

Adelaide Microsoft IT Pro Community

July Meetup

People, Prompts, and Progress: Real Talk on Copilot Adoption



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Senior Adoption and Change Manager
At Generation-e

 Tuesday, July 1, 2025
 3:00 PM to 5:00 PM ACDT
 Microsoft Adelaide Office
Level 12, Aurora Building, 147 Pirie Street, Adelaide

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People, Prompts and Progress

Microsoft Adoption (Enablement)

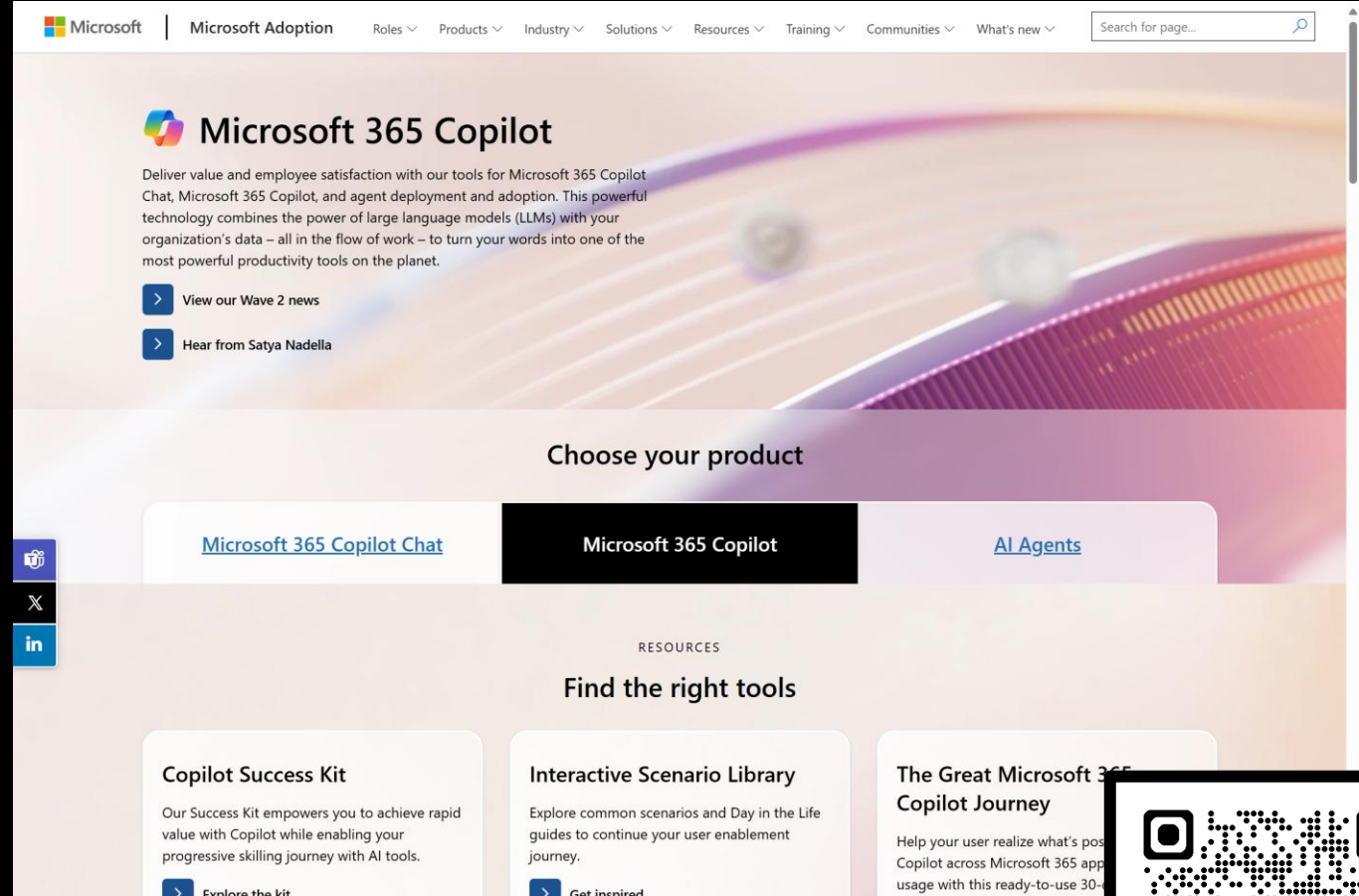
DIY Copilot enablement? Start here.

Products:

- Microsoft 365 Copilot Chat
- Microsoft 365 Copilot
- AI Agents

Resources

- Leadership resources
- User enablement resources
- Technical readiness resources



<https://enablement.microsoft.com/en-us/copilot/>



People

A

Awareness

Why/what is
happening?

D

Desire

How does it
benefit me?

K

Knowledge

What do I
need to know?

A

Ability

Can I do it?

R

Reinforcement

How do I keep
doing it

Do I care about Copilot?

Enthusiasts (5%)

Early adopters.
Using AI outside of work.
Curious (maybe a bit chaotic).
They're already testing agents.

Approach

Don't let them run wild,
recruit them.

Give them a role and a platform.

(e.g. Copilot Champions,
Discussions, lunch-and-learns,
Viva Engage Community)

Skeptics (15%)

Experienced with tech change.
Not convinced until it 'works'.
Doesn't buy into the hype.

Approach

Show value.
Specific use cases.
Don't over-promise.
Understand what matters to
them.

Work with people who influence
them.

Pragmatists (75%)

Bulk of your user base.
Results-oriented, time-poor.
What's in it for me?

Approach

Continual reinforcement.
Over-communicate.
Share stories.
Provide lots of opportunities to
learn.

(e.g. CoE, SharePoint site, curate
resources, drop-ins, workshops,
Viva Engage/Team)

Silent Strugglers (5%)

Low-usage, but high attendance.
Asks basic questions in private.
Hesitant to start.

Approach

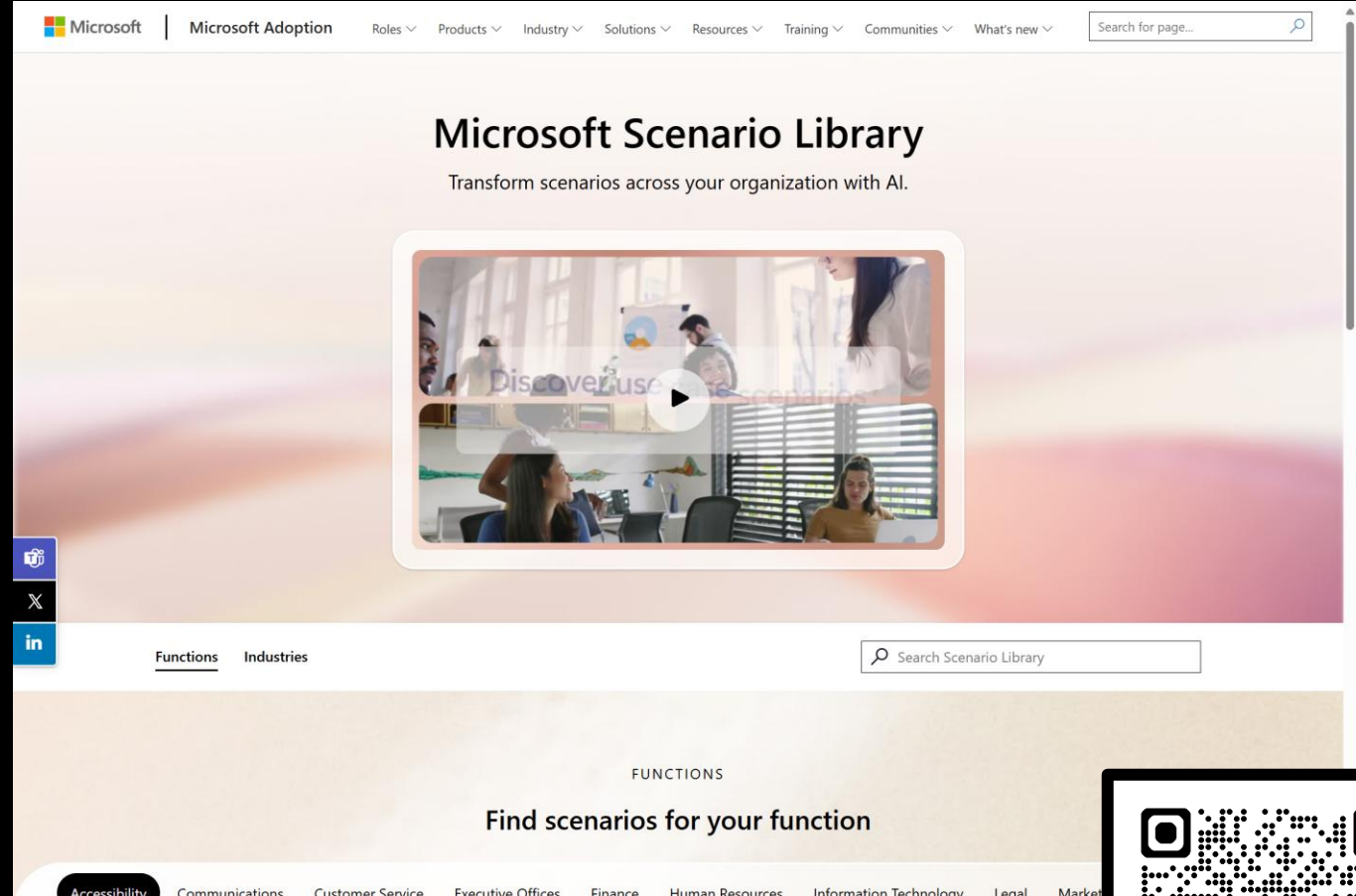
Slow down the training.
In-person support.
Give specific steps.
Opportunity for real growth.

Create safe spaces for
experimenting.
Good mix of learning resources

Microsoft Scenario Library

Easy to use inspiration for using Copilot in every-day situations.

- Scenarios for different functions
- Browse by industry
- Sample prompts
- Step-by-step instructions



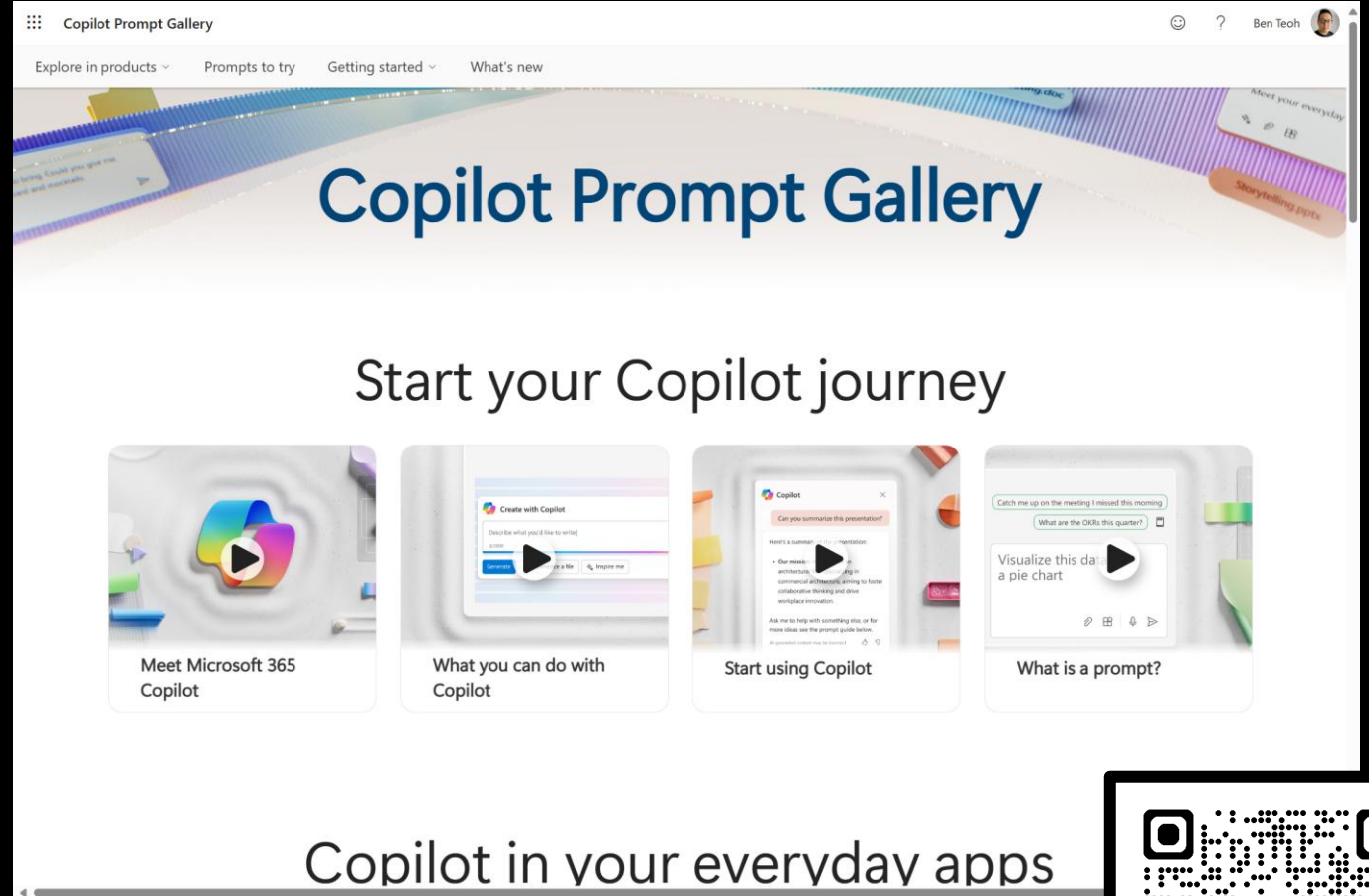
<https://adoption.microsoft.com/en-us/scenario-library/>



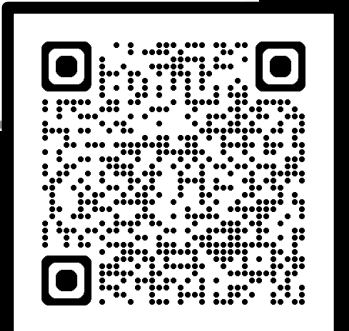
Copilot Prompt Gallery

One-stop-shop for learning resources

- Video Guidance
- Full set of resources
- Interactive sessions
- Customisable



<https://aka.ms/PromptGallery>



Prompts

How do I get it to be useful?

Provide a framework

Frameworks help people structure their approach.

Goal

Context

Expectations

Source



Have a conversation

Explain how multi-turn prompting works.

Show that you can change the response on the go.

You don't have to get it right the first time.

Flip the script

Get Copilot to ask you questions, or critique your approach.

"What is something I haven't thought of?"

"If you were /person, what questions would you have for me?"

"Ask me clarifying questions until you're 90% confident of the accuracy of your response"

Test and iterate

Try different phrasing.

Ask Copilot to create instructions/prompts for you

"Create a prompt that will..."

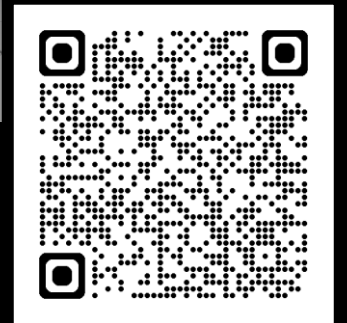
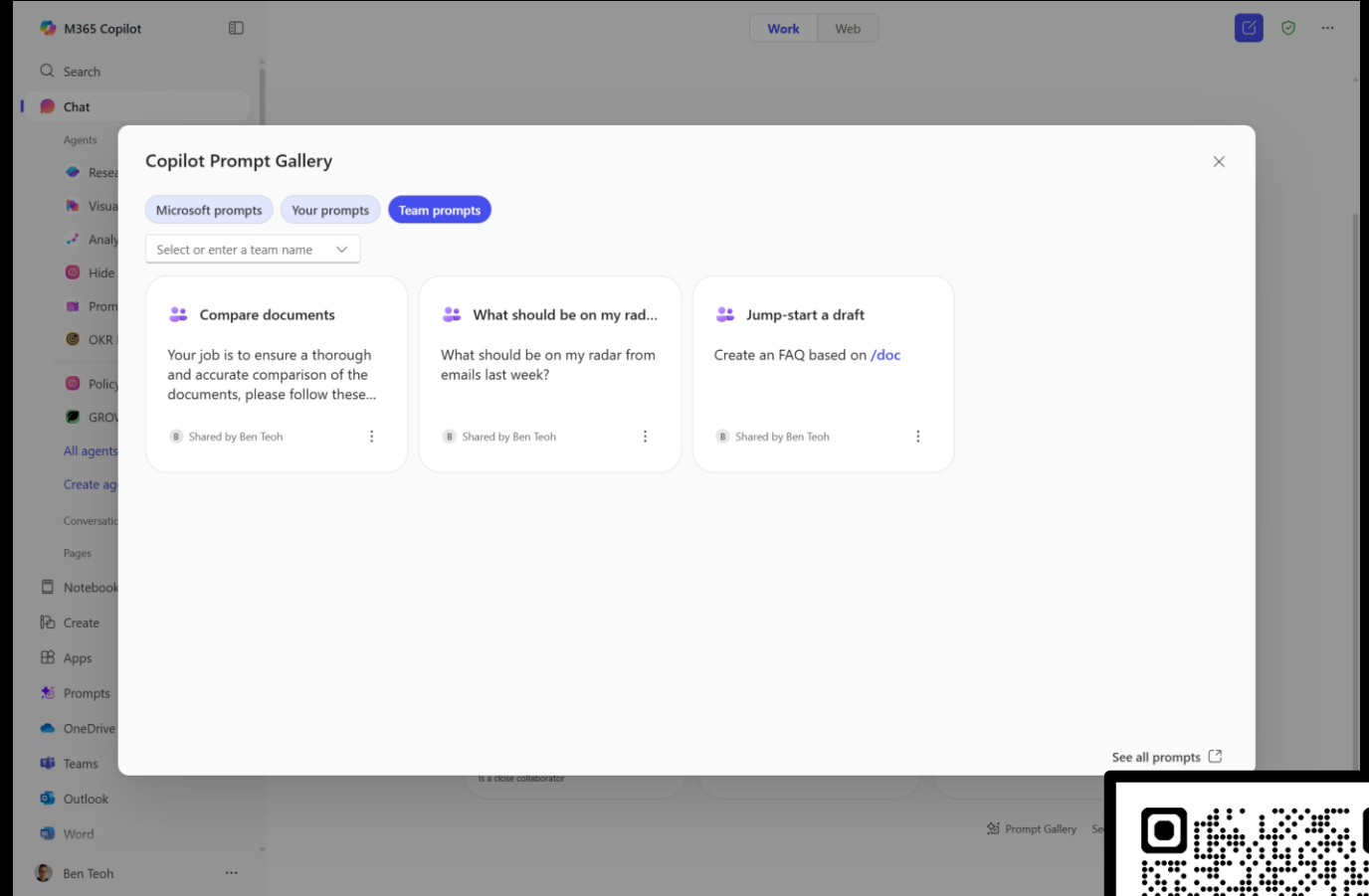
"Here's a prompt, how would I improve it?"

Try the **Prompt Coach** agent

Prompt saving and sharing

Use the Copilot Prompt Gallery to save your own prompts and share with others

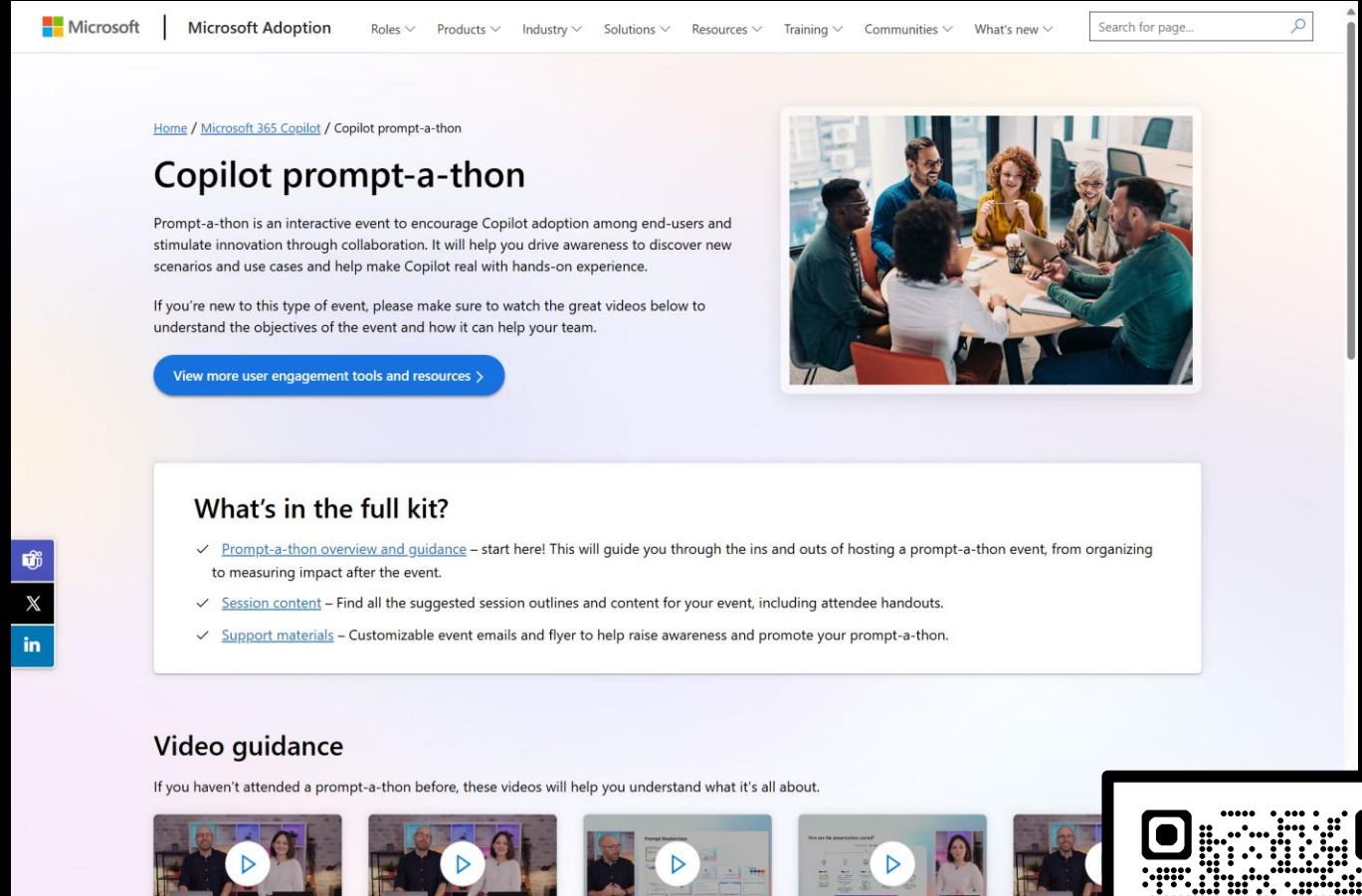
- Save your own prompts
- Share prompts with individuals via link
- Share prompts to an existing team, and see all your team-shared prompts



Copilot Prompt-a-thon

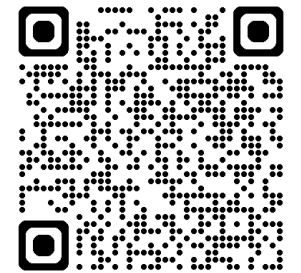
Prompt-a-thon is an interactive event to encourage Copilot adoption among end-users and stimulate innovation through collaboration. It will help you drive awareness to discover new scenarios and use cases and help make Copilot real with hands-on experience.

- Video Guidance
- Full set of resources
- Interactive sessions
- Customisable



The screenshot shows the Microsoft Adoption website for the Copilot prompt-a-thon. The header includes the Microsoft logo and navigation links for Roles, Products, Industry, Solutions, Resources, Training, Communities, and What's new. A search bar is located on the right. The main content area features the title 'Copilot prompt-a-thon' and a description: 'Prompt-a-thon is an interactive event to encourage Copilot adoption among end-users and stimulate innovation through collaboration. It will help you drive awareness to discover new scenarios and use cases and help make Copilot real with hands-on experience.' Below this is a button that says 'View more user engagement tools and resources >'. To the right of the text is an image of a group of people in a meeting. Below the main text is a section titled 'What's in the full kit?' with three bullet points: '✓ Prompt-a-thon overview and guidance – start here! This will guide you through the ins and outs of hosting a prompt-a-thon event, from organizing to measuring impact after the event.', '✓ Session content – Find all the suggested session outlines and content for your event, including attendee handouts.', and '✓ Support materials – Customizable event emails and flyer to help raise awareness and promote your prompt-a-thon.' Below this is a section titled 'Video guidance' with the text 'If you haven't attended a prompt-a-thon before, these videos will help you understand what it's all about.' and a row of five video thumbnails, each with a play button icon.

<https://enablement.microsoft.com/en-us/copilot/prompt-a-thon/>



Governance

Am I doing the right thing?

Is my data correct?

Information Management
Content Sprawl

*SharePoint Advanced
Management*

Is my data safe?

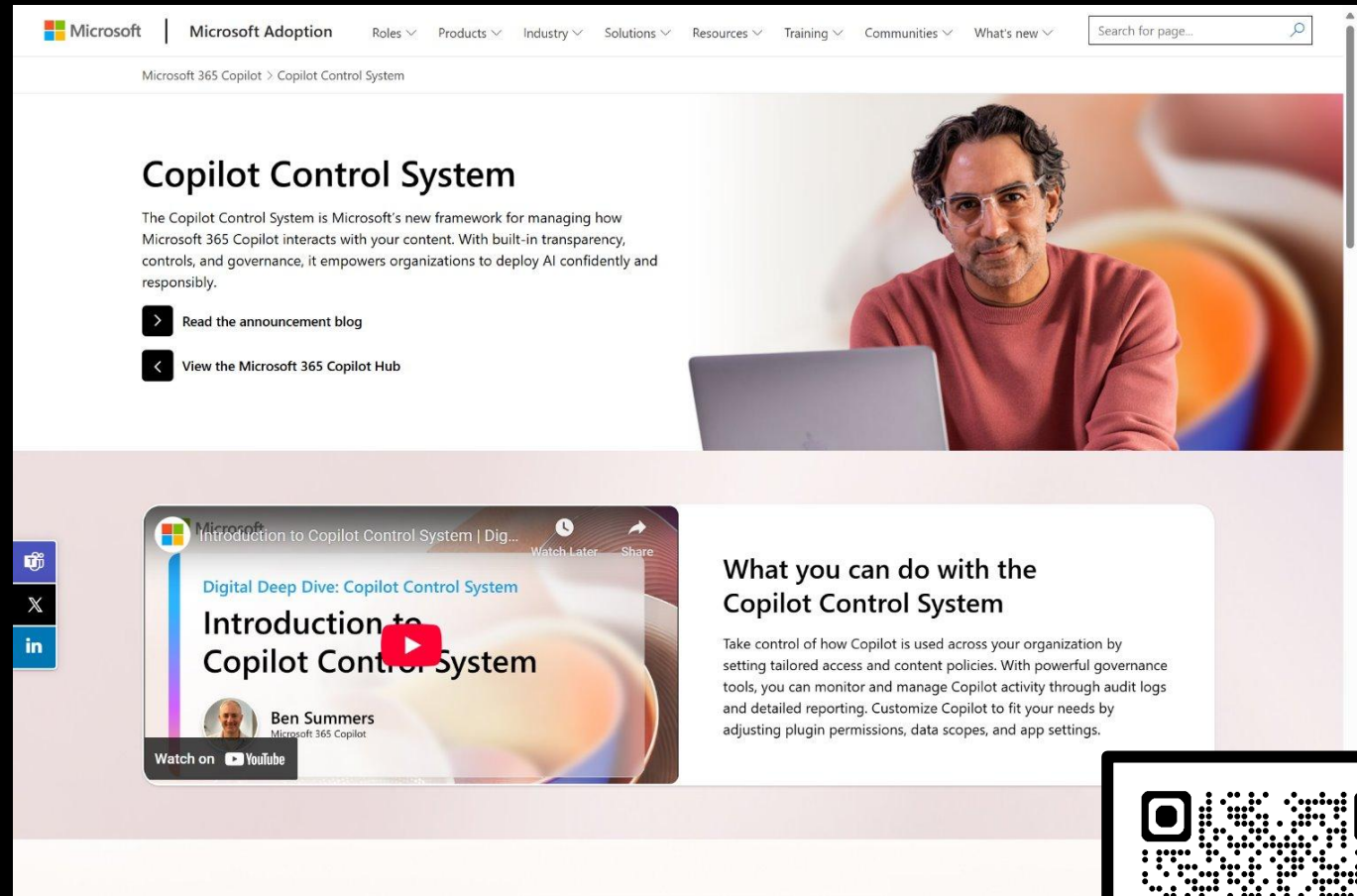
Governance policies
Acceptable Use Policies
AI Guidelines

Purview + DPSM for AI

Copilot Control System

The Copilot Control System is Microsoft's new framework for managing how Microsoft 365 Copilot interacts with your content. With built-in transparency, controls, and governance, it empowers organizations to deploy AI confidently and responsibly.

1. [Introduction to Copilot Control System](#)
2. [Secure Microsoft 365 Copilot and agents](#)
3. [Prevent data loss and insider risks](#)
4. [Understanding web search controls](#)
5. [Build enterprise-scale agents securely](#)
6. [Copilot agent management and controls](#)
7. [Empower Copilot Studio makers with enterprise-grade management controls](#)
8. [Measure usage and impact of Copilot and agents](#)
9. [Practical guidance for AI and collaboration adoption](#)
10. [What's next for your Copilot Control System journey](#)



Microsoft | Microsoft Adoption Roles Products Industry Solutions Resources Training Communities What's new Search for page...

Microsoft 365 Copilot > Copilot Control System

Copilot Control System

The Copilot Control System is Microsoft's new framework for managing how Microsoft 365 Copilot interacts with your content. With built-in transparency, controls, and governance, it empowers organizations to deploy AI confidently and responsibly.

> Read the announcement blog

< View the Microsoft 365 Copilot Hub

What you can do with the Copilot Control System

Take control of how Copilot is used across your organization by setting tailored access and content policies. With powerful governance tools, you can monitor and manage Copilot activity through audit logs and detailed reporting. Customize Copilot to fit your needs by adjusting plugin permissions, data scopes, and app settings.

Introduction to Copilot Control System | Dig... Watch Later Share

Digital Deep Dive: Copilot Control System

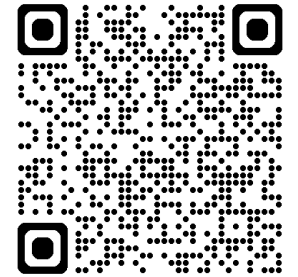
Introduction to Copilot Control System

Ben Summers Microsoft 365 Copilot

Watch on YouTube

<https://adoption.microsoft.com/en-us/copilot/control-system/>

[Deep Dive into Copilot Control System \(Playlist\)](#)



Progress

How do we move forward?

Pilot well

Microsoft 365 Copilot Chat
+
Microsoft 365 Copilot

Enable your support team

Train, test, explore

Enable teams

Roll out with groups of peers
Encourage peer-support and
engagement

Localise content to connect
Copilot to actual work

Change Champions

Recruit enthusiasts

Coach, celebrate, recognise

Provide a platform

AI Drivers

Dedicate resources to drive it
forward.

Don't expect it to happen on
its own.

Are we getting benefit?

Personal Productivity

Are people getting using it to improve how they work individually?

"I use Copilot to help write documents, summarise emails, brainstorm ideas:

Business value

Are we seeing groups integrating Copilot in their every-day workflows and collaboration?

"We've enhanced our existing workflows by integrating Copilot"

Organisational transformation

Are we transforming the way we operate through the use of Copilot and agents?

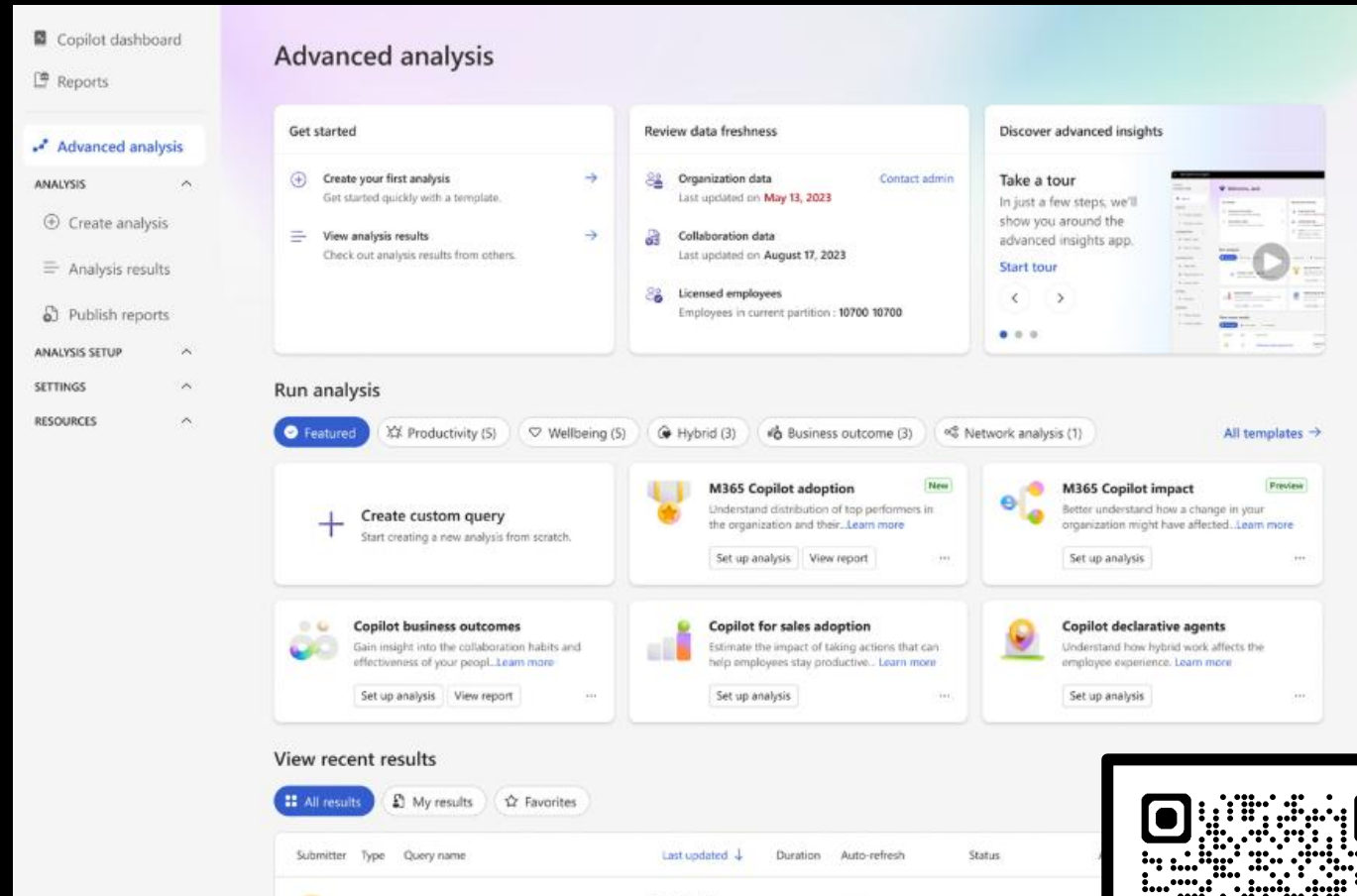
"Our organisation has changed the way we operate, using Copilot and agents"

Copilot Analytics/Dashboard

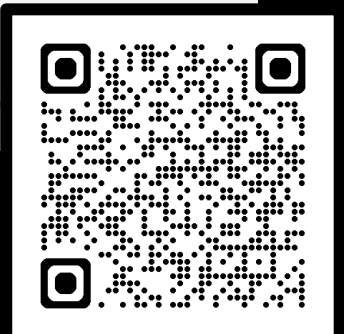
See what's happening across your tenant for Microsoft 365 Copilot

Assess:

- Readiness
- Usage
- AI Adoption score
- Agents
- Message consumption



<https://adoption.microsoft.com/en-us/copilot/control-system/>



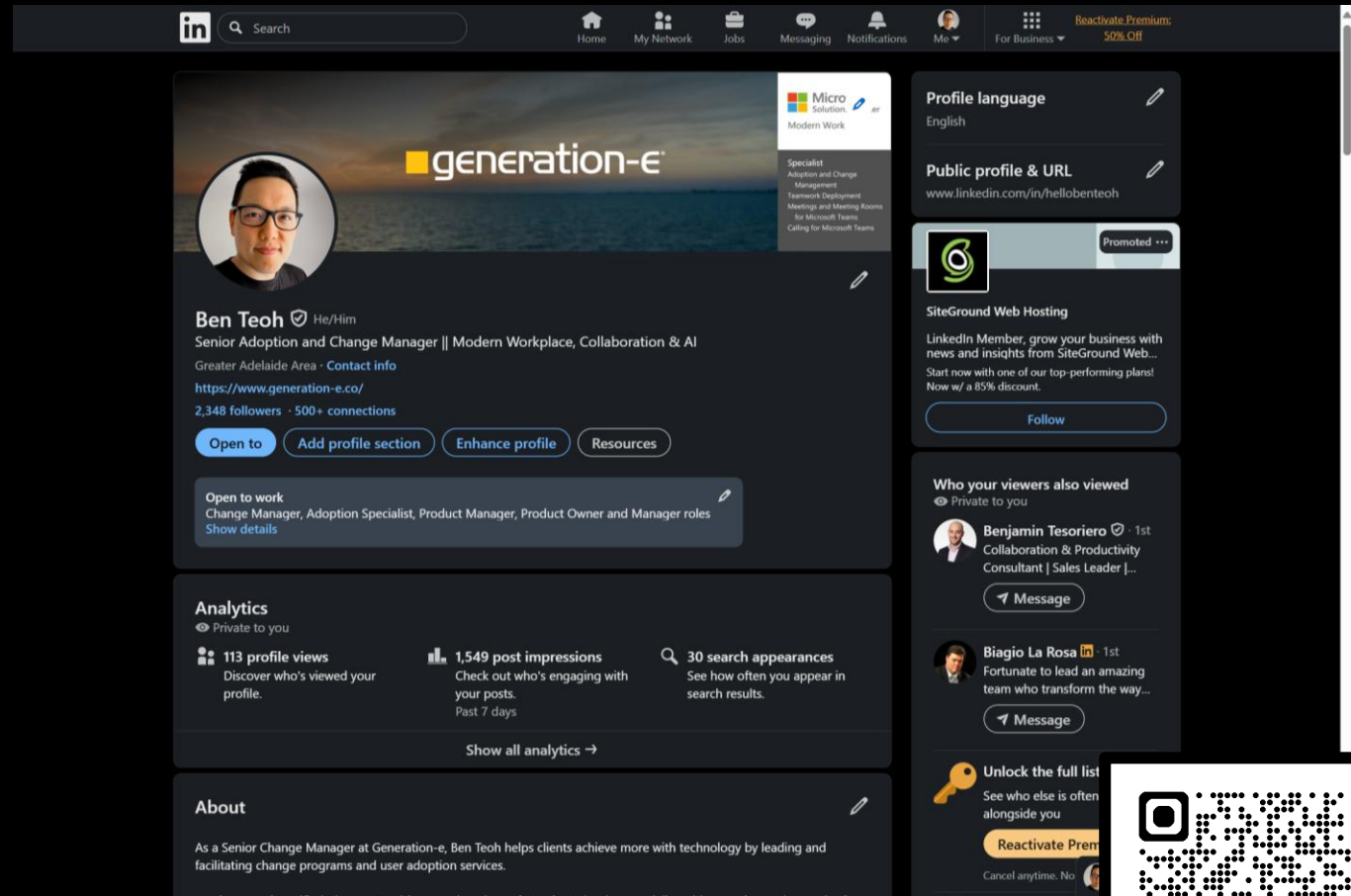
People, Prompts and Progress

LinkedIn

Ben Teoh

Senior Adoption and Change Manager || Modern Workplace, Collaboration & AI

Posting about Enablement/Adoption across the Microsoft Modern Work suite + Life as a change manager



<https://www.linkedin.com/in/hellobenteoh/>

