KOENIG SOLUTIONS · COURSE OUTLINE

AI Basics: M365 Copilot & Agentic AI

Learn to apply AI and M365 Copilot tools to improve department workflows, decisions and collaboration.

8 Hours	3	15
DURATION	MODULES	TOPICS

COURSE OVERVIEW

This 1-day interactive workshop introduces AI fundamentals and practical applications tailored to various departments within an organization. Based on a pre-assessment of participants' AI familiarity, the content is customized to ensure relevance and accessibility. The workshop focuses on improving individual, team, and organizational productivity through easy-to-adopt AI tools. With hands-on, department-specific business cases and exercises, participants will explore how AI can drive operational efficiency and innovation across functions. Designed as a low-barrier entry into AI, the session equips attendees with practical insights for immediate application in their roles.

WHO THIS COURSE IS FOR

- Marketing Manager
- Sales Executive
- HR Manager
- Operations Manager
- Customer Support Manager
- Business Analyst
- Procurement Manager
- Finance Manager
- Product Manager
- Training Manager

LEARNING OBJECTIVES

- Explain AI, GenAI, machine learning, NLP and automation basics
- Identify responsible AI practices and real business use cases
- Apply AI-powered analytics to refine departmental business cases
- Identify how AI streamlines decision-making and workflows
- Analyse data patterns with AI tools such as Copilot, Gamma and Canva
- Plan steps to pilot and scale AI across departments
- Identify common AI adoption challenges and possible solutions
- Explore building a custom departmental Copilot chatbot and agentic AI

COURSE SYLLABUS

3 Modules, 15 Topics

01

Understanding AI and Its Role in the Organization

TOPICS

- Introduction to AI and GenAI
- Understanding Backdrop of AI - Machine learning, NLP, Automation
- Understanding of AI in business transformation and real use case studies
- Responsible
- **Demo:** machine learning, NLP

02

Practical AI Applications for Business Improvement

TOPICS

- Use AI-powered analytics and reporting to refine each department's business case, optimizing it based on insights gained from earlier modules
- Identify how AI enhances efficiency by streamlining decision-making and improving workflows across core departmental processes
- Explore how AI tools analyse data, detect patterns, and predict outcomes to support data driven decisions tailored to different departmental contexts
- **Demo:** M 365 copilot on marketing document, Presentations and Excel
- Explore gamma and Canva

03

AI Adoption and Strategic Implementation Across Departments

TOPICS

- Learn practical steps to implement and scale AI across departmental functions, from pilot projects to full deployment
- Identify common challenges like data silos or employee resistance and explore AI-driven solutions to address them
- Explore AI-driven ways to enhance collaboration between departments and finalize a refined business case and action plan
- **Demo:** Walkthrough of creating a custom departmental Copilot chatbot (e.g., for HR FAQs or IT support)
- **Demo:** Agentic AI

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

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Talk to a learning advisor about schedules, group training and customised delivery.

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