

Transform Business Workflows with Generative AI

AB-730T00

Course Name	Transform Business Workflows with Generative AI
Course Code	AB-730T00
Course Duration	1 Day
Course Structure	Instructor-Led
Course Overview	AB-730T00: Transform Business Workflows with Generative AI equips learners with the practical capability to apply generative AI within their daily professional activities to streamline tasks, enhance decision-making, and drive measurable business outcomes. The course provides comprehensive instruction on the use of Microsoft 365 Copilot and its integrated functionalities, enabling participants to elevate productivity across a broad range of business functions. The programme places strong emphasis on real-world business scenarios and use cases, with no prior coding experience required. Learners will explore how generative AI can be confidently integrated into modern workplace activities, transforming the manner in which knowledge workers communicate, collaborate, and produce business outputs. Upon successful completion, delegates will be prepared to leverage Microsoft 365 Copilot effectively to augment their roles and contribute to organisational productivity.
Audience Profile	This course is designed for professionals across a wide range of business functions, including marketing, sales, operations, product management, customer success, human resources, and finance. It is suitable for individuals seeking to enhance their professional productivity, streamline daily workflows, and develop demonstrable AI competencies appropriate for the modern workplace. No prior technical or programming background is required.
Course Prerequisites	Delegates should possess a working familiarity with Microsoft 365 productivity applications and basic computer literacy. Prior exposure to generative AI concepts is beneficial but not mandatory.
Course Outcome	Upon successful completion of this course, delegates will be equipped with the skills and knowledge required to: Understand the foundational concepts and capabilities of generative AI within a business context

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	• Apply Microsoft 365 Copilot to streamline routine business tasks and workflows • Construct effective prompts to generate accurate and contextually relevant outputs • Use generative AI to support decision-making, content creation, and collaboration • Identify high-value opportunities to integrate AI into everyday work • Recognize responsible AI principles and apply them in practical scenarios
Assessment/Evaluation	This course prepares delegates for the Microsoft Certified: AI Business Professional certification. Successful completion of the associated examination will result in attainment of the Microsoft Certified: AI Business Professional credential and a Certificate of Attendance issued by IT-IQ Botswana.

Course Details	
Topic	Topic 1: Introduction to Generative AI and Microsoft 365 Copilot • Foundations of generative AI • Overview of Microsoft 365 Copilot • Business value of AI in the modern workplace Topic 2: Enhancing Productivity with Microsoft 365 Copilot • Using Copilot in Word, Excel, and PowerPoint • Drafting, summarizing, and analyzing content • Improving collaboration with Copilot in Outlook and Teams Topic 3: Effective Prompt Engineering • Principles of crafting effective prompts • Iterating prompts for refined outputs • Avoiding common prompt-design pitfalls

	Topic 4: Streamlining Business Workflows • Automating repetitive tasks • Accelerating research and analysis • Enhancing meetings, communications, and reporting Topic 5: Responsible AI in the Workplace • Principles of responsible AI • Data privacy and security considerations • Identifying limitations and managing risk Topic 6: Applying Copilot to Real-World Scenarios • Practical use cases by business function • Building an AI-assisted personal productivity workflow • Measuring business impact
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