

COURSE 1

Copilot for business productivity

Build the judgment, skills and workflows to make Copilot your daily professional partner



pm-partners

The complete AI Capability Program for Australian professionals



Three courses. One program. The most complete AI training suite in Australia.

YOU ARE HERE

<h3>COPILOT FOR WORK</h3> <p>Build the judgment and workflows to make Copilot a daily partner</p> <ul style="list-style-type: none">5 take-home artefactsWorkflow design & context engineeringGovernance built in from minute oneOne working AI agent configured <p>1</p>	<h3>BUILDING AI AGENTS</h3> <p>Design, build & govern agents that work, without writing code</p> <ul style="list-style-type: none">Agent Design Canvas & Five-Layer BriefWorking agent built in Copilot StudioTwo-agent governed workflowAgent Governance Card <p>2</p>	<h3>LEADING HUMAN-AGENT TEAMS</h3> <p>Design & lead teams where humans and AI agents team up</p> <ul style="list-style-type: none">6 take-home artefacts90-day team implementation roadmapDecision rights and workforce transitionValue demonstration framework <p>3</p>
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THE VALUE OF ALL THREE, TOGETHER

Each course stands alone and delivers immediate, tangible value. The three courses are designed as a progressive arc, each building the foundation for the next. Participants move from individual AI skill (**Course 1 | Copilot for work**) to building the tools that handle execution (**Course 2 | Building AI agents**) to leading the team that directs both (**Course 3 | Leading human-agents teams**).

The sixteen artefacts produced across the three courses form a complete AI adoption toolkit: personal governance frameworks, workflow canvases, configured agents, governance cards, decision rights frameworks, and a 90-day team implementation roadmap.

No other program in Australia delivers this breadth of concrete, immediately deployable outputs.

For government agencies

The APS AI Plan 2025 commits every public servant to AI training and tool access. The DTA mandatory training deadline has passed. GovAI agents are rolling out. But the practical, tool-specific, leadership-level training that turns that policy into capability, at the individual, agent, and team level, does not exist anywhere else in the market. **This program is that training.**

For private sector organisations

M365 Copilot licences are deployed but underused. Competitors are deploying agents. The leadership layer is unprepared for human-agent teams. Three separate problems, three separate investments in solving them. This program addresses all three in a single suite that can be delivered individually or as a complete program. **Individual. Agent. Team. All three, solved.**

No other training provider in Australia offers all three layers of AI capability in a single, coherent program. Individual skills. Agent capability. Team leadership. All human-led. All governance-aligned. All built for Australia.





Course duration: 1 day

Build the judgment, skills and workflows to make Copilot your daily professional partner

Copilot for business productivity is a highly practical, hands-on learning experience designed to help professionals across all roles embed Microsoft Copilot into real, high-value work.

This is not a Copilot feature tour.

Participants work directly with Copilot throughout the day to produce tangible outputs from their own professional context. Every exercise uses real work scenarios. Every prompt is tested. Every artefact is built to be used, not filed away.

Through structured frameworks and a purpose-built companion app, participants will learn to:

- Design their own human-AI collaboration workflow for a task they own

- Communicate with Copilot with precision, using the Three-Circle Model and Five-Layer Structured Brief
- Use Copilot as a thought partner to stress-test ideas, challenge assumptions, and strengthen decisions
- Configure a working declarative agent in M365 Copilot, no technical background required
- Apply the Human-Led, AI-Powered philosophy as a practical governance decision framework

By the end of the course, every participant has built five take-home artefacts from their own work, not generic templates, and has a 30-day and 60-day practice plan that converts the day into sustained behaviour change.



Objectives

This course will enable participants to:

- Apply the Human-Led, AI-Powered philosophy as a practical decision framework for every Copilot interaction
- Use Copilot confidently and responsibly within organisational governance guardrails
- Communicate with Copilot using structured prompt frameworks, progressing from single prompts to full context architecture
- Design a documented Human-AI Collaboration Canvas for a workflow in their own role
- Use Copilot as a thought partner to pressure-test their work and strengthen professional outputs
- Configure a functional declarative agent in M365 Copilot tailored to a real use case
- Build a personal Prompt Library of tested, role-specific prompts they can use immediately
- Commit to a 30-day and 60-day AI practice plan grounded in their professional context

Key topics

- The Human and AI Landscape: why AI adoption is a human challenge, not a technology problem
- AI Literacy: how Copilot works, where it fails, and why human judgment is irreplaceable
- The Human-Led, AI-Powered Philosophy: the course governing decision framework
- Responsible and ethical AI use: Australian governance context (APS AI Plan, DTA Policy v2.0, Privacy Act 1988)
- Communicating with Copilot: the Three-Circle Model and Five-Layer Structured Brief
- Context engineering, organisational knowledge, RAG principles, and Circle 3 prompting
- Designing Human-Centred AI Collaboration Workflows: the Human-AI Collaboration Canvas
- AI as a Thought Partner: stress-testing decisions, challenging assumptions, and improving outputs
- Configuring your first Copilot Agent: building a declarative agent in M365 Copilot Studio
- The AI Practice Plan: 30-day and 60-day personal commitment and team adoption plan



Practical scenarios covered

Throughout the day, participants apply Copilot to real professional challenges drawn from their own work context. Scenarios are adapted by the facilitator to the professional setting of the cohort and include:

1. Mapping AI opportunities and risks in their current role using the Augment –Automate–Avoid framework
2. Drafting a high-stakes professional communication using the Five-Layer Structured Brief
3. Running a multi-turn Copilot conversation using the Four Conversational Moves to refine a complex output
4. Designing a Human-AI Collaboration Canvas for a workflow they own, complete with human anchor points and a stress-tested first move
5. Using Copilot as a thought partner to challenge a decision or proposal, with structured push-back and interrogation prompts
6. Configuring a declarative agent for a recurring task in their role, using the Five-Layer instruction framework

Each activity focuses on producing a tangible, personalised output that participants can use the next working day.

The five take-home artefacts

Built during the day. Used beyond it.

Every participant leaves with five completed artefacts built during the day from their own professional context:

1. Prompt Library: a cumulative, personalised collection of tested prompts built across all seven modules
2. Human-AI Collaboration Canvas: a documented, peer-reviewed workflow design for a task the participant owns
3. Human-in-the-Loop Decision Framework: a personal governance lens for every AI interaction
4. Configured Declarative Agent: a functional M365 Copilot agent ready to deploy in their organisation
5. AI Practice Plan: a 30-day and 60-day personal and team commitment plan for sustained AI adoption



Who is this course for?

This course is designed for any professional who holds an M365 Copilot licence and wants to move beyond occasional, experimental use to confident, structured, daily practice. Typical participants include:

GOVERNMENT AND PUBLIC SECTOR

- APS officers and managers (EL1, EL2 & SES)
- Policy advisors and analysts
- Program and project managers
- Communications and engagement professionals
- Corporate services and operations staff

PRIVATE SECTOR AND PROFESSIONAL SERVICES

- Managers and team leaders at all levels
- Finance, HR and operations professionals
- Marketing, communications and sales teams
- Legal, compliance and risk professionals
- Knowledge workers and strategic advisors

BYOD REQUIREMENTS

This is an immersive, hands-on course. Participants **must bring their work device with an active M365 Copilot licence.**

Copilot must be able to access organisational data, emails, files, meetings and Teams. Personal or free versions of Copilot are not suitable for this course.

Participants unsure of their licence status should check with their IT team before attending.

Participants should:

- Hold an active Microsoft 365 Copilot licence (M365 Business or Enterprise add-on, provided through their organisation)
- Be a practising professional with at least basic familiarity with the Microsoft 365 suite (Word, Outlook, Teams)
- No prior AI experience or knowledge is required. The course begins with fundamentals and builds progressively



Course delivery

This course is delivered live by a certified facilitator using a highly practical, structured format. The day follows a 30/70 facilitation-to-activity ratio. Participants spend the majority of the day doing, not watching.

Participants will:

- Work directly with Copilot on exercises drawn from their own professional context
- Build artefacts progressively across the day using the course purpose-built companion app
- Refine outputs iteratively using structured prompt frameworks
- Participate in facilitated group debriefs and peer review activities
- Leave with a personal Prompt Library and AI Practice Plan ready for immediate use

Course delivery options: Face-to-face at your organisation's premises

- Virtually via live online facilitation
- Customised for specific teams, divisions or professional cohorts

Learn more about our virtual training [here](#).

Australian governance alignment

Responsible and ethical AI use is not a module in this course. It is a thread woven through every module, from the first exercise to the final practice plan. The course is purpose-built for the Australian governance context and directly addresses:

- The APS AI Plan 2025 and the DTA Policy for Responsible Use of AI in Government v2.0
- The DTA Guidance for AI Adoption, Six Essential Practices (October 2025)
- Privacy Act 1988 obligations for data handling in AI interactions
- The skills and judgment required for agencies to meet mandatory foundational AI training requirements

This course is the practical, tool-specific, workflow-level training that directly complements the DTA foundational AI e-learning module. It is designed for organisations that need their people to move from AI awareness to AI capability.

Why learn with PM-Partners?

For over 25 years, PM-Partners has helped organisations uplift capability across Australia, New Zealand and South-East Asia. Our facilitators are experienced practitioners who combine real-world expertise with best-practice delivery methods. **We don't just teach AI. We show you how to apply it to create real learning impact.**

Because we turn your career goals into reality.

Poor project skills are consistently cited as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team.

Certification and training are a critical part of that journey. But you need to know which steps to take, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners, we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to build capability for over 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 15,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All are highly qualified practitioners in their field, and they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications across multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To learn more about how we can support you or your organisation, contact our team on 1300 70 13 14.



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Sales Manager



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Public Training Sales
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25

years of
customer results

15,000

people trained
annually

4

integrated
service lines

85,000

resources
globally

17.6

average years'
experience of our
senior advisors

52%

of all our courses
incorporate Agile

41

globally
recognised
certifications and
accreditations

\$3bn

projects and
programmes
delivered annually

310

experts across
Australia and
ASEAN

80%

of the top 200
ASX companies

16

best practice global
methodologies and
frameworks

99%

first time
pass rate for
certifications

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PM-Partners has been a leader in training and professional certification for over 20 years.

Our trainers are highly qualified practitioners in their chosen fields.



Contact us:

SYDNEY OFFICE

Level 5
45 Clarence Street
Sydney NSW 2000
Phone: 1300 70 13 14

MELBOURNE OFFICE

Level 8
34 Queen Street
Melbourne VIC 3000
Phone: 1300 70 13 14

BRISBANE OFFICE

Level 24
215 Adelaide St
Brisbane QLD 4000
Phone: 1300 70 13 14

CANBERRA OFFICE

Level 4 & 5
15 Moore Street
Canberra ACT 2601
Phone: 1300 70 13 14

PERTH OFFICE

Level 1
111 St Georges Terrace
Perth WA 6000
Phone: 1300 70 13 14

SINGAPORE OFFICE

20 Bendemeer
Road #03-12
Singapore 339914
Phone: +65 6818 5771

info@pm-partners.com.au | www.pm-partners.com.au

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