

Adelaide Microsoft IT Pro Community

July Meetup

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



Ben Teoh

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

The screenshot shows the Microsoft Adoption (Enablement) website. At the top, there is a navigation bar with the Microsoft logo, 'Microsoft Adoption', and links for 'Roles', 'Products', 'Industry', 'Solutions', 'Resources', 'Training', 'Communities', and 'What's new'. A search bar is also present. The main content area features a large image of a colorful, abstract wave. The title 'Microsoft 365 Copilot' is displayed with a small icon. Below the title, a text block describes the tool's purpose: 'Deliver value and employee satisfaction with our tools for Microsoft 365 Copilot Chat, Microsoft 365 Copilot, and agent deployment and adoption. This powerful technology combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.' Two buttons are shown: 'View our Wave 2 news' and 'Hear from Satya Nadella'. A 'Choose your product' section is visible, with 'Microsoft 365 Copilot Chat' highlighted in a black box. Below this, there are social media icons for YouTube, X (Twitter), and LinkedIn. A 'Find the right tools' section includes three cards: 'Copilot Success Kit', 'Interactive Scenario Library', and 'The Great Microsoft 365 Copilot Journey'. A QR code is located in the bottom right corner. The URL <https://enablement.microsoft.com/en-us/copilot/> is displayed at the bottom of the page.

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

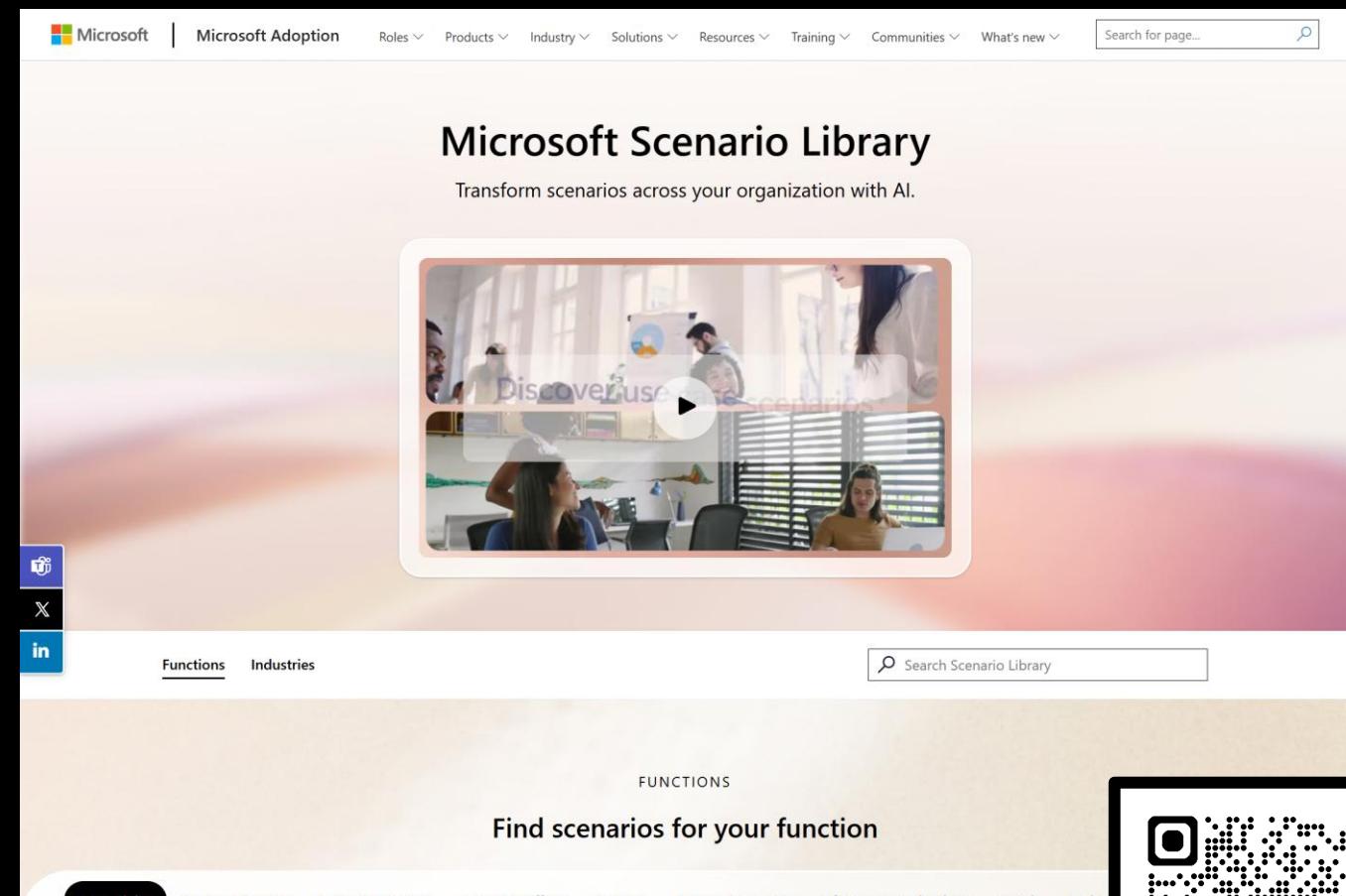
Slow down the training.
In-person support.
Give specific steps.
Opportunity for real growth.

Create safe spaces for
experimenting.
Good mix of learning resources

Microsoft Scenario Library

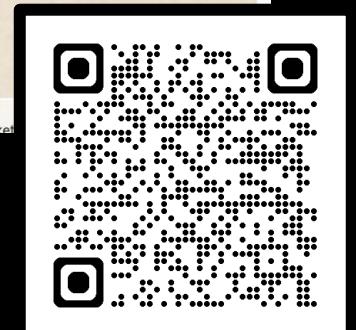
Easy to use inspiration for using Copilot in every-day situations.

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



The screenshot shows the Microsoft Scenario Library page. At the top, there is a navigation bar with the Microsoft logo, 'Microsoft Adoption', and links for 'Roles', 'Products', 'Industry', 'Solutions', 'Resources', 'Training', 'Communities', and 'What's new'. A search bar is also present. The main title 'Microsoft Scenario Library' is displayed, followed by the subtitle 'Transform scenarios across your organization with AI.' Below this is a video thumbnail showing people in an office environment. The video player has a play button in the center. At the bottom of the page, there is a 'FUNCTIONS' section with a search bar labeled 'Search Scenario Library' and a list of categories: Accessibility, Communications, Customer Service, Executive Offices, Finance, Human Resources, Information Technology, Legal, Market, and Product. A 'Find scenarios for your function' button is also visible.

<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

The screenshot shows the Copilot Prompt Gallery website. At the top, there is a navigation bar with links: 'Copilot Prompt Gallery', 'Explore in products', 'Prompts to try', 'Getting started', and 'What's new'. On the right side of the top bar, there are icons for a smiley face, a question mark, and a user profile named 'Ben Teoh'. The main title 'Copilot Prompt Gallery' is displayed in a large, bold, blue font. Below it, the text 'Start your Copilot journey' is centered. There are four main sections with cards: 'Meet Microsoft 365 Copilot' (with an image of a play button icon), 'What you can do with Copilot' (with an image of a 'Create with Copilot' interface), 'Start using Copilot' (with an image of a presentation slide), and 'What is a prompt?' (with an image of a pie chart icon). At the bottom, the text 'Copilot in your everyday apps' is displayed, followed by a QR code.

<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...”

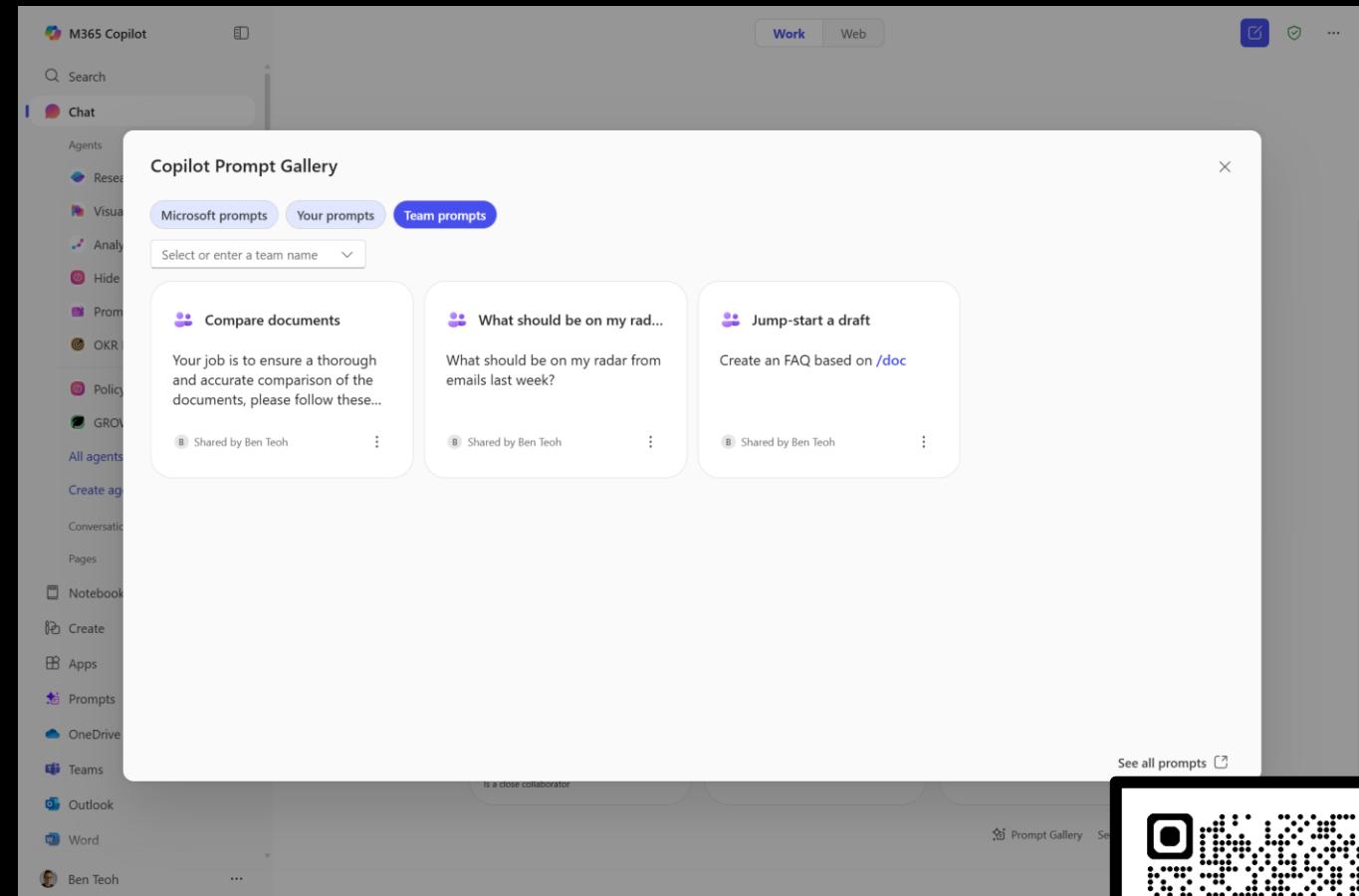
“Here’s a prompt, how would I improve it?”

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

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

[Home](#) / [Microsoft 365 Copilot](#) / Copilot prompt-a-thon

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.

If you're new to this type of event, please make sure to watch the great videos below to understand the objectives of the event and how it can help your team.

[View more user engagement tools and resources >](#)



What's in the full kit?

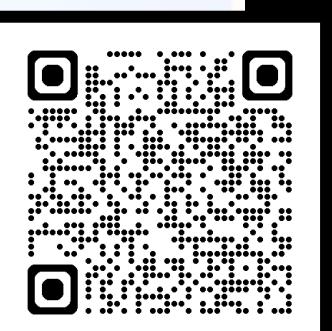
- ✓ [Prompt-a-thon overview and guidance](#) – start here! This will guide you through the ins and outs of hosting a prompt-a-thon event, from organizing to measuring impact after the event.
- ✓ [Session content](#) – Find all the suggested session outlines and content for your event, including attendee handouts.
- ✓ [Support materials](#) – Customizable event emails and flyer to help raise awareness and promote your prompt-a-thon.

Video guidance

If you haven't attended a prompt-a-thon before, these videos will help you understand what it's all about.



<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](#)

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

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

Progress

How do we move forward?

Pilot well	Enable teams	Change Champions	AI Drivers
Microsoft 365 Copilot Chat + Microsoft 365 Copilot	Roll out with groups of peers Encourage peer-support and engagement Localise content to connect Copilot to actual work	Recruit enthusiasts Coach, celebrate, recognise Provide a platform	Dedicate resources to drive it forward. Don't expect it to happen on its own.
Enable your support team Train, test, explore			

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

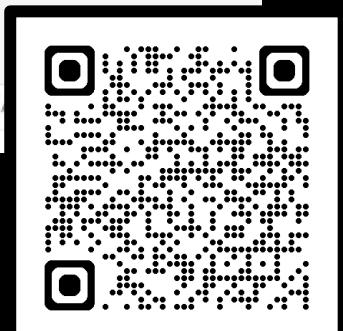
See what's happening across your tenant for Microsoft 365 Copilot

Assess:

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

The screenshot shows the Microsoft Copilot Analytics/Dashboard. The left sidebar includes links for Copilot dashboard, Reports, Advanced analysis (selected), ANALYSIS (Create analysis, Analysis results), ANALYSIS SETUP, SETTINGS, and RESOURCES. The main content area is titled 'Advanced analysis' and includes sections for 'Get started' (Create your first analysis, View analysis results), 'Review data freshness' (Organization data, Collaboration data, Licensed employees), 'Discover advanced insights' (Take a tour, Start tour), 'Run analysis' (Featured, Productivity (5), Wellbeing (5), Hybrid (3), Business outcome (3), Network analysis (1), All templates), and 'View recent results' (All results, My results, Favorites). The 'Run analysis' section features cards for 'Create custom query', 'M365 Copilot adoption' (New), 'M365 Copilot impact' (Preview), 'Copilot business outcomes', 'Copilot for sales adoption', and 'Copilot declarative agents'.

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



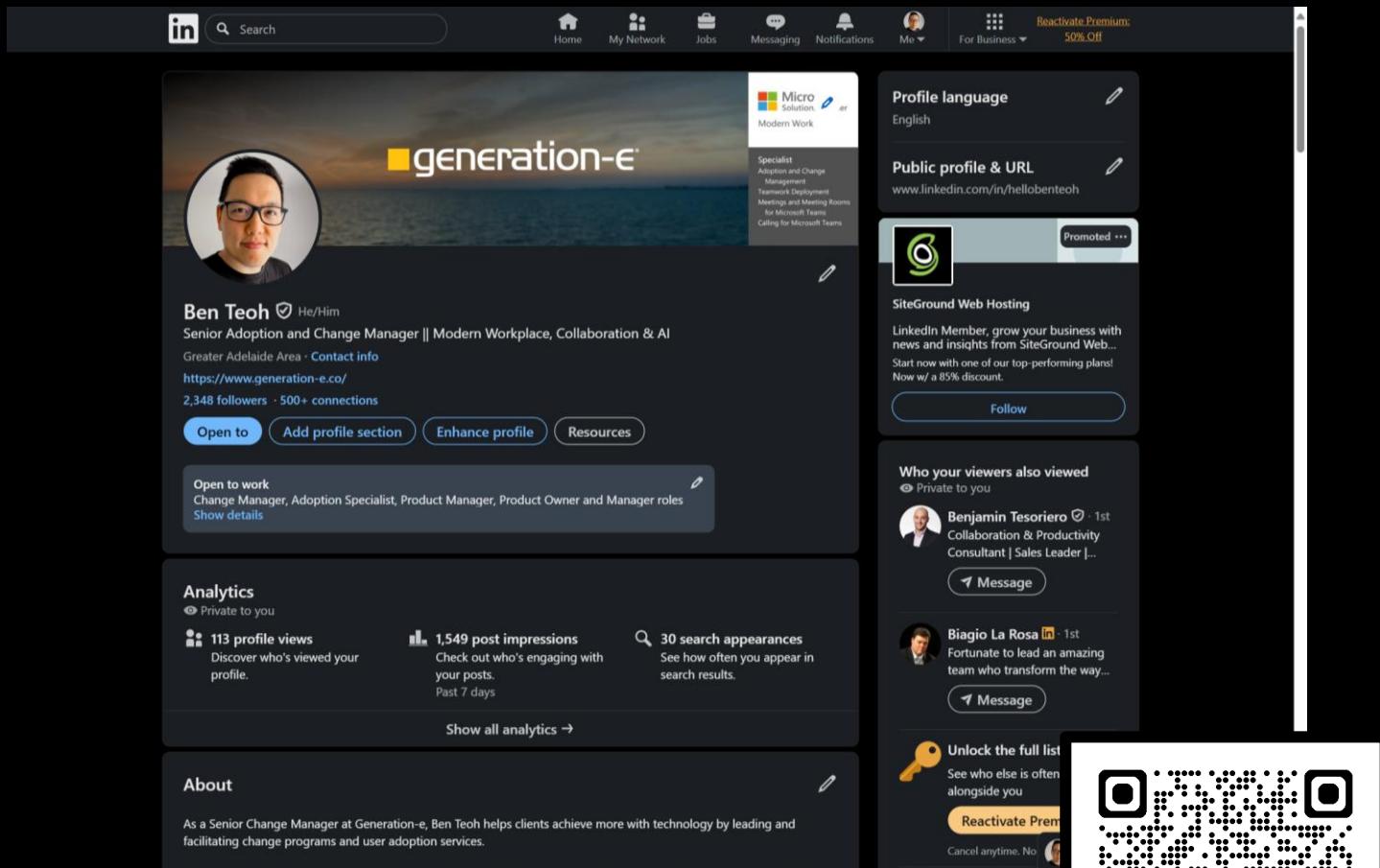
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LinkedIn

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



Ben Teoh He/Him
Senior Adoption and Change Manager || Modern Workplace, Collaboration & AI
Greater Adelaide Area · Contact info
<https://www.generation-e.co/>
2,348 followers · 500+ connections

Open to Add profile section Enhance profile Resources

Open to work
Change Manager, Adoption Specialist, Product Manager, Product Owner and Manager roles
Show details

Analytics
113 profile views Discover who's viewed your profile.
1,549 post impressions Check out who's engaging with your posts.
30 search appearances See how often you appear in search results.
Past 7 days
Show all analytics

About
As a Senior Change Manager at Generation-e, Ben Teoh helps clients achieve more with technology by leading and facilitating change programs and user adoption services.

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