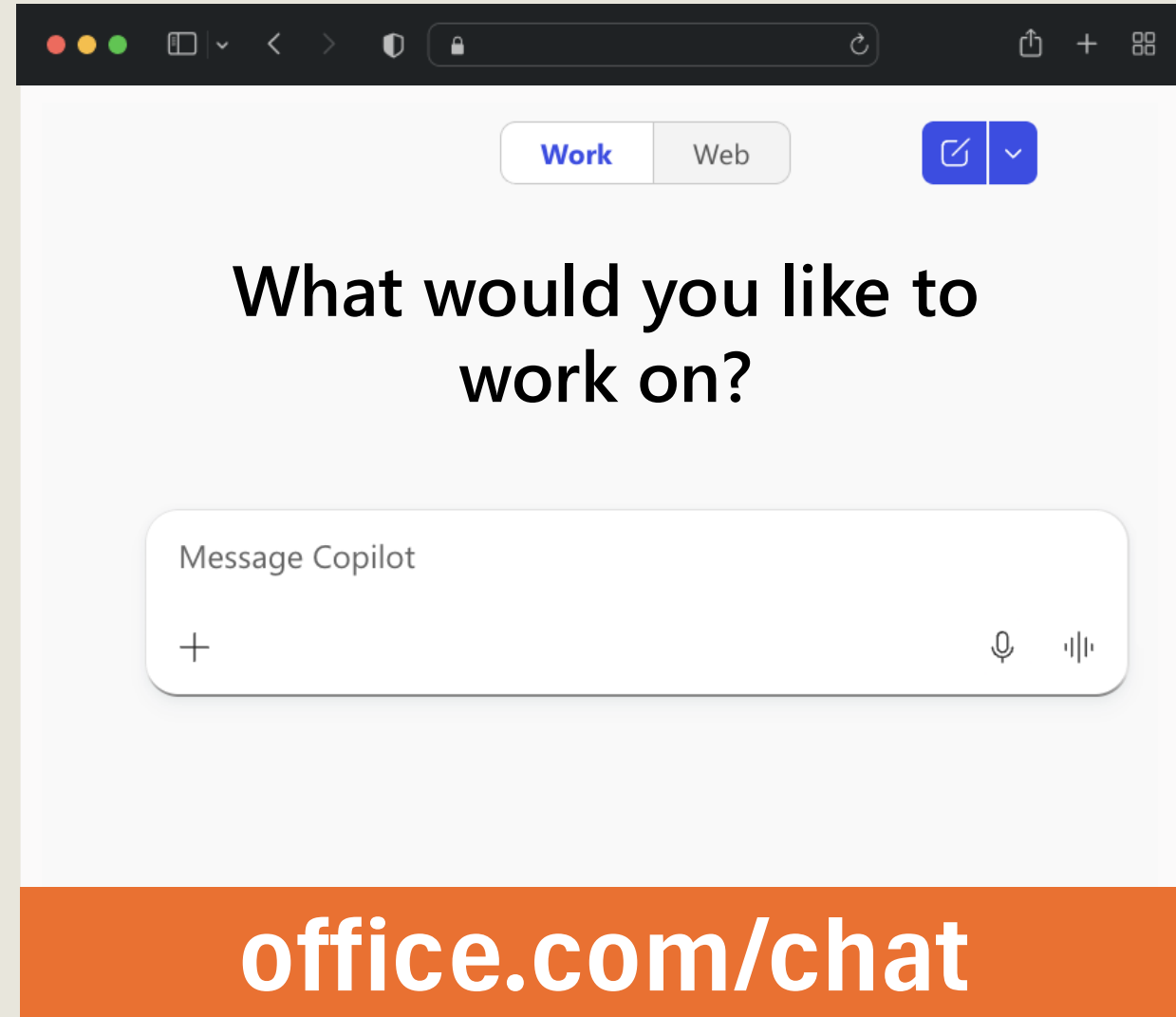


**COPILOT ACADEMY**

# AI Skills Workshop 1

[copilot-academy.com](https://copilot-academy.com)



AI is **not** magic

**it's a skill**





Expectations

# No AI hype

Practical, real world applications, no marketing talk

Learning to work with AI is a skill.  
**Make time for it.**



Excel basics

**40**

hours of focused practice



Driving licence

**45**

lessons

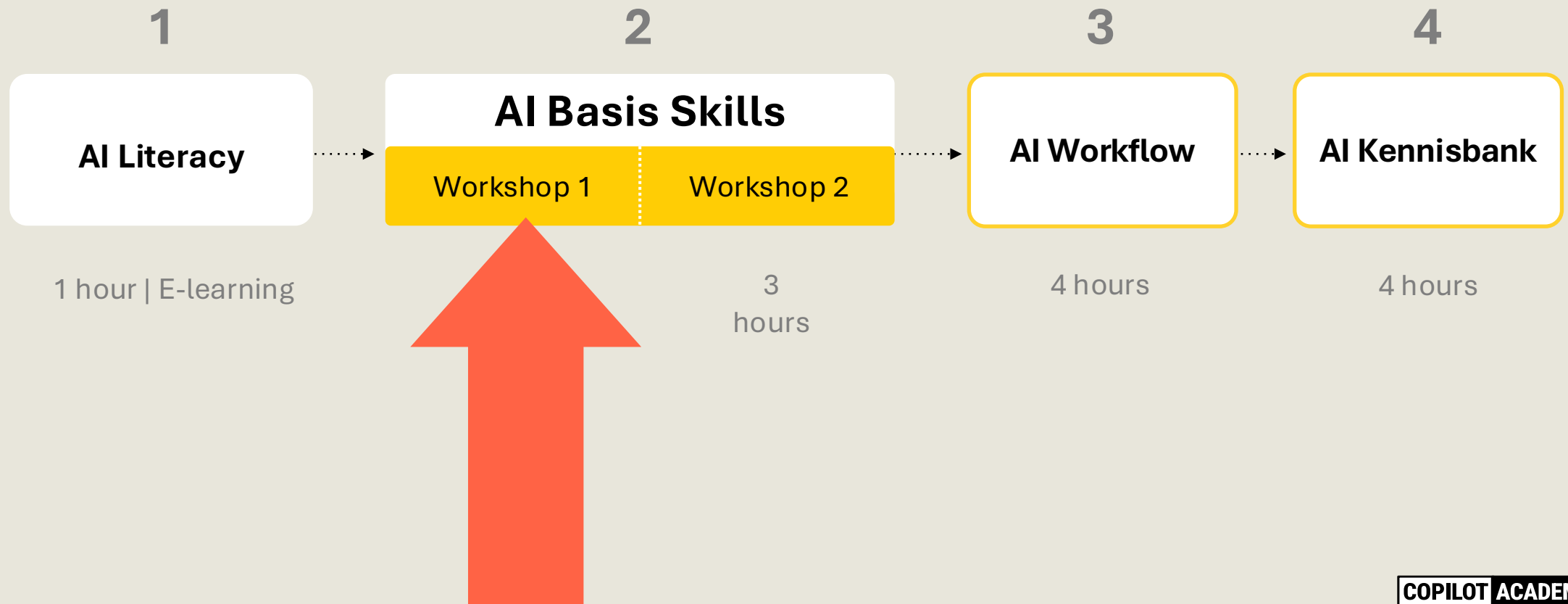


Instrument basics

**100+**

hours of practice

# The AI Skills Programme (16 hours)



Find:

Slides

Downloads

Exercises

[basis.copilot-academy.nl](https://basis.copilot-academy.nl)

The screenshot displays the Copilot Academy website interface. The browser address bar shows 'basis.copilot-academy.nl'. The main navigation menu includes 'AI Skills Training' and 'Overzicht'. Under the 'TRAINING' section, there are links for 'Workshop 1', 'Workshop 2', 'Oefening', and 'Downloads'. The 'REFERENTIE' section is currently collapsed. The main content area features a video player for 'AI Skills Basistraining'. The video title is 'AI Skills Basistraining' and the subtitle is 'Word AI-vaardig'. The video player shows a progress bar at 0:02 / 3:41. The video content includes a woman smiling and a man in a video call window. The Copilot Academy logo is visible in the top left and bottom left of the page. The video player has a 'Send a message to Copilot' button and a 'Ondertiteling aan' (Caption on) button.

**AI Skills Training**

**AI Skills Basistraining**

Welkom bij de basistraining. In twee workshops leer je de fundamenteën van werken met AI: praktisch, hands-on en direct toepasbaar.

6 uur (2 workshops) 60% hands-on Geen voorkennis nodig

**COPILOT ACADEMY**

Send a message to Copilot

**AI Skills Training**

Word AI-vaardig

0:02 / 3:41

**COPILOT ACADEMY**

Word AI-vaardig

Ondertiteling aan

# Agenda

1. **AI language model:** What is it?
2. **Copilot:** How do I use it?
3. **Prompts:** How do I write them?





# **AI Literacy**

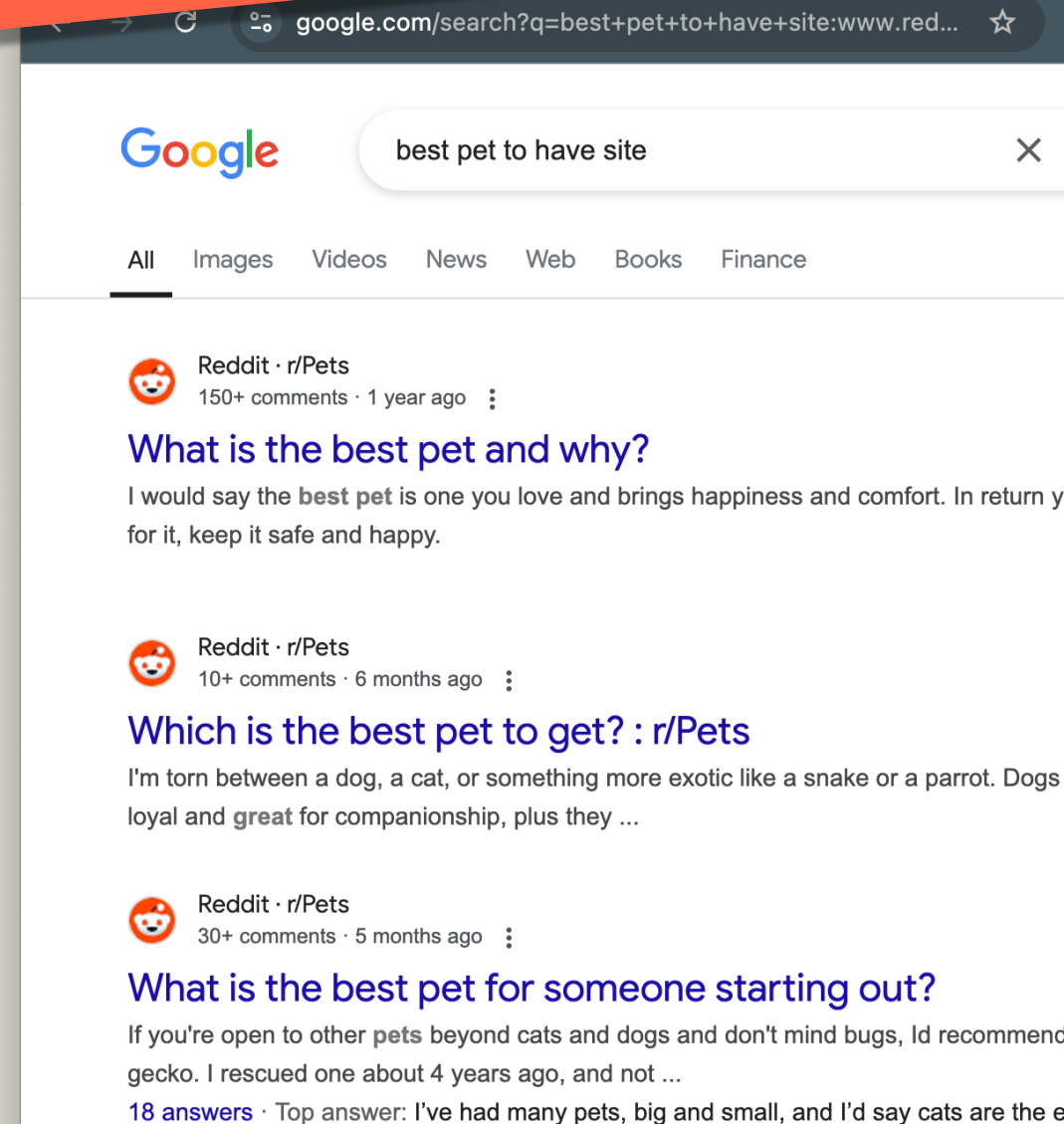
What is it and what can it do?

Choose a number **below 6**

"The best pet is a..."

1. Dog
2. Cat
3. Fish
4. Rabbit
5. Turtle
6. Guinea pig

AI predicts based on patterns



The screenshot shows a Google search interface. The search bar contains the text "best pet to have site". Below the search bar, there are tabs for "All", "Images", "Videos", "News", "Web", "Books", and "Finance". The search results are from Reddit, specifically from the r/Pets subreddit. The first result is titled "What is the best pet and why?" and has 150+ comments from 1 year ago. The second result is titled "Which is the best pet to get? : r/Pets" and has 10+ comments from 6 months ago. The third result is titled "What is the best pet for someone starting out?" and has 30+ comments from 5 months ago.

google.com/search?q=best+pet+to+have+site:www.red... ☆

Google best pet to have site ×

All Images Videos News Web Books Finance

Reddit · r/Pets  
150+ comments · 1 year ago ⋮  
**What is the best pet and why?**  
I would say the **best pet** is one you love and brings happiness and comfort. In return y  
for it, keep it safe and happy.

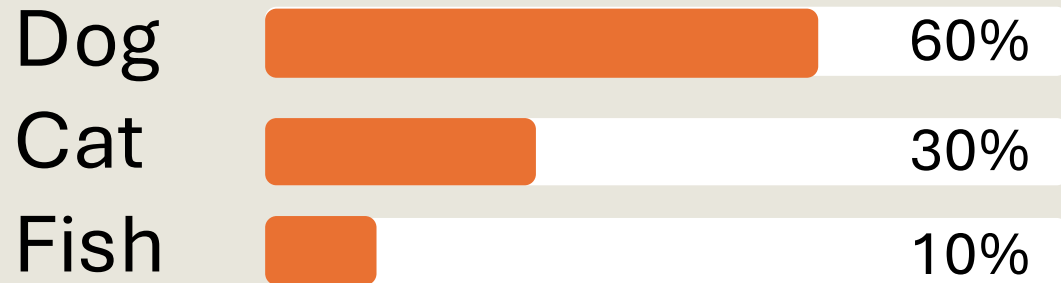
Reddit · r/Pets  
10+ comments · 6 months ago ⋮  
**Which is the best pet to get? : r/Pets**  
I'm torn between a dog, a cat, or something more exotic like a snake or a parrot. Dogs  
loyal and **great** for companionship, plus they ...

Reddit · r/Pets  
30+ comments · 5 months ago ⋮  
**What is the best pet for someone starting out?**  
If you're open to other **pets** beyond cats and dogs and don't mind bugs, Id recommend  
gecko. I rescued one about 4 years ago, and not ...  
[18 answers](#) · Top answer: I've had many pets, big and small, and I'd say cats are the e

AI predicts based on patterns

Prompt

“The best pet is a...”



google.com/search?q=best+pet+to+have+site:www.red... ☆

Google best pet to have site

All Images Videos News Web Books Finance

Reddit · r/Pets  
150+ comments · 1 year ago

### What is the best pet and why?

I would say the **best pet** is one you love and brings happiness and comfort. In return y for it, keep it safe and happy.

Reddit · r/Pets  
10+ comments · 6 months ago

### Which is the best pet to get? : r/Pets

I'm torn between a dog, a cat, or something more exotic like a snake or a parrot. Dogs loyal and **great** for companionship, plus they ...

Reddit · r/Pets  
30+ comments · 5 months ago

### What is the best pet for someone starting out?

If you're open to other **pets** beyond cats and dogs and don't mind bugs, Id recommend gecko. I rescued one about 4 years ago, and not ...

18 answers · Top answer: I've had many pets, big and small, and I'd say cats are the e

The best pet for everyone to have? Give me 1 animal, no advice!

 Copilot

Dog

The best pet for everyone to have? Give me 1 animal, no advice!

 Copilot

Cat

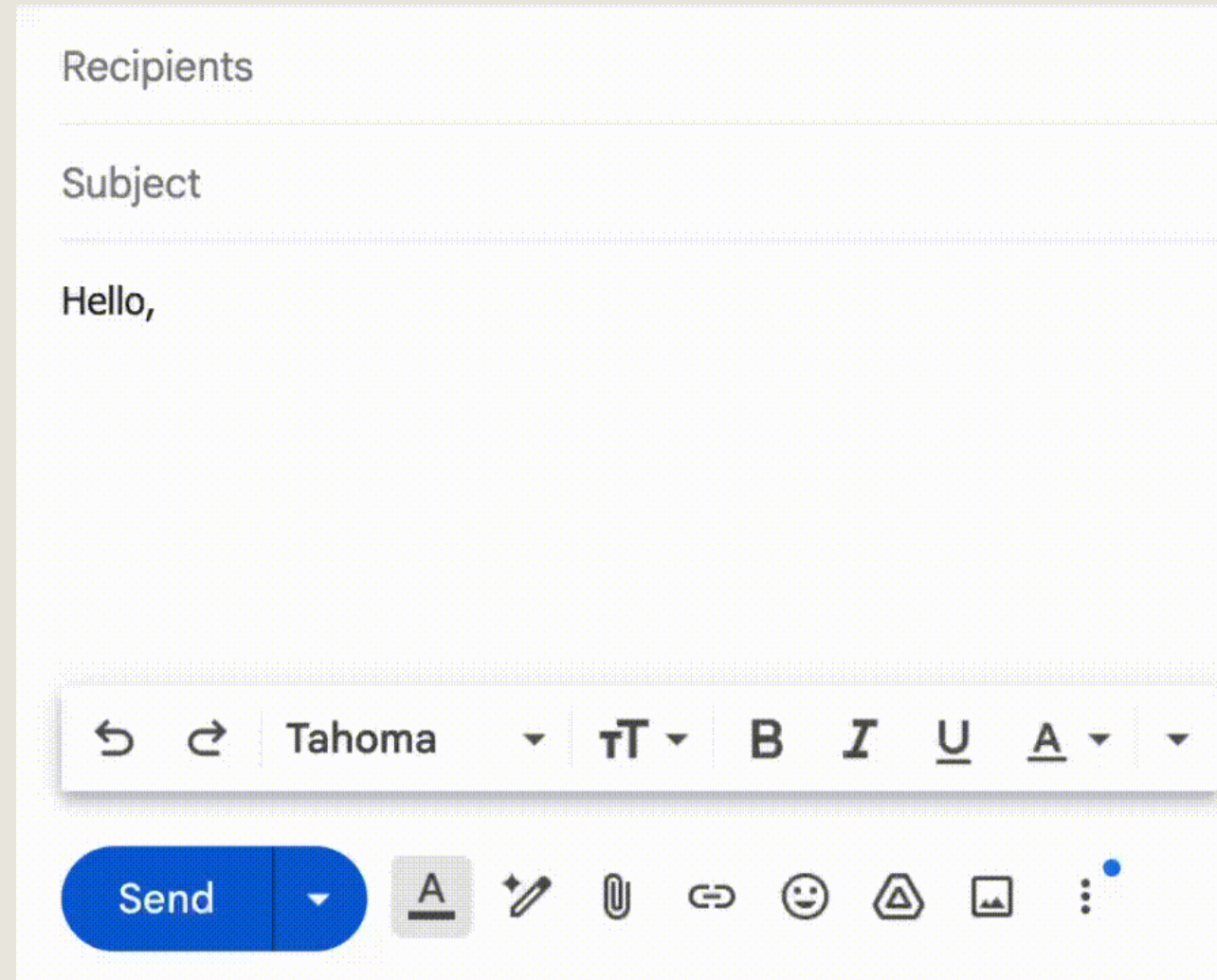
The best pet for everyone to have? Give me 1 animal, no advice!

 Copilot

Goldfish

Trained to  
**recognise patterns in text.**

and thereby  
**predict words accurately.**



**Just like in your email, it predicts words**

# The **3** major language models



Data



Writing



General



M365 & Privacy



**AI Chat**

***Hallucinates***

**± 3%**

# Hallucination example: **Obvious error**

5.11 or 5.3: which is larger?

5.11 is larger than 5.3. Looking at the numbers, you can see that 5.11 has more decimal places and therefore represents a greater value than 5.3.



● 1 van 30 reacties

Door AI gegenereerde inhoud is mogelijk onjuist



# Hallucination example: **Convincing, but not true**

How do I use the **“Smart Summarize”** feature in Microsoft Word?

The “Smart Summarize” feature in Microsoft Word helps you quickly and efficiently extract the key points from a document. Here is a step-by-step guide to using this feature:

- 1. Open your document:** Make sure you have opened the document you want to summarize.
- 2. Go to the “Insert” tab:** Click on the “Insert” tab in the ribbon menu at the top of the screen.
- 3. Select “Smart Summarize”:** Find the “Smart Summarize” option in the menu and click it.



● 1 van 30 reacties

Door AI gegenereerde inhoud is mogelijk onjuist



# Troubleshoot or minimize hallucinations

Have Copilot **say “I don’t know”** if it doesn’t know

Tell Copilot to **answer only if it is very confident** in its response

Have Copilot **think before answering**

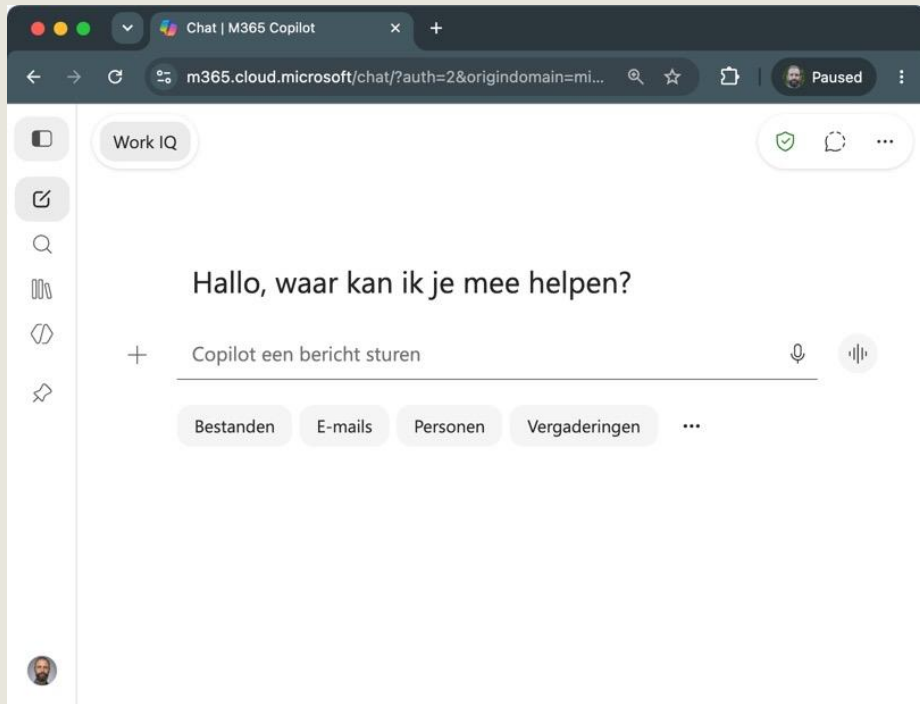
Ask Copilot to **find relevant quotes** from long documents

# Session 1 agenda

1. **AI language model:** What is it?
2. **Copilot:** How do I use it?
3. **Prompts:** How do I write them?

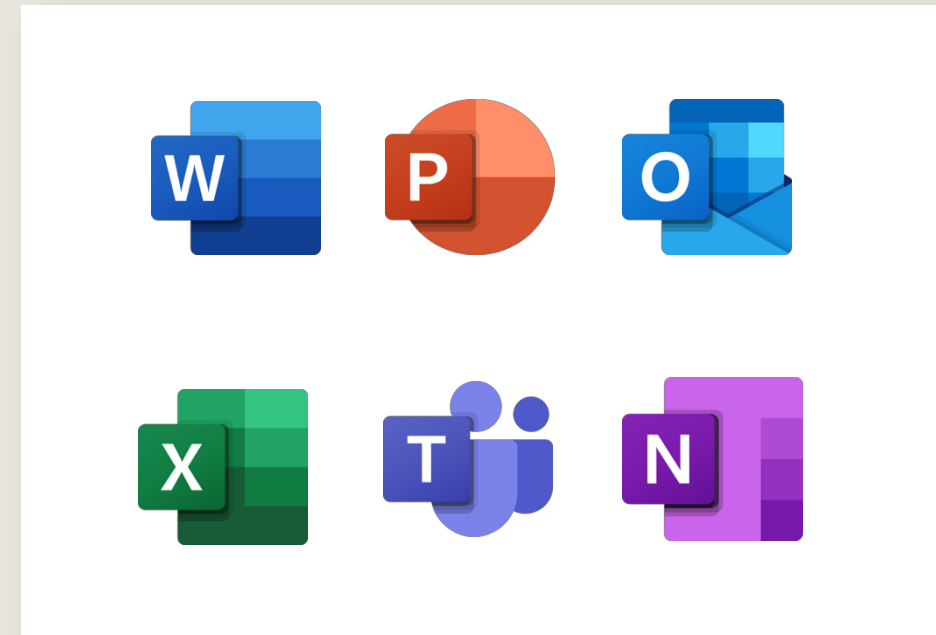


# Where is Copilot..? m365copilot.com



**Copilot Chat**

[m365copilot.com](https://m365copilot.com)



**Copilot in every app**

Tailored to the app's function

# Activity: What can I do with it?

3 min



Open Copilot -> **office.com/chat**

I am a **[role]** at **[organisation]** with these **[tasks]**.

Give me 3 things Copilot can do for my work, from simple to advanced. Describe each in 1-3 sentences.

Now give me 1 use case I wouldn't think of myself.

# Activity: Copilot Chat

5 min



- 1** Analyse this document and give me 3 insights for my **[describe role]**
- 2** Put it in a table.
- 3** Generate 3 action points.

## Add document

The screenshot shows the Copilot chat interface. At the top, there is a text input field labeled "Message Copilot". Below the input field, a plus sign icon is circled in orange. A dropdown menu is open, showing four options: "Add work content", "Upload images and files", "Attach cloud files", and "Chat with an agent". The "Upload images and files" option is highlighted with an orange border.

# What can you do with Copilot?

## AI Skill Level



Summarise this 50-page report in 5 key points for my manager.



Analyse these 3 quotes and create a comparison table with pros, cons, and advice.



Compare these 5 project proposals on ROI, risk, and impact, and write a strategic recommendation for Q1

# Agenda

1. **AI language model:** What is it?
2. **Copilot:** How do I use it?
3. **Prompts:** How do I write them?





# Prompting

How do I write good instructions?

# What is a prompt?

The **'instruction'** for the chat.

Your **CONTROL** over the output.

# Prompting as if it were Google

Improve this document ...



Create a presentation...

Summarize this...

Write an email...

**Short questions = generic answers**

# Effective prompt = From report to insight in 1 min



Report

Prompt



Insights

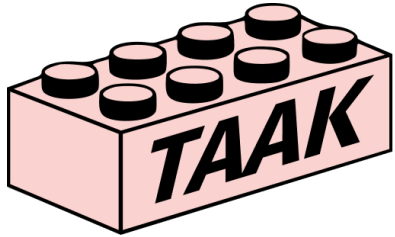
**TASK:** Analyze this report and extract the communication insights

**CONTEXT:** As a communications professional, you need to identify the key findings and messages from the report for further communication.

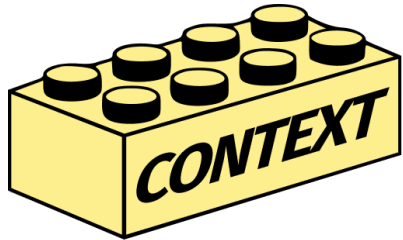
**ROLE:** You are an experienced communications professional who reviews reports to gather actionable insights.

**FORMAT:** Create a communication analysis with these sections: Key messages, target audiences, communication opportunities, and next steps

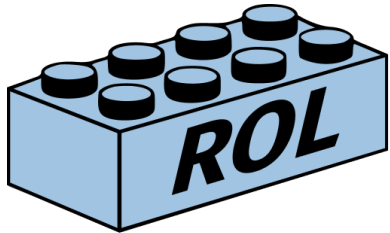
# Prompting in 4 building blocks



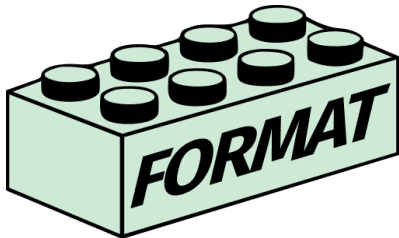
Specify **the task**



Provide **background information**



Use a **role or expertise**



Describe the **desired output**

**When do you write  
a sharp prompt?**



When you want to do “**REAL**” work

**Choose 1 task**  
you want to work on right now

**Examples**

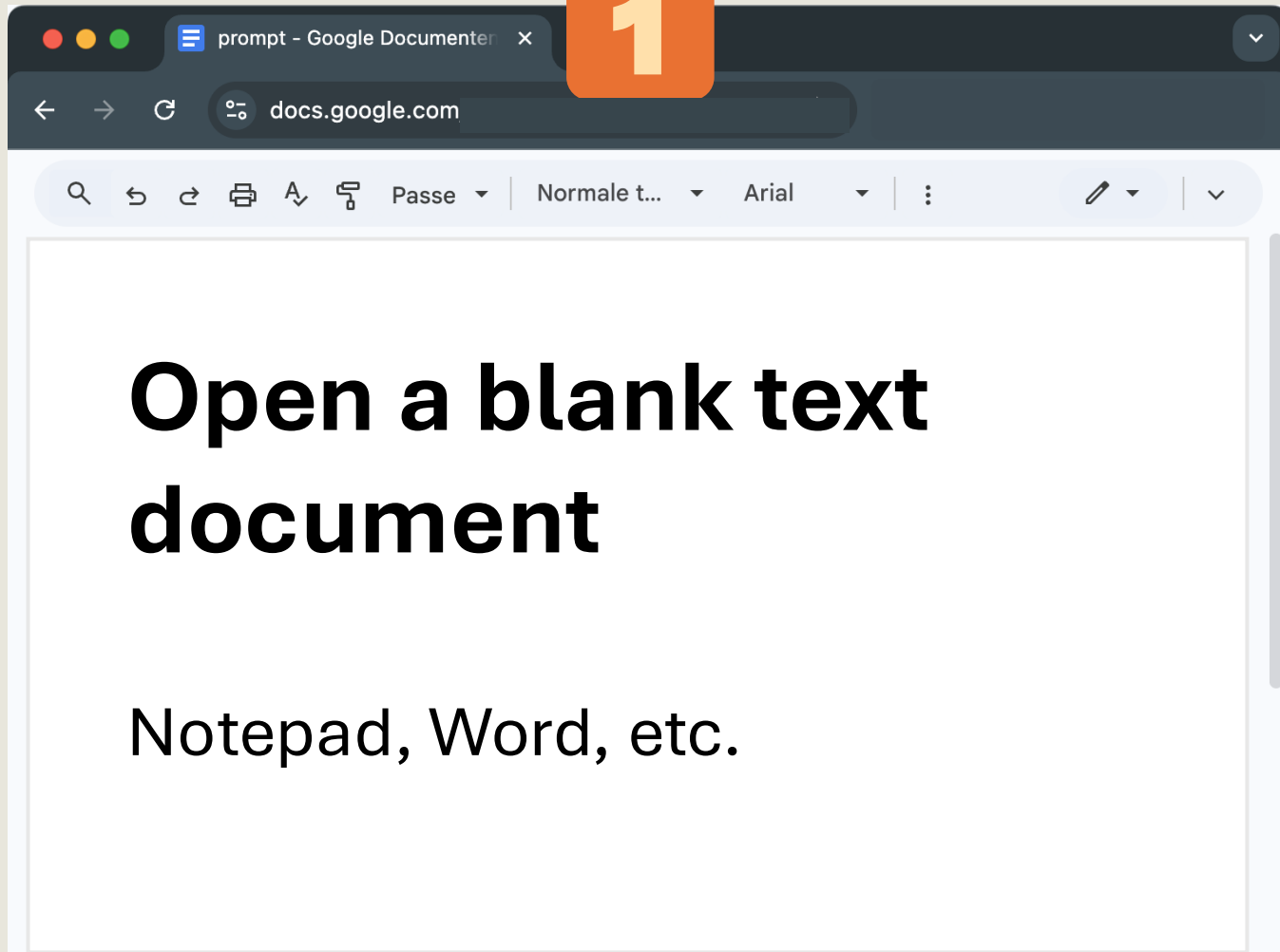
“Write an advisory report on ...”

“Prepare a client meeting”

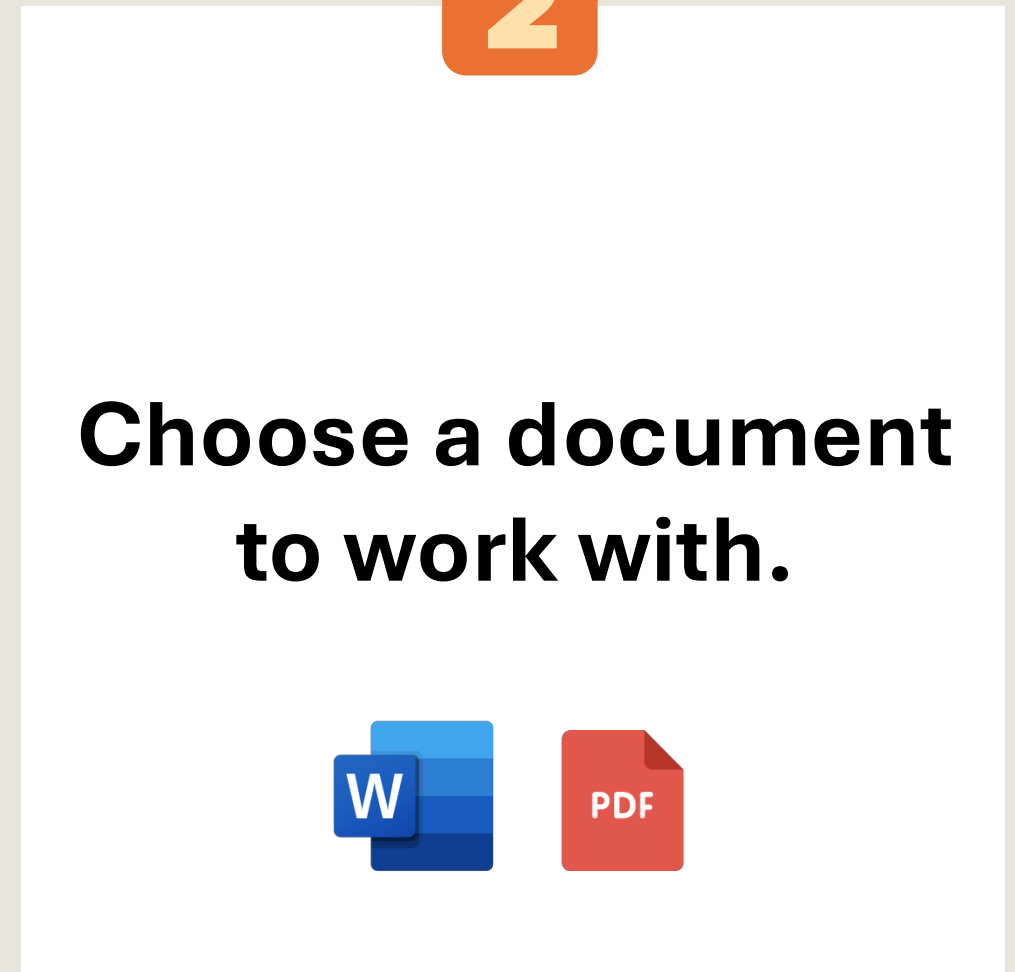
“Onboard a new employee”

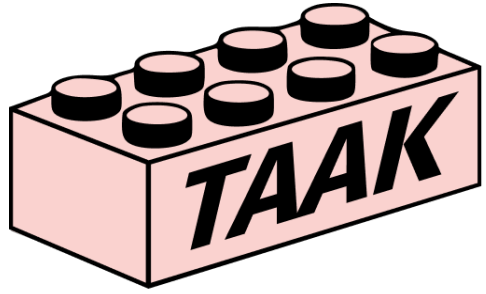
# Prompt lab activity

1



2





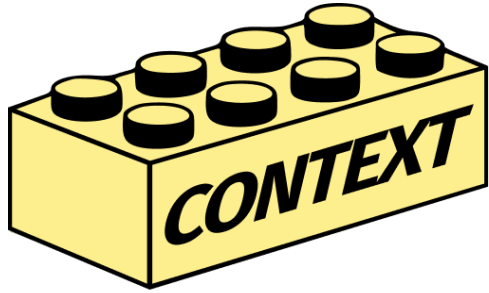
Always start with the  
clearest possible **TASK**

Be specific about what you want and use action verbs.

**"Write** a summary..."

**"Make** this invitation more formal..."

**"Review** the text for clarity..."



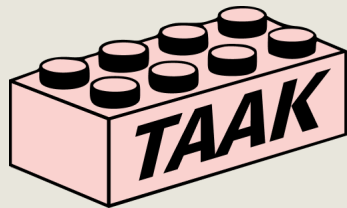
Provide **context** context for better results

**Relevant information = better output.**

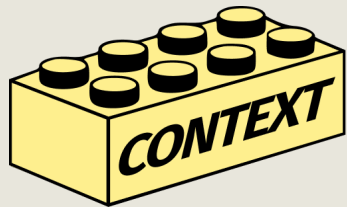
Team info, goals, constraints, target audience, project knowledge, organisation, etc.

# Write the prompt in a text document

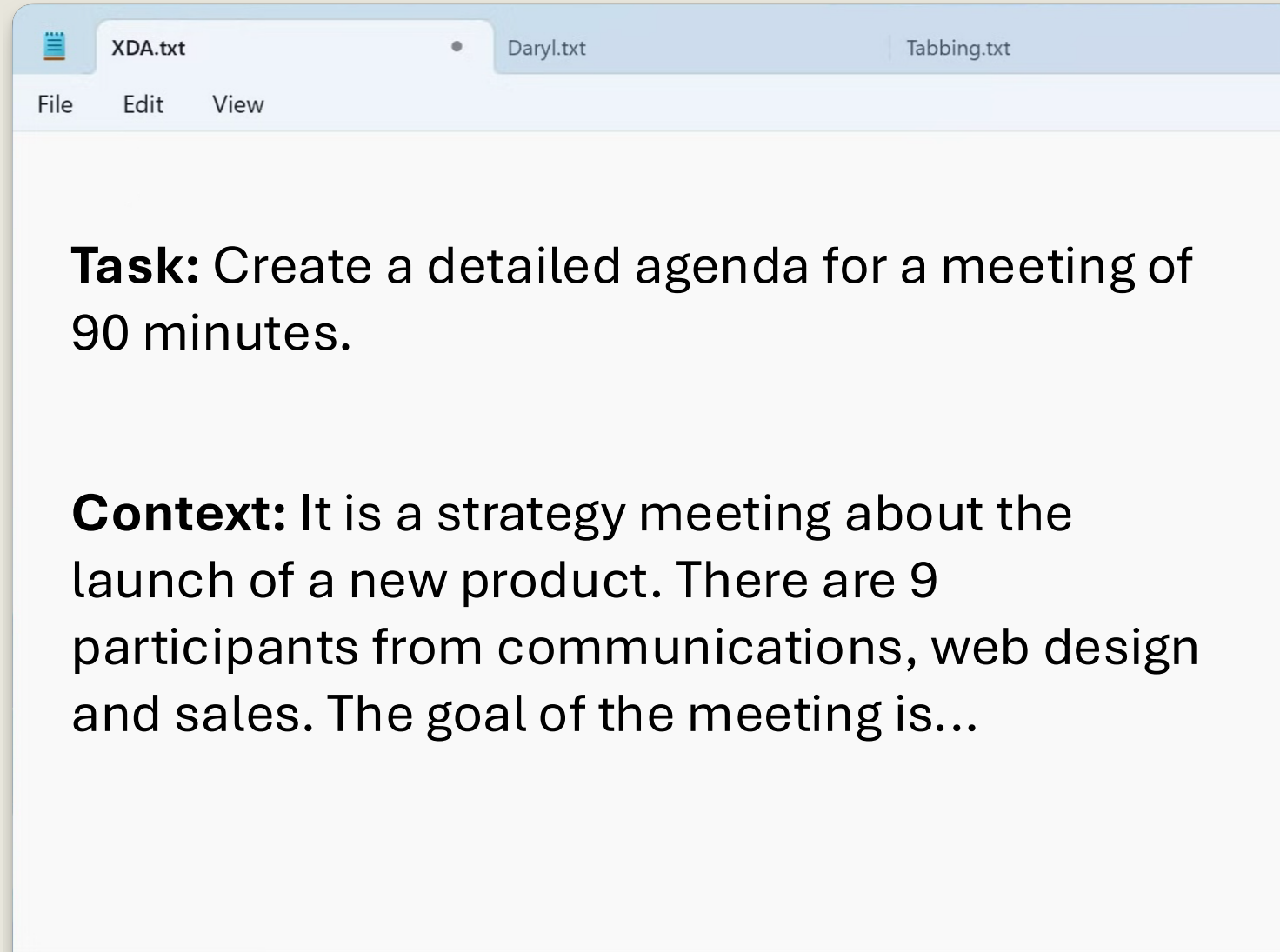
4 min



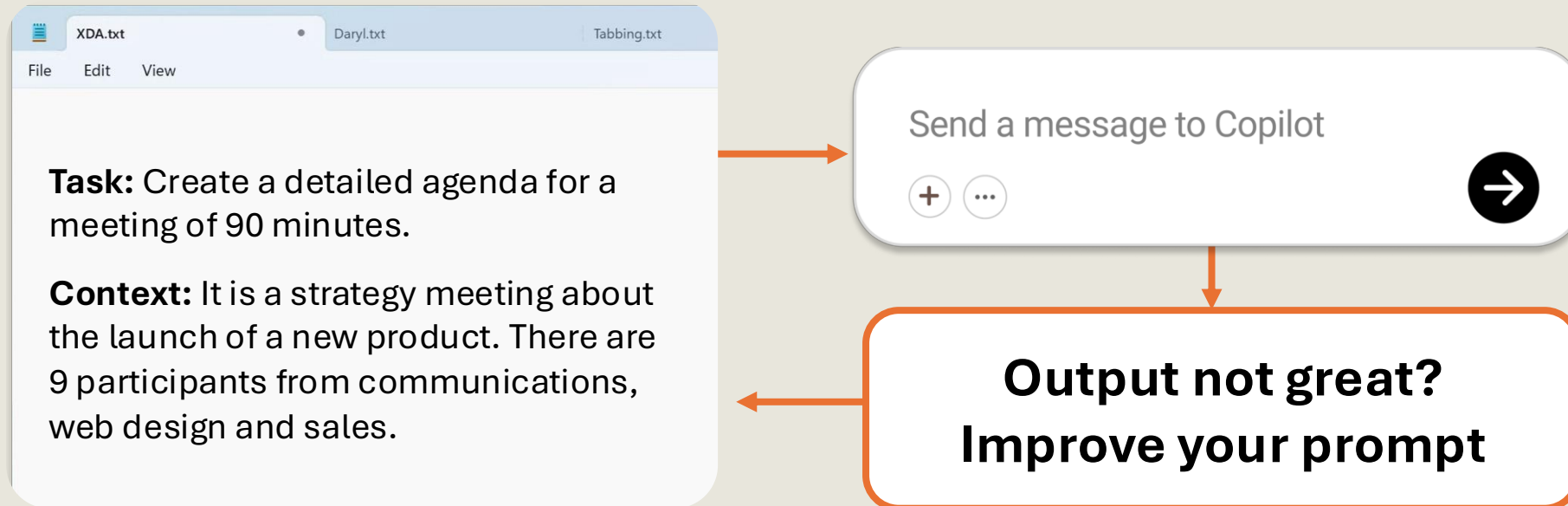
What is the specific task?

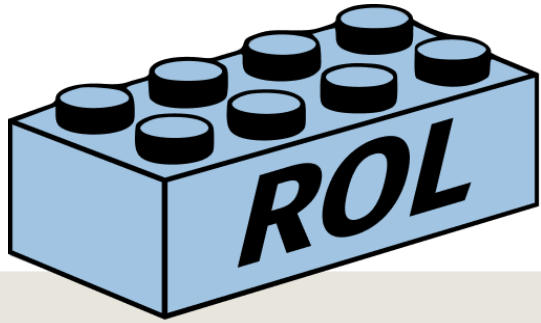


What information is relevant? Team, goals, target audience, project knowledge.



# Copy your prompt to the **chat**, **test** and **improve**





Set the **perspective**

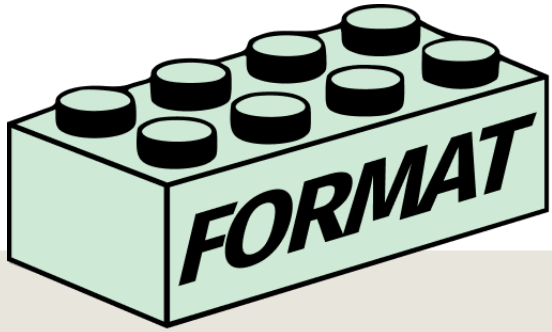
What role do you assign the AI?

What expertise do you draw on?

Financial analyst with expertise in investment reports

Marketing strategist with expertise in digital campaigns

Technical writer with expertise in IT documentation



Describe the **end result**

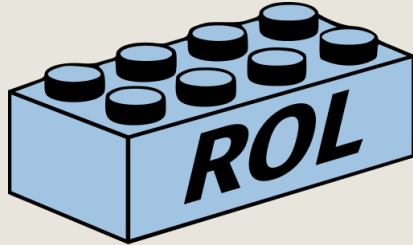
Table, list, summary, step-by-step plan, report with chapters, schedule with deadlines



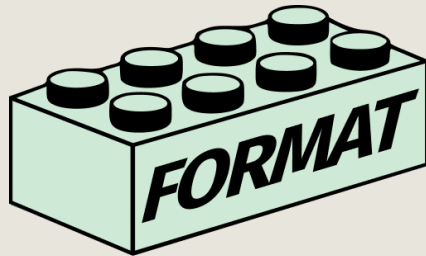
Specific in, specific out.

# Add Role and Format to your prompt

3 min

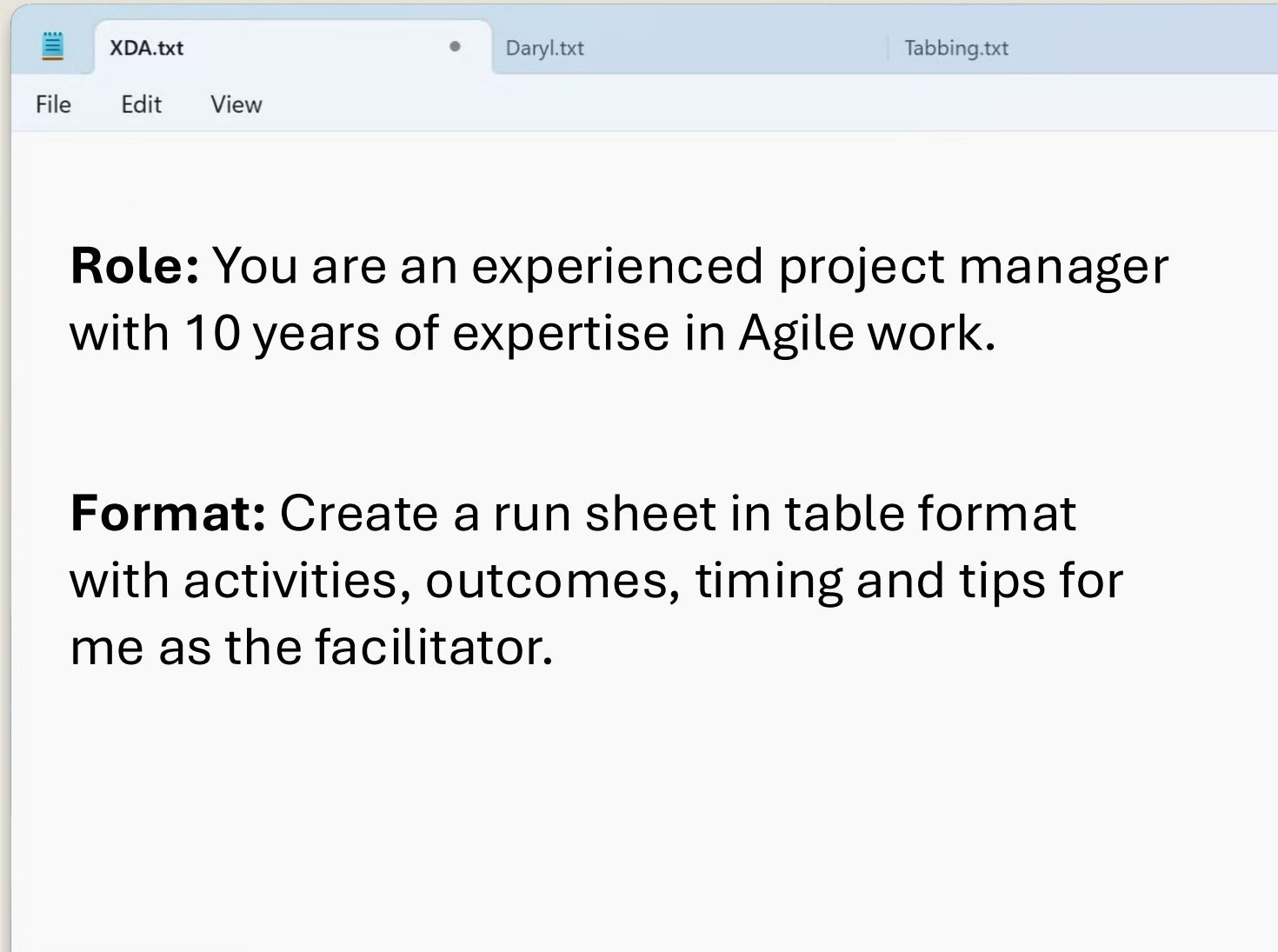


Financial director at a startup

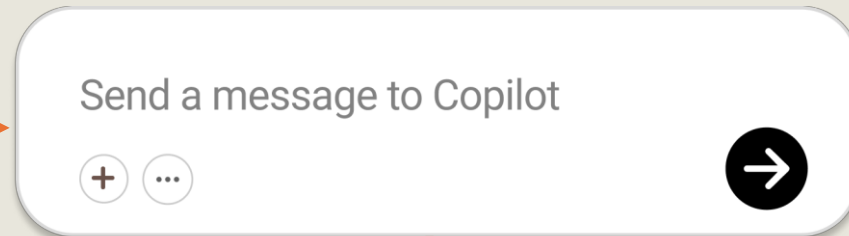
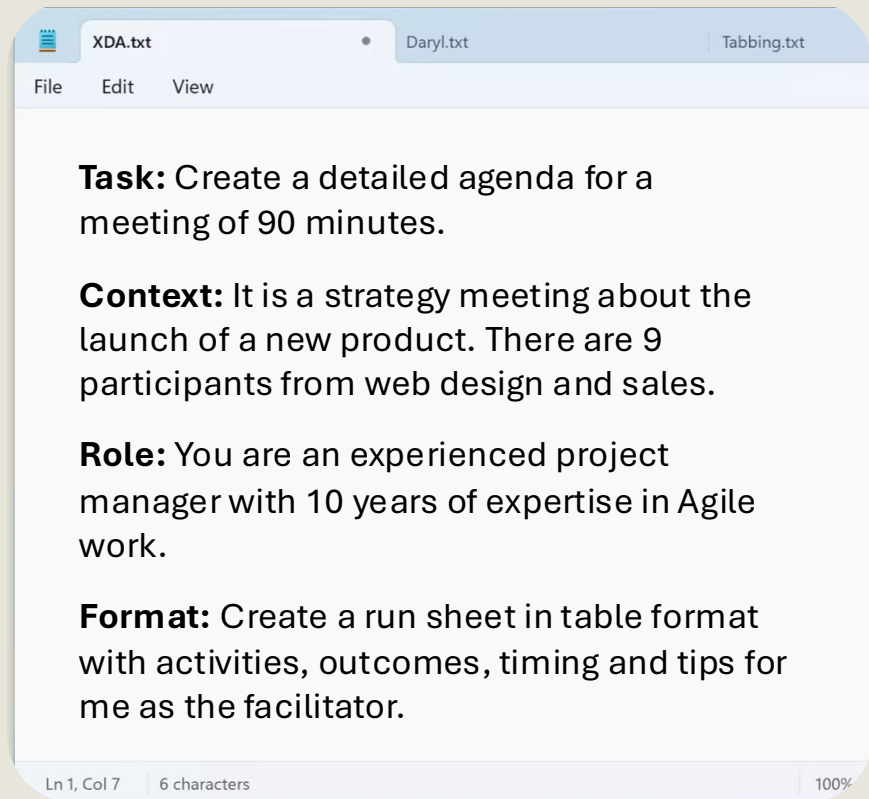


**HOW** it looks: plain text, table, CSV

**WHAT** it contains: agenda, report, action list



# Copy your prompt to the chat, test and improve



## AI Fundamentals

Overview

**Workshop 1**

Workshop 2

Downloads

### REFERENCE

Prompting

Hallucinations

Context

# Workshop 1: AI Foundation

Discover how AI language models work and learn effective prompting with the 4 building blocks.

## Workshop Toolkit

Copy a prompt and paste it into your AI tool.

**1 Task to prompt**

Copy prompt

**2 Improve a prompt with the 4 building blocks**

Copy prompt

You are a prompt coach who helps me improve my prompts.

Analyze my prompt and give me feedback based on the 4 building blocks:

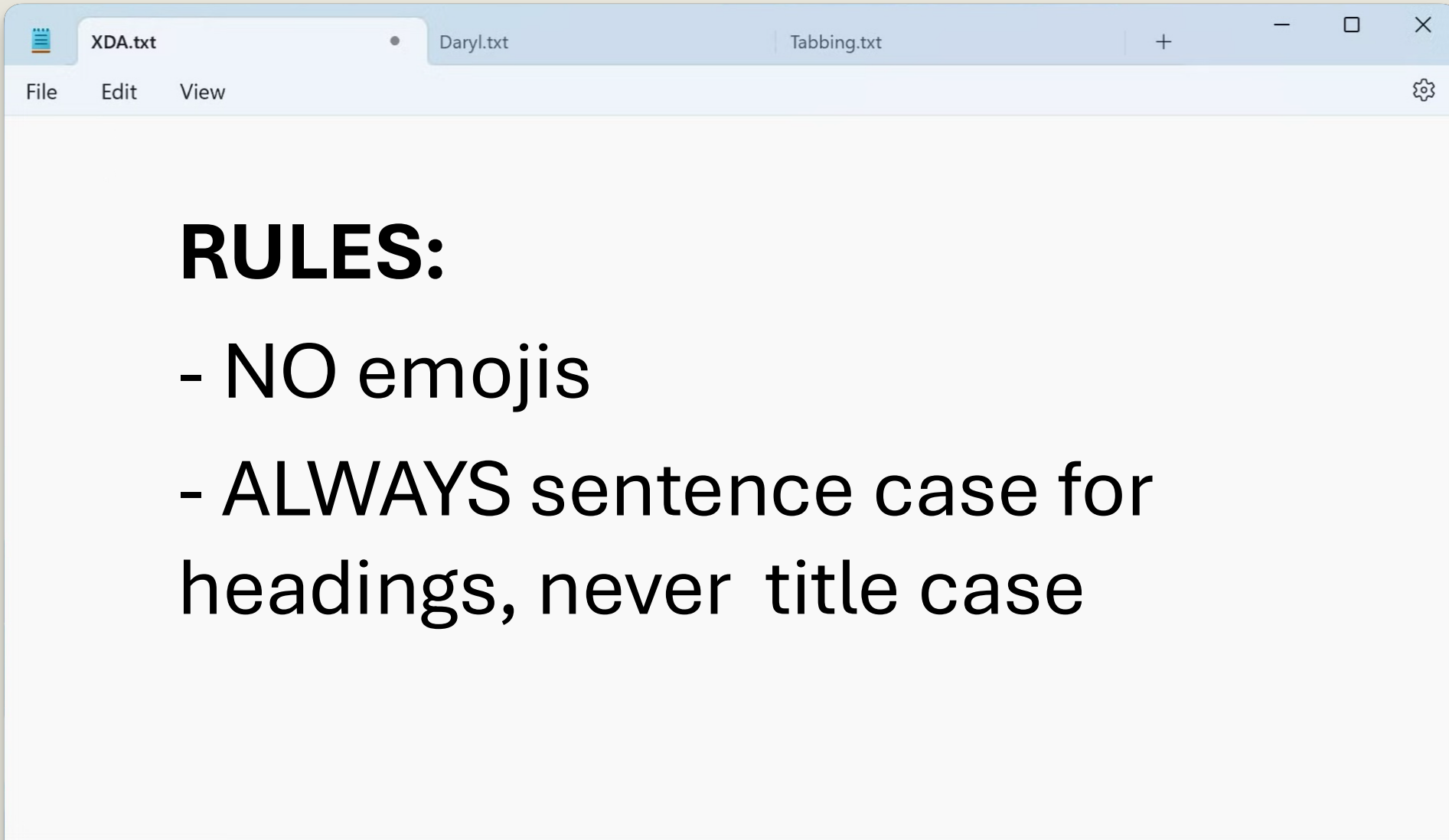
- TASK: Is it clear what needs to be done?
- CONTEXT: Is there sufficient background information?
- ROLE: Is a perspective or expertise defined?
- FORMAT: Is the desired output format clear?

For each building block, provide:

1. Score (present/partial/missing)
2. What's good
3. Concrete suggestion to improve it

End with an improved version of my prompt.

# EXTRA PROMPT BUILDING BLOCK: RULES





## Prompt tips

“What questions do you have before we start?”

The model always has questions.  
Your answers lead to more relevant output.



## Prompt tips

Use **BRACKETS** to separate  
instruction from content

Improve this prompt [**paste your prompt here**]



## Prompt tips

“Write for an English-speaking audience.”

Models are primarily trained on English text.  
Specify your target audience for better tone and style.

# Summary Workshop Foundation

**AI predicts words**

**Vague prompt = vague output**

**Copilot 60%, your expertise 40%**

Copilot can sound like a robot  
We will fix that in the next session.



# Choose 1 work task for workshop 2

**Write it down and bring it along:**

- ✓ **What** do you want to do?
- ✓ Who **is** it for?
- ✓ What is the **desired outcome**?