

Mastering Copilot Chat

Course ISI-1617

4 hours

Instructor-led, Hands on

Course Description

Copilot Chat is your AI companion built by Microsoft. It helps you think, write, plan, analyze, and create. In this class, you'll explore how to use it effectively - not just what buttons to press, but how to think in a way that gets the best results.

Audience: New or intermediate users of Microsoft Copilot (free version)

Course Objectives

In this course, you will learn how to:

- Introduction to Copilot Chat
- Getting Started with Copilot Chat
- The Art of Effective Prompting
- Core Features and capabilities of Copilot Chat (Free Version)
- Practical applications by function
- Advanced techniques
- Best practices and governance

Prerequisites

Students should have a general understanding of AI.

Course Outline

Module 1: Introduction to Microsoft Copilot Chat

- What is Copilot Chat and how it works
- Detailed comparison table: Free vs. Paid versions
- Enterprise data protection features

Module 2: Getting Started

- Multiple access methods (web, mobile, desktop, Edge)
- Interface overview and navigation
- Model selection explained
- Starting your first conversation

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Module 3: The Art of Effective Prompting

- The 4 elements of effective prompts (Goal, Context, Source, Expectations)
- Complete comparison table showing each element with examples
- 6 key prompting best practices with before/after examples

Module 4: Core Features and Capabilities

- File upload and analysis (6 file types supported)
- AI image generation with detailed tips
- Copilot Pages collaboration
- Web search integration
- Session persistence

Module 5: Practical Applications by Function

- Writing and content creation (emails, reports, marketing)
- Data analysis and research
- Project management and planning
- Training and education
- Problem-solving and decision support

Module 6: Advanced Techniques

- Using Copilot in Word, Excel, PowerPoint, Outlook
- Multi-file analysis
- Mobile device usage
- Memory and personalization

Module 7: Best Practices and Governance

- Data security guidelines (Do's and Don'ts)
- Responsible AI usage (6 key principles)
- Quality control and fact-checking
- Productivity best practices

Module 8: Hands-On Exercises

- Exercise 1: Email Writing (15 min)
- Exercise 2: Document Analysis (20 min)
- Exercise 3: Image Generation (15 min)
- Exercise 4: Problem-Solving (20 min)
- Exercise 5: Content Creation Chain (25 min)
- Exercise 6: Multi-File Comparison (20 min)

Module 9: Troubleshooting

- Common issues table with solutions



- Technical problems
- When to escalate

Module 10: Appendix A: Quick Reference Guide

- Essential prompt starters
- 5 common use case templates

Module 11: Appendix B: Additional Resources

- Microsoft documentation
- Internal resources
- Community and learning