

ADVANCED MICROSOFT 365 COPILOT PROGRAM

Duration: 8 Hours

M1 — Advanced Prompt Engineering

Core content

- CRFC framework: Context · Role · Format · Constraint
- Chain-of-thought & iterative prompting
- Prompt chaining and multi-step design
- Reusable prompt libraries and templates
- Prompting across Copilot, Word, Excel, PowerPoint

Hands-on activity

- Prompt Quality Ladder — improve a business prompt from raw to structured CRFC to refined output.

M2 — Model Selection & Copilot for Enterprise Knowledge

Core content

- Choosing GPT vs. Claude; Auto / Quick / Think deeper
- Grounding Copilot on OneDrive & SharePoint files
- Multi-document analysis and comparison
- Knowledge synthesis and executive summaries
- Building reusable reporting prompts

Hands-on activity

- Model & Mode Face-off — run one business task across models/modes and compare quality and speed.

M3 — Copilot for Business Functions

Core content

- Finance: AP/AR, reconciliation, variance, board commentary
- Logistics: shipment summaries, exception reporting
- Commercial/Trading: market & counterparty briefs
- HR & Corporate: policies, competencies, reporting
- Excel analysis, pivots and scenario support

Hands-on activity

- Function Sprint — each group builds a real deliverable for their department using Copilot.

M4 — Copilot Assistants, Governance & Roadmap

Core content

- Role-based Copilot assistants (prompt-driven)
- Realistic vs. aspirational "agentic" workflows
- Accuracy, hallucination and verification controls