

ARTIFICIAL INTELLIGENCE

INTERMEDIATE

2 DAYS

# Microsoft 365 Copilot Adoption and User Enablement

For the people accountable for making a Copilot investment produce something. Covers readiness, rollout sequencing, scenario selection, champion networks, enablement content and measurement, with an honest treatment of why adoption programmes stall and what recovers them.

## Why Copilot Adoption and Enablement?

### Licences are not adoption

Most Copilot investments underperform on enablement, not on technology.

### Measurement that survives scrutiny

Metrics a finance director will accept, not usage counts that prove nothing.

### Scenario-led, not feature-led

Start from work people actually do rather than a tour of what the product can do.

### Built for change owners

Designed for L&D, champions and transformation leads rather than administrators.

## What you'll be able to do

- ✓ Assess organisational readiness across people, process and data
- ✓ Sequence a rollout from pilot through to general availability
- ✓ Select and prioritise scenarios with real, measurable value
- ✓ Build a use case library tailored to specific roles and departments
- ✓ Recruit, equip and sustain a champion network
- ✓ Design enablement content and a support model that scales
- ✓ Measure adoption and business impact using available analytics
- ✓ Diagnose and recover a stalled adoption programme

## Who this is for

- L&D, enablement and internal communications teams
- Copilot programme owners and champions
- Change managers and transformation leads
- Department heads sponsoring a rollout

## Curriculum

### 01 Readiness and Success Criteria

- Assessing readiness across people, process, data and culture
- Defining what success actually looks like before the rollout starts
- Identifying the departments most likely to produce early wins
- Surfacing the objections you will meet, in advance
- Establishing a baseline you can measure change against

### 02 Licensing, Sequencing and Pilot Design

- Allocating licences to the people most likely to use them
- Designing a pilot with a genuine go or no-go decision at the end
- Sequencing from pilot to wave rollout to general availability
- Working with IT on prerequisites without owning them
- **Hands-on:** design a pilot for your own organisation

### 03 Scenario Selection and Use Case Libraries

- Starting from real work rather than a feature tour
- Prioritising scenarios by frequency, pain and measurability
- Building role-specific use case libraries people will actually open
- Capturing and sharing what early users discover
- **Hands-on:** build a use case set for one department

### 04 Champion Networks and Enablement Content

- Recruiting champions who have credibility, not just availability
- Equipping champions and giving them a reason to stay engaged
- Enablement formats: sessions, clinics, short-form content and office hours
- The support model: where questions go and who answers them
- Sustaining momentum after the launch excitement fades

### 05 Measurement and Reporting

- Analytics available and what each signal genuinely tells you
- Adoption metrics versus impact metrics, and why the difference matters
- Building a reporting pack a finance director will accept
- Attributing outcomes honestly without overclaiming
- **Hands-on:** build a measurement plan and reporting cadence

### 06 Sustaining Adoption and Handling Resistance

- Common failure patterns and the point at which programmes stall
- Working with sceptics rather than around them
- Addressing job security concerns openly
- Refreshing scenarios as the product changes underneath you
- Handing the programme over to business-as-usual ownership