COURSE OVERVIEW

Course name

(MS-4007) Microsoft 365 Copilot User Enablement Specialist

DURATION: 1 Day

Gauteng
3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg 2196

Gauteng
192 on Bram
192 Bram Fischer Drive Ferndale,
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Cape Town
1st floor, TBE, 3 Bridgeway
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COURSE OVERVIEW

Learn the knowledge and skills to drive enablement of Microsoft 365 Copilot across your organisation. Explore effective strategies, including the Microsoft 365 Copilot user enablement framework to help you create and implement a robust adoption plan.

COURSE OBJECTIVES

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

- Understand use enablement strategies for adopting Microsoft 365 Copilot

- Set the foundation for a transformative adoption process of Microsoft 365 Copilot in your organisation

- Onboard and empower your employees to use Microsoft 365 Copilot efficiently

- Maximise the value and impact of Microsoft 365 Copilot for your employees in your organisation

- Capitalise on the established foundation and expand the capabilities of Microsoft 365 Copilot

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AUDIENCE

This course is designed for user enablement specialists, business leaders, managers, IT professionals, consultants, or anyone involved in the adoption of Microsoft Copilot 365 within their organisation

PREREQUISITES

Attendees should have basic functional experience with Microsoft 365 services.

CONTENT

Module 1: Explore user enablement strategies for adopting Microsoft 365 Copilot

Learn about the key principles within the people first strategy, the importance of user enablement, the Microsoft 365 Copilot user enablement framework and becoming an AI-powered organisation

- The importance of user enablement
- The three-part approach to becoming AI-powered with Microsoft 365 Copilot
- The People First strategy and its three key principles
- The Microsoft 365 Copilot user enablement framework
- insights from an organisation who adopted Microsoft 365 Copilot to transform their business

Module 2: Envision a successful adoption of Microsoft 365 Copilot

Learn about the first phase, Get ready, and how to set the foundation for a transformative adoption process of Microsoft 365 Copilot

- The key roles needed to assemble the appropriate user enablement team
- Create an AI council.
- Define a user experience strategy.
- Identify and prioritise scenarios.
- Establish success measures and reporting plan.
- Assess your organisation's readiness

Module 3: Onboard and empower your employees to use Microsoft 365 Copilot efficiently

Learn about the second phase, Onboard & engage, and how to empower your employees to use Microsoft 365 Copilot effectively

- Establish a Microsoft 365 Copilot Centre of Excellence
- Build a Champion and an Early Adopters Programmes
- Build an engagement strategy
- Build a training strategy
- Understand rapid enablement training

Module 4: Drive value and maximise the impact of Microsoft 365 Copilot

Learn about the third phase, Deliver impact, i and how to maximise the value and impact of Microsoft 365 Copilot for your employees

- Microsoft 365 Apps for enterprise functionality
- Gather feedback from users through listening sessions
- Track end user adoption through distribution of surveys
- Review and track Copilot usage in the Microsoft Copilot Dashboard
- Conduct monthly service health reviews
- Encourage ongoing engagement of Microsoft 365 Copilot

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Module 5: Extend and optimise Microsoft 365 Copilot

Learn about the fourth phase, Extend & optimise, and how to capitalise on the established foundation and expand the capabilities of Microsoft 365 Copilot

- Describe the three-part strategy to enhance Microsoft 365 Copilot.
- Design scenarios using the Modern Collaboration Architecture framework.
- Describe how Copilot Studio helps you customise Microsoft 365 Copilot.

DELIVERY METHOD

Our courses offer flexible delivery options:

- In-person classroom training at Impactful facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally: On-site at the client

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