

Stop prompting. Start achieving.

Intermediate level Copilot training that takes knowledge workers beyond the prompt and into real, repeatable business outcomes. Covers Copilot Chat and Copilot in Office apps - Excel, Word, Outlook.

Hands-on • Intermediate • Expert-led • Can be tailored for client-specific use cases •

WHY THIS COURSE.

Everyone can write a prompt. But fewer people know what to do next. Basic prompting gets basic results, and most teams are stuck there, copying and pasting into a chat window and wondering why AI hasn't changed their working day.

This course closes the gap between prompting and producing. Your people will leave able to choose the right model, run structured research, build reusable prompts, work with real files, and streamline multi-step work.

Models & model picker

Explore Quick Response, Think Deeper, and specialist agents, and learn how to choose the right model for the task including GPT or Claude.

Deep research

Use the Researcher agent to perform complex research. Understand how to use the Model Council with GPT and Claude to compare outputs, and improve the quality of results.

Prompt banks & lightweight agents

Turn your best ways of working into saved prompts and Copilot-Lite agents your whole team can reuse, share, and improve.

Copilot in Office & file handling

Use Copilot in Word, Excel, and Outlook to draft, review, analyse, and respond faster, while also working directly with PDFs, CSVs, spreadsheets, and other business files.

Notebooks & Copilot Pages

Use Notebooks and Pages to keep longer, multi-step work coherent, with context, files, decisions, and next steps in one place.

Responsible, confident use

Understand privacy, hallucinations, model limitations, and appropriate checks, so your team can move quickly without avoidable risk.

*Dovetail works with teams at Merck, Sunweb, and Dean Wilson
on AI adoption and Microsoft 365 enablement*

[Ready to find where AI adds value?](#)

[Book a 20-minute discovery call where we'll map two real workflows your team could automate this month](#)

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FORMAT & FIT

How the course works, and who it's for.

A practical, hands-on format designed to make the skills stick. Each concept is taught clearly, demonstrated live in Microsoft Copilot, then practised by your team using realistic business files. Every course module follows this loop, so skills stick after the session ends.

HOW IT WORKS Teach → Demo → Exercise

1 Teach

Clear concepts.

We explain the idea, when to use it, and what good output should look like.

2 Demo

Live walkthrough.

We demonstrate the workflow in Microsoft Copilot, step by step, with your team following along.

3 Exercise

Hands-on practice.

Your team applies the skill to realistic examples and files, with guidance and clear success criteria.

Typically delivered as a 3-hour session for groups of 5–10. Can be tailored to your team's needs such as your actual use cases in exercises, demos aligned to team roles, or sector specific language and terms.

Who's it for.

Knowledge workers, team leads, and power users who already use ChatGPT, Claude, Copilot, or similar tools at a basic level and want to use them more effectively at work.

Ideal for:

- Lawyers
- Operations leads
- Marketing managers
- Finance analysts

You should already:

- Know the basic prompt/response model
- Understand that AI outputs need checking
- Know these tools can search, summarise, and draft
- Have a basic awareness of AI data privacy

What your team gets.

- Confidence to choose the right model for every task
- A repeatable method for complex research and multi-step business questions
- Reusable prompt templates and lightweight agents built in the session
- Practical skills for using Copilot in Word, Excel, Outlook, PDFs, spreadsheets, and emails
- A workflow for longer tasks that span more than one conversation or file.
- Teams typically save 3–5 hours per week

Microsoft reports Copilot users save an average of 14 hours per month, but only when they get past basic prompting. *This course closes that gap.*

[Ready to find where AI can make a practical difference?](#)

[Book a 20 minute discovery call where we'll shape the course around your team's work.](#)

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