MERCURY

The Elite Microsoft 365 Program: Maximize Efficiency, Deliver Results

22 – 26 February 2027
London (UK)



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Introduction:

In the era of digital transformation, organizations are turning to advanced productivity platforms, such as Microsoft 365, to enhance efficiency, collaboration, and strategic performance. The Elite Microsoft 365 Program: Maximize Efficiency, Deliver Results is a cutting-edge training experience designed for forward-thinking professionals and teams who wish to leverage the power of Artificial Intelligence AI within Microsoft 365.

This Elite Microsoft 365 course places special emphasis on Microsoft 365 Copilot, the groundbreaking AI assistant poised to become the first AI investment for many organizations. Participants will explore how to harness AI-driven features across Word, Excel, PowerPoint, Outlook, and Teams to automate workflows and amplify results.

Through real-world applications and scenario-based learning, this Elite Microsoft 365 course empowers professionals to rethink productivity and deliver measurable impact. From communication optimization to data analytics and smart content creation, learners will acquire tools to work smarter, not harder. It ensures learners can not only keep pace with technological advancement but also lead innovation within their organizations.

Targeted Groups:

This Elite Microsoft 365 Program: Maximize Efficiency, Deliver Results targets professionals seeking specialized knowledge and skills:

- Business professionals are increasingly adopting AI to enhance their everyday productivity.
- IT managers oversee digital transformation initiatives.
- Team leaders are driving collaboration and workflow efficiency.
- Project managers streamlining operations through Microsoft 365.
- Executives seeking measurable performance improvement.
- HR specialists are introducing AI tools for onboarding and communication.
- Administrative staff are aiming to automate repetitive tasks.
- Knowledge workers upgrading digital productivity skills.
- Data analysts leveraging AI-assisted Excel functionalities.
- Trainers and educators are enhancing virtual collaboration with Teams.

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Course Objectives:

Participants will achieve the following objectives by completing the Elite Microsoft 365 program:

- Understand the strategic value of integrating AI into Microsoft 365.
- Identify the core features and benefits of Microsoft 365 Copilot.
- Apply intelligent automation to reduce manual workload.
- Create AI-enhanced documents, reports, and presentations.
- Utilize predictive tools to extract valuable insights and trends from your data.
- Integrate Microsoft Teams with Copilot for smarter collaboration.
- Build effective prompts to guide AI outcomes in Office apps.
- Evaluate and adapt AI outputs to organizational standards.
- Collaborate more efficiently using cloud-integrated AI tools.
- Monitor user adoption and encourage best practices across teams.
- Develop strategies for the ethical and secure use of AI.
- Enhance digital literacy and future-ready skills in the workplace.
- Streamline communication through automated email drafting and scheduling.
- Customize Excel automation for predictive data modeling.
- Improve decision-making by analyzing Copilot recommendations.

Targeted Competencies:

Participants will gain the following competencies during the Elite Microsoft 365 program:

- AI-augmented digital productivity.
- Intelligent task automation.
- Data-driven decision-making.
- Cross-platform collaboration strategies.
- Efficient use of Microsoft 365 applications.
- AI prompt development.
- Cloud integration and real-time coordination.
- Critical thinking with AI-generated insights.
- Optimized workflow design.
- Ethical AI implementation in business operations.

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Course Content:

Unit 1: The Role of AI in Microsoft 365 Ecosystem:

- Explore AI's growing impact in digital workplaces.
- Define the foundational principles of Microsoft 365 AI integration.
- Understand Microsoft Copilot's architecture and access model.
- Compare AI capabilities across Word, Excel, PowerPoint, Outlook, and Teams.
- Identify practical business use cases where AI delivers a tangible return on investment ROI.
- Examine the organizational benefits of early AI adoption.
- Navigate user interfaces designed for AI assistance.
- Discuss the security and compliance considerations with AI tools.
- Learn to align AI features with strategic goals.

Unit 2: Microsoft 365 Copilot - The Intelligent Assistant:

- Understand how Microsoft 365 Copilot works across applications.
- Create first-use cases tailored to specific organizational needs.
- Generate documents and presentations using smart prompts.
- Automate repetitive tasks using AI in Word and Excel.
- Transform raw data into insights with Copilot-driven analytics.
- Simplify email composition and scheduling with Outlook Copilot.
- Host efficient meetings with Copilot assistance in Microsoft Teams.
- Compare Copilot capabilities with traditional manual processes.
- Learn best practices for prompt engineering to guide AI.

Unit 3: AI-Powered Productivity and Workflow Automation:

- Streamline administrative processes using AI automation tools.
- Create dynamic dashboards in Excel using predictive modeling.
- Link Copilot with Microsoft Loop for project management.
- Use Power Automate to create AI-triggered workflows.
- Track performance and outcomes through AI-generated reports.
- Automate scheduling, meeting follow-ups, and task reminders.
- Empower cross-departmental collaboration using AI-supported Teams channels.
- Apply business rules and logic to guide AI behavior.
- Build productivity templates with embedded Copilot automation.

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Unit 4: Real-Time Collaboration and Communication in Microsoft 365:

- Initiate AI-supported brainstorming sessions using Teams and OneNote.
- Collaborate on documents with live Copilot suggestions.
- Facilitate multilingual communication with real-time AI translation.
- Track group progress using shared task boards in Planner.
- Use Copilot to draft collaborative meeting summaries.
- Integrate Microsoft Stream to enhance knowledge sharing and collaboration.
- Boost team responsiveness through AI-generated notifications.
- Enhance document review processes using intelligent comments.
- Improve communication clarity with grammar and tone suggestions.

Unit 5: Implementation Strategy and Organizational Adoption:

- Define organizational readiness for AI integration.
- Set phased rollout plans for Microsoft 365 Copilot adoption.
- Establish policies for the secure and ethical use of AI.
- Monitor usage patterns to refine AI strategies and optimize performance.
- Train teams to confidently use Microsoft 365 AI features.
- Collect feedback and improve adoption processes.
- Align AI tools with company workflows and KPIs.
- Measure productivity gains post-AI integration.
- Develop a long-term strategy for AI expansion in operations.

Final Insights & Key Takeaways:

AI in Microsoft 365 is not a future trend—it is today's game changer. This course empowers participants to lead digital transformation through intelligent tools. Microsoft 365 Copilot serves as the ideal entry point for organizations looking to invest in AI. With strategic implementation, learners will turn everyday tasks into efficiency gains and results.