

COPILLOT 365 FOR WORK

Public Sector Edition

★ **Trustpilot**

★★★★★ Rated "Excellent"



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THE ULTIMATE COPILOT 365 FOR WORK

THE MOST COMPREHENSIVE COPILOT COURSE AVAILABLE RIGHT NOW.



From Copilot Curious

To Copilot Confident



12 x 90 minute live sessions



Highly practical and interactive



Jargon-free and beginner-friendly

ESSENTIALS

MASTERY



Session 1: Welcome to AI & Copilot



Session 2: Copilot Chat - Your AI Conversation Partner



Session 3: Copilot Chat - Prompt Like a Pro



Session 4: Creating Visual Content with Copilot



Session 5: Copilot in Your Apps: Part 1: Word, Outlook & Teams



Session 6: Copilot in Your Apps: Part 2: Excel, Powerpoint & One Note



Session 7: Notebook: Your Interactive Knowledge Hub



Session 8: Analysing Data with Analyst



Session 9: Deep Research with Researcher



Session 10: Building Your First Copilot Agent



Session 11: AI Ethics, Security & Governance



Session 12: Staying Copilot Confident + Powerful Workflows

THE ULTIMATE COPILOT 365 FOR WORK

DESIGNED BY HEATHER MURRAY

Heather is a multi-award-winning AI trainer and speaker, regularly featured in Forbes. A trusted AI expert actively working with the BBC, Channel 4 and Google, Heather has become widely known for her accessible, practical and human way of teaching AI.

Heather and her team have built and delivered AI literacy programmes for some of the world's most prestigious organisations, including Toyota, Mitsubishi, GlaxoSmithKline, the House of Lords and the Royal Household.

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To find out more or book your place contact:

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PART 1: ESSENTIALS

Building core Copilot skills and confidence.

SESSION 1:

WELCOME TO AI & COPILOT



KEY LEARNING OUTCOMES:

- Demystify generative AI so you can explain it confidently to colleagues and stakeholders (no jargon, we promise)
- Discover Copilot's five core features and understand which one solves which problem in your daily work
- Spot real opportunities to use Copilot in your role—from citizen correspondence to report writing
- Build a clear picture of why this matters now for public sector productivity and service delivery

SESSION 2:

COPILOT CHAT - YOUR AI CONVERSATION PARTNER



KEY LEARNING OUTCOMES:

- Master our COCO framework to get genuinely useful responses instead of generic waffle
- Learn to have proper "conversations" with Copilot—refining, pushing back, and getting exactly what you need
- Transform your vague requests into clear, specific prompts that actually save you time
- Develop the instinct to know when Chat is your best tool (and when it's not)

SESSION 3:

COPILOT CHAT - PROMPT LIKE A PRO



KEY LEARNING OUTCOMES:

- Use Chain of Thought prompting to make AI walk you through its logic — essential for accountability and accuracy
- Teach Copilot your organisation's style and tone through Few-Shot examples (so it sounds like you, not a robot)
- Combine advanced techniques to handle complex, multi-layered requests with confidence
- Apply Self-Critique methods to catch errors before they reach your manager or the public
- Troubleshoot disappointing AI outputs by spotting what went wrong in your prompt—and fixing it fast

SESSION 4:

CREATING VISUAL CONTENT WITH COPILOT



KEY LEARNING OUTCOMES:

- Generate professional images, diagrams, and infographics for reports, presentations, and public communications
- Apply a practical five-part framework that gets you the visual you actually want, not something "close enough"
- Refine and iterate on AI-generated visuals until they meet your standards
- Keep your visuals on-brand and appropriate for public sector contexts (because clip art from 2003 won't cut it anymore)

SESSION 5:

COPILOT IN YOUR APPS: PART 1: WORD, OUTLOOK & TEAMS



KEY LEARNING OUTCOMES:

- Embed Copilot directly into Word and Outlook to speed up your most time-consuming tasks
- Tackle real workflow problems—drafting policy documents, summarising consultation responses, managing email overload
- Switch seamlessly between in-app Copilot and Copilot Chat depending on what you're trying to achieve
- Chain multiple apps together for complete workflows (like research → draft → email) that used to take hours



SESSION 6:

COPILOT IN YOUR APPS: PART 2: EXCEL, POWERPOINT & ONE NOTE



KEY LEARNING OUTCOMES:

- Use Copilot in Excel to analyse data, spot trends, and create formulas without being a spreadsheet wizard
- Build compelling PowerPoint presentations faster—from first draft to final polish—while keeping your message clear
- Apply Copilot to the specific challenges of each app (data storytelling in Excel, visual impact in PowerPoint)
- Connect your Excel insights directly into PowerPoint presentations for seamless reporting to leadership and stakeholders



PART 2: MASTERY

Level up and dig into advanced features.

SESSION 7:

NOTEBOOK - YOUR INTERACTIVE KNOWLEDGE HUB



KEY LEARNING OUTCOMES:

- Discover Notebooks: your space to build living, interactive knowledge bases that evolve with your work
- Create your own working Notebook from scratch, turning scattered information into an organised resource
- Write custom instructions that make Copilot respond exactly how your team or department needs it to
- Generate polished outputs like briefing podcasts, policy documents, and stakeholder summaries, all from one hub
- Build compelling use cases that'll convince your colleagues (and budget holders) why Notebooks matter

SESSION 8:

ANALYSING DATA WITH ANALYST



KEY LEARNING OUTCOMES:

- Use Copilot's Analyst agent to interrogate complex datasets using plain English—no advanced Excel skills required
- Create charts and visualisations that actually tell the story behind your data (the kind that land in board papers)
- Spot trends, anomalies, and insights you might have missed in manual analysis
- Automate your recurring reports: monthly performance dashboards, quarterly KPIs and get your time back
- Merge data from different sources to build the complete picture for evidence-based decision making

SESSION 9:

DEEP RESEARCH WITH RESEARCHER



KEY LEARNING OUTCOMES:

- Deploy Copilot's Researcher agent to conduct comprehensive, multi-source research in a fraction of the time
- Verify AI-generated sources and citations with confidence, because accuracy and accountability aren't negotiable
- Compare traditional research methods with AI-powered approaches to understand where each excels
- Develop a critical eye for reliable versus questionable information in AI outputs (essential for public-facing work)
- Craft research queries that deliver thorough, defensible results you can actually use in policy or decision papers

SESSION 10:

BUILDING YOUR FIRST COPILOT AGENT



KEY LEARNING OUTCOMES:

- Understand what Copilot Agents actually are and recognise when building one will genuinely save you time
- Build a custom Agent tailored to your recurring work (FOI responses, consultation analysis, stakeholder updates - you choose)
- Test, tweak, and refine your Agent until it consistently delivers quality outputs
- Spot opportunities across your role where custom Agents could handle repetitive, time-consuming tasks
- Receive your final project brief and start planning your showcase piece

SESSION 11:

AI ETHICS, SECURITY & GOVERNANCE



KEY LEARNING OUTCOMES:

- Identify and actively mitigate bias, fairness issues, and ethical risks in your AI use (public sector standards apply)
- Navigate data privacy, security protocols, and compliance requirements: GDPR, FOI, and sector-specific regulations
- Recognise AI's limitations including hallucinations, factual errors, and when human judgement is non-negotiable
- Apply responsible AI principles to your work, including intellectual property and transparency considerations
- Contribute meaningfully to your organisation's AI governance conversations and policy development (you'll be the expert in the room)
- Check in on your final project progress and get support where needed

SESSION 12:

STAYING COPILOT CONFIDENT + FINAL PROJECT



KEY LEARNING OUTCOMES:

- Present your capstone project, demonstrating real-world Copilot expertise applied to an actual challenge from your work
- Articulate your AI transformation story with concrete examples of time saved, quality improved, or problems solved
- Explore practical ways to use Copilot beyond work, because these skills are yours to keep
- Build your personalised 90-day action plan for embedding AI into your daily practice and staying ahead of the curve
- Submit your final project and leave with certification-ready confidence in your Copilot abilities

THE FINAL PROJECT

YOUR COPILOT TRANSFORMATION CASE STUDY

The final project puts your learning into practice with a real-world project that delivers immediate value to your organisation. This is completed and submitted to AI for Non-Techies after the course, with those who pass receiving their Ultimate Copilot 365 for Work completion certificate.

WHAT YOU'LL CREATE:

A comprehensive case study (4-6 pages) demonstrating how you'll use Copilot to build a solution for your specific service. This could be anything from streamlining FOI responses and automating report generation to analysing consultation data or improving stakeholder communications.

WHAT'S INVOLVED:

You'll showcase your newfound expertise by:

- Identifying a challenge that consumes significant time or resources in your current service
- Applying at least three Copilot features to solve it, demonstrating your mastery of prompting techniques and AI tools
- Documenting your quality and governance approach to ensure accuracy, mitigate bias, and maintain compliance with public sector standards
- Quantifying the impact with concrete time savings, efficiency gains, or quality improvements
- Planning your next steps with additional use cases you'll implement in your first 90 days

Time Required: Approximately 2-3 hours

THE RESULT:

You'll walk away with a certificate of completion AND a practical solution you can share with your team, use in internal AI training, or present to colleagues. More importantly, you'll have proven ROI from the course through measurable improvements to your daily work.

This isn't just a box-ticking exercise. It's designed to ensure you leave the course with genuine confidence, practical skills, and tangible results you can take straight back to your service.