-on exercises throughout, with optional follow-up coaching available to support sustained behaviour change.

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Course Structure: 1st Ways to Work 2nd Copilot Acceleration

1. Time, Tasks & Workload Control (Outlook, To Do + Copilot)

Plan work around real priorities, protect focus time and reduce task switching. Copilot then supports planning, catch-up and prioritisation.

2. Communication (Outlook, Teams + Copilot)

Apply structured prioritisation so emails, posts and chats are managed consistently. Use Copilot to reduce noise, summarise conversations and turn messages into clear actions and commitments.

3. Delegation & Follow-Through (Outlook, Teams + Copilot)

Track commitments and delegation reliably to reduce chasing and strengthen accountability. Copilot supports drafting and adds clarity and context - while ownership and responsibility remain with people.

4. Structured Information (Teams/SharePoint, OneNote + Copilot)

Organise notes, files and content so information is easy to find, reuse and summarise. Use Copilot to surface the right information and context to create meaningful outputs without confusion.

5. Creating & Analysing Work (Word, Excel, PowerPoint + Copilot)

Use Copilot to accelerate and improve quality in drafting documents, analysing data and generating presentations - guided by clear objectives and human judgement.

6. Copilot Prompting & Governance (All Apps)

Define clear objectives, practical prompting and simple governance so Copilot is used intentionally, securely and consistently to deliver outcomes.

Throughout the course, Copilot is positioned as a supporting assistant - not a replacement for thinking.

Next Steps

Get in touch to:

- Request a short demo
- Try our Diagnostic: What Is Copilot Missing to Maximise Productivity?
- Explore a pilot workshop