



TECHCON 365 | CHICAGO 2026

Your Copilot Adoption Playbook

Getting Started with Microsoft Adoption Resources

Bryan Wofford & Gina Hoffmann

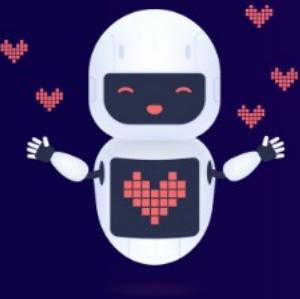
Principal Customer EXP PM • Principal AI Business Solutions Engineer, PROSCI Certified • Microsoft

June 19, 2026 • McCormick Place, Chicago



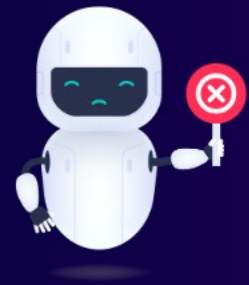
PHOTOGRAPHY DURING THE SESSION

Feel free to capture the moment! Taking pictures of the presentation, during the session is perfectly fine.



SELFIES WITH THE SPEAKER

We encourage interaction! If you'd like to take a selfie with the speaker, don't hesitate to ask. Most speakers will be happy to oblige during appropriate breaks.



RECORDING AND LIVE STREAMING

Recording or live streaming the session, in part or in full, is strictly prohibited. Thank you for respecting our content and Speakers.

About me



Bryan Wofford

Principal Customer Experience PM • MCAG (ODSP) • Microsoft

- Lead content strategy and execution for flagship M365 community moments — MVP Summit, M365 Conference, ESPC, and the Microsoft AI Tour
- 10 years at Microsoft, 25+ years in IT; focused on community engagement, customer experience, and operationalizing Copilot end-to-end
- Co-LCO of the Charlotte Microsoft 365 & Teams User Group; outside of work I'm into racing, family time, and anything geeky
- Find me online: LinkedIn /in/bryanwofford • Charlotte, NC

About me



Gina Hoffmann

Principal AI Business Solution Engineer • AI Workforce • Microsoft

- I design and deliver enterprise-grade AI solutions using Microsoft Copilot and automation technologies to drive secure, compliant, and measurable business outcomes
- 8+ Years at Microsoft, focused on M365 Copilot, Agents, Agent Governance
- PROSCI Certified with 25+ years of adoption & change management experience
- 100% Completed Zelda BOTW, working on TOTK...*Zelda Notes helping* 😊
- Find me online: LinkedIn /in/ginahoffmann1 • Chicago, IL

Agenda

- 1 Start your adoption journey with adoption.microsoft.com
- 2 User Enablement Guide
- 3 Microsoft Digital Adoption Strategies
- 4 Q&A and Resources

1

**Start your adoption journey
with adoption.microsoft.com**

adoption.microsoft.com

Drive value with Microsoft 365 user enablement tools

Use our resources to go from inspiration to execution with our productivity cloud. Get started, experiment with our services, and onboard employees at scale while being confident that you are improving the employee experience.

More Than Code, a
SharePoint community
short film

> Watch now



Explore the Copilot Hub

> Skill up



Find or list local events on
CommunityDays.org

> Learn more



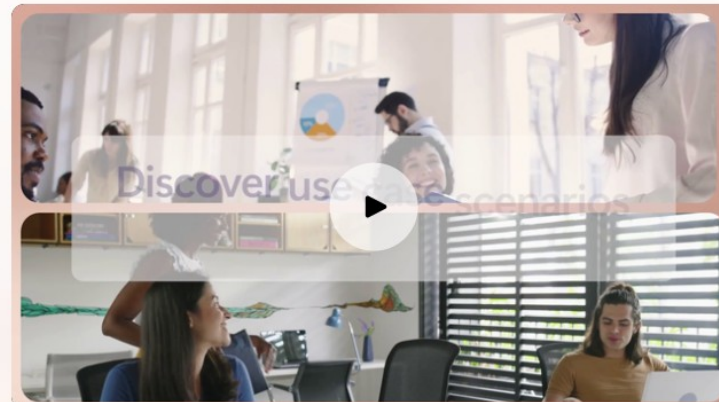
Use our content

- Centralized adoption hub – One-stop, enablement hub for adoption and readiness content for Microsoft 365 and beyond.
- Guidance by role – enterprise-scale rollout to help you drive healthy usage and continuous engagement in your org.
- Structured adoption experience – resources are organized within the Microsoft 365 Implementation Framework to help reduce complexity and friction.
- Comprehensive resources – From the Scenario Library to best practice guides, role-based skilling to Partner solutions, AMC provides a vast array of customer-ready resources.
- Community and collaboration – AMC guides users to community-driven resources, such as the worldwide Microsoft 365 Champion program, the Microsoft Tech Community, and the Microsoft Global Community Initiative, to foster peer learning and connections.

aka.ms/
ScenarioLibrary

Inspiration for AI transformation

Bringing AI to your business scenarios can be a challenge. We developed the Microsoft Scenario Library to get you started. Find your industry or functional area, browse the content, and get started today.



Filter products ^

Search Scenario Library

FUNCTIONS

Find scenarios for your function

aka.ms/Copilot/
UserEngagementTools

Copilot user engagement tools and templates

We've developed a collection of user-facing tools and templates for you to quickly onboard your organization onto Microsoft 365 Copilot and drive product engagement. There is content below for people who are using Microsoft 365 Copilot Chat, as well as content for onboarding people onto the full Microsoft 365 Copilot experience. Most of the content can be customized to suit your organization's needs.

Use these resources to help you achieve the goal of making Copilot a daily habit among your organization.

[< View the full Copilot Success Kit](#)



[Do more with a Copilot license](#)

[Get started - Copilot for everyone](#)

Do more with a Copilot license

Launch content

Programs

aka.ms/Copilot/
AdoptionCommunity

Scale adoption with the Copilot Adoption Community

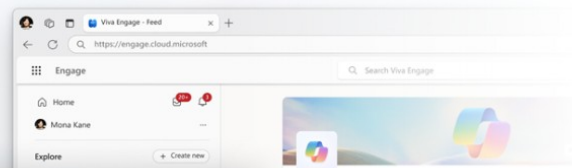
Use the Copilot Adoption Community in Viva Engage to help your organization learn Copilot together. This community template gives AI and adoption leaders one place to share resources, host training, answer questions, and highlight what's working, plus a space where employees can support each other as they build new skills.



Scale Copilot adoption

Copilot Adoption Community (CAC) users have +30% more active days* on Microsoft 365 Copilot compared to Non-CAC users in the same network

Based on internal Microsoft analytics (June 2024–July 2025). "Copilot Adoption Community users" are those who interacted with a CAC; "Non-CAC users" are M365 Copilot-enabled users in the same network. Days active measured over a 12-week period. Lift is statistically significant ($p < 0.05$).



What the Copilot Adoption Community provides

- Pre-built community template: It's specifically created to support

aka.ms/Copilot/
SuccessKit

Accelerate your AI journey with our Copilot Success Kit

Our implementation framework and how-to resources are designed to streamline and accelerate your time to value with Microsoft 365 Copilot skills. The guidance integrates many resources to empower you to achieve rapid value with Copilot while enabling your progressive skilling journey with AI tools.

Download the resources you need based on your role.

[< View the full Microsoft 365 Copilot Hub](#)



Start here



Implementation overview



User Enablement Guide



Technical Readiness Guide

Copilot Hub Experience



Get started with Microsoft 365 Copilot

Guidance for individuals, teams, and leaders

[Get started](#) [Prompt Gallery](#) [Quick watch](#) [Why Copilot](#) [Communities](#) [What's new](#) [Go further](#)

Get started

Users

[AI Champions](#)

[AI Leaders](#)



Copilot Chat

With Microsoft 365, you have access to AI chat with no additional cost. Get insights, find information, get creative ideas, and create documents.

[> Learn more](#)



Copilot for business

With Work IQ, Copilot for business and enterprise knows your organization, your professional data, and how teams are connected.

[> Check it out](#)



Agents in Copilot

Agents can save time and automate repetitive tasks. Copilot comes with agents you can use right away or build your own by answering a few simple questions.

[> Dive deeper](#)

Copilot Hub - New Roles

AI Users

Who they are: Everyday employees using Copilot in their daily work

Focus: Productivity and task execution

Capabilities highlighted:

- Using Copilot Chat for content generation, summarization, and reasoning
- Leveraging Copilot inside Microsoft 365 apps (Word, Excel, Outlook, Teams)

Value: Drives immediate individual productivity gains

AI Champions

Who they are: Early adopters and internal advocates within the organization

Focus: Enablement, training, and peer support

Capabilities highlighted:

- Promoting best practices and use cases
- Supporting adoption across teams
- Participating in communities like Microsoft 365 Champions

Value: Scales adoption through human-led change management (critical for enterprise rollouts like your healthcare customers)

AI Leaders

Who they are: Executives, business decision-makers, and transformation leaders

Focus: Strategy, governance, and business outcomes

Capabilities highlighted:

- Driving AI adoption strategy
- Aligning Copilot to business goals
- Leading organizational change and culture shift

Value: Ensures measurable ROI, governance, and enterprise-wide impact

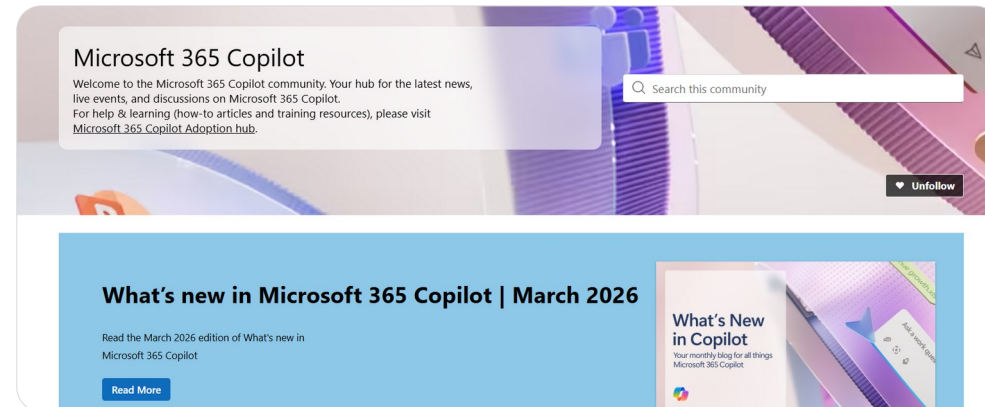
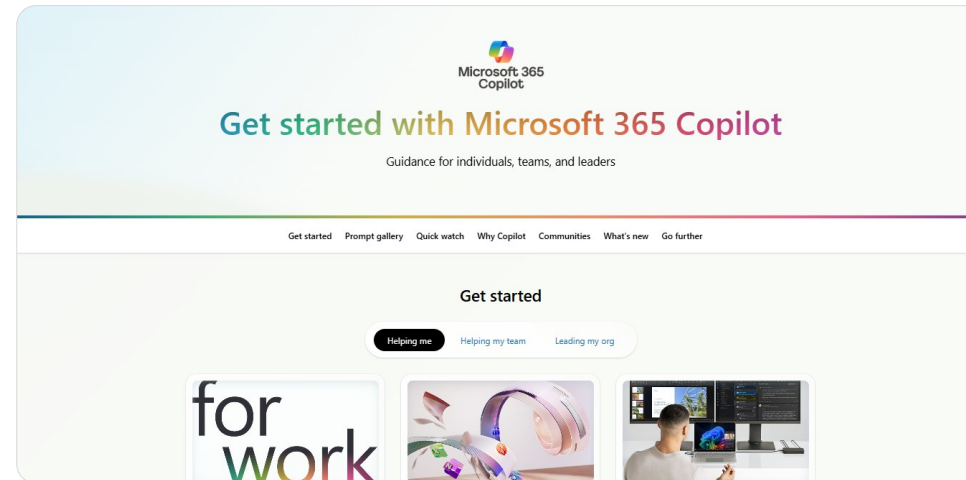
Copilot hub & community



Copilot hub on adoption.microsoft.com/copilot: enablement and usage guidance for Microsoft 365 Copilot.



Ask questions and get answers in our community: aka.ms/M365CopilotCommunity.





2

User Enablement Guide

Copilot Success Kit



Microsoft Adoption

Roles ▾

Products ▾

Industry ▾

Solutions ▾

Resources ▾

Training ▾

Communities ▾

What's new ▾

Search for page...



Microsoft 365 Copilot > Copilot Success Kit

Accelerate your AI journey with our Copilot Success Kit

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Download the resources you need based on your role.

[← View the full Microsoft 365 Copilot Hub](#)



User Enablement Guides

Start here



Implementation overview



User Enablement Guide



Technical Readiness Guide



Copilot Chat and agent
overview guide



Scenario Library



The Great Copilot Journey



Microsoft 365 Copilot User Enablement Guide

Creating the AI-powered organization

Sep 2025

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The journey to becoming AI powered



Leadership

Develop leadership capabilities to leverage AI for business outcomes

- ✓ Executive sponsorship
- ✓ Align AI to business strategy
- ✓ Providing clarity and prioritization

Best practice: AI Council



Human change

Manage the human transformation with robust user enablement programs

- ✓ User enablement program
- ✓ Communications and community
- ✓ Skilling and training

Best practice: Community of Practice and Copilot Dashboard



You are here



Technical readiness

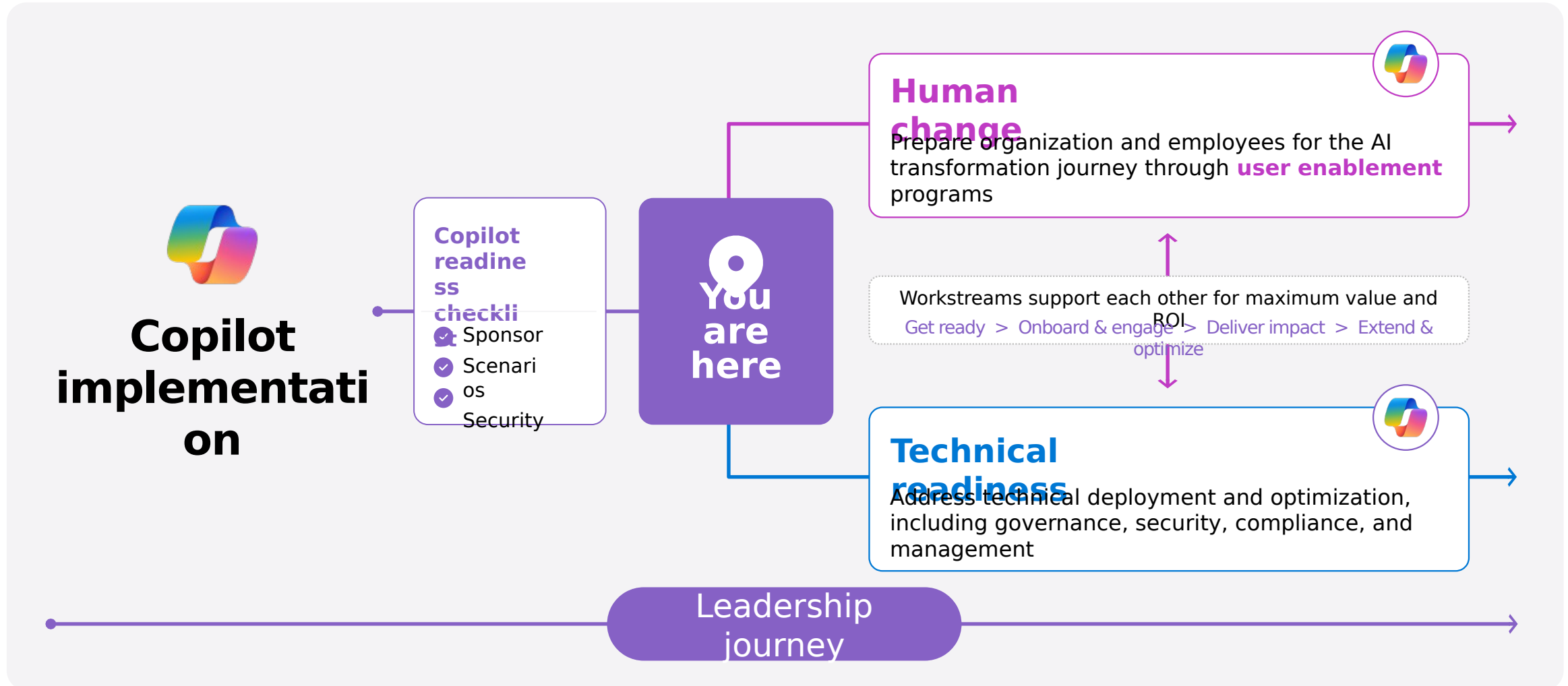
Build and iterate technical skills to deliver on business results

- ✓ Secure your data infrastructure
- ✓ Policy review
- ✓ Extend to new high value line of business scenarios

✓ **Best practice:** Optimization Assessment

Responsible AI principles

Microsoft 365 Copilot implementation



Copilot for Microsoft 365

Readiness checklist and key resources

USER
ENABLEMENT

Get ready

- ✓ Secure exec sponsorship, create AI Council, and define RAI principles
- ✓ Identify success owners, Champions, and early adopter cohorts
- ✓ Detail high value scenarios and personas
- ✓ Be intentional with assignment and concentrate seats
- ✓ Define success criteria, KPIs, and success measurement plan

Onboard & engage

- ✓ Complete User Enablement Strategy training
- ✓ Define user experience and feedback strategy
- ✓ Design and deploy training and engagement community (Center of Excellence/Champion Platform)
- ✓ Launch employee communications and Champion program
- ✓ Onboard executives and user cohorts

Deliver impact

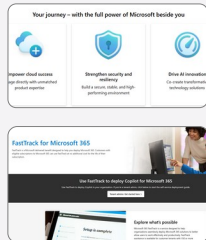
- ✓ Review success measures and user survey results
- ✓ Conduct feedback and reporting analysis
- ✓ Deliver extended training and adoption support
- ✓ Identify additional optimization scenarios
- ✓ Iterate user experience strategy
- ✓ Gather and amplify success stories

Extend & optimize

- ✓ Extend to new high value scenarios
- ✓ Deliver business process transformation with Copilot Studio, plugins and connectors
- ✓ Drive group and cross-organizational productivity and innovation
- ✓ Understand custom line of business opportunities

Support continuous learning and optimization

MICROSOFT
RESOURCES

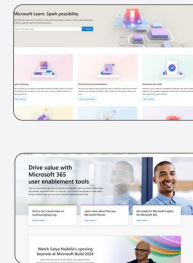


Microsoft Unified

Unified unlocks the greatest value from your investment.

Microsoft FastTrack

FastTrack is a Microsoft delivered benefit designed to help you deploy Microsoft 365.



Copilot learning hub

Build your skills across Microsoft Copilot with industry leading online training and certification programs.

Microsoft Adoption

Resources to ensure you are delivering employee satisfaction and business value. Accelerate human change management with on-line resources, training and communities to make the most of your investment, all included with your subscription.

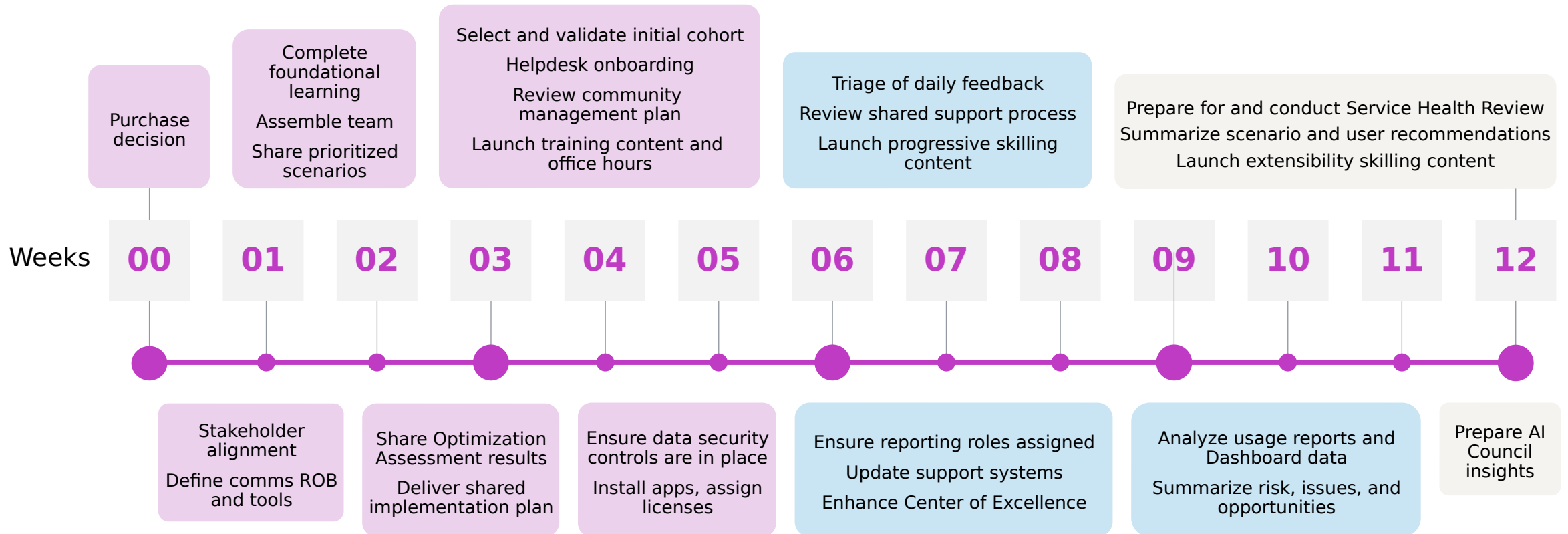
Implementation project summary

Shared milestone view

First 30 days

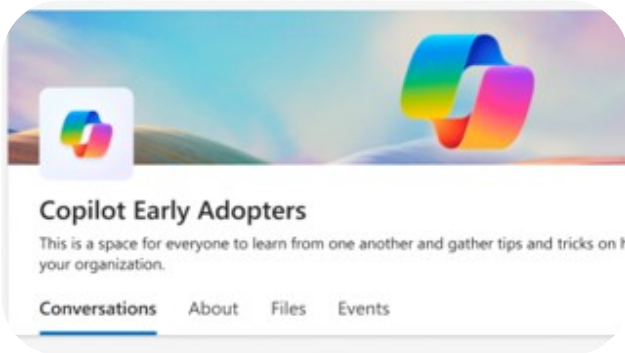
30-60 days

Recurring tasks



Accelerate your AI workforce transformation

Communication

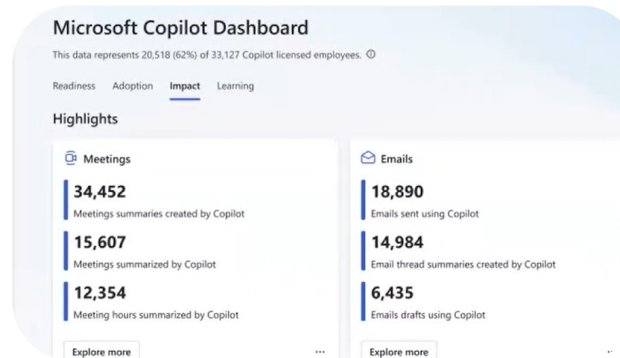


Copilot Communities to facilitate user enablement

- Share best practices
- Access company announcements
- Seek support from peers and experts

[Viva Engage Community](#)

Measurement



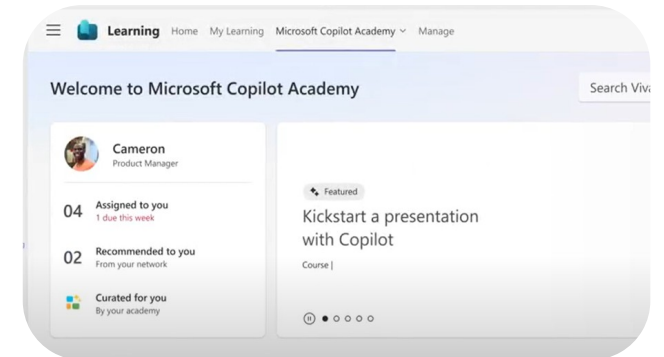
Copilot Analytics for ROI and impact assessment

- Copilot Dashboard for leaders
- Viva Insights for customizable analysis
- Copilot business impact reports

[Copilot Analytics introduction](#)

[aka.ms/CopilotDashboard](#)

Skilling



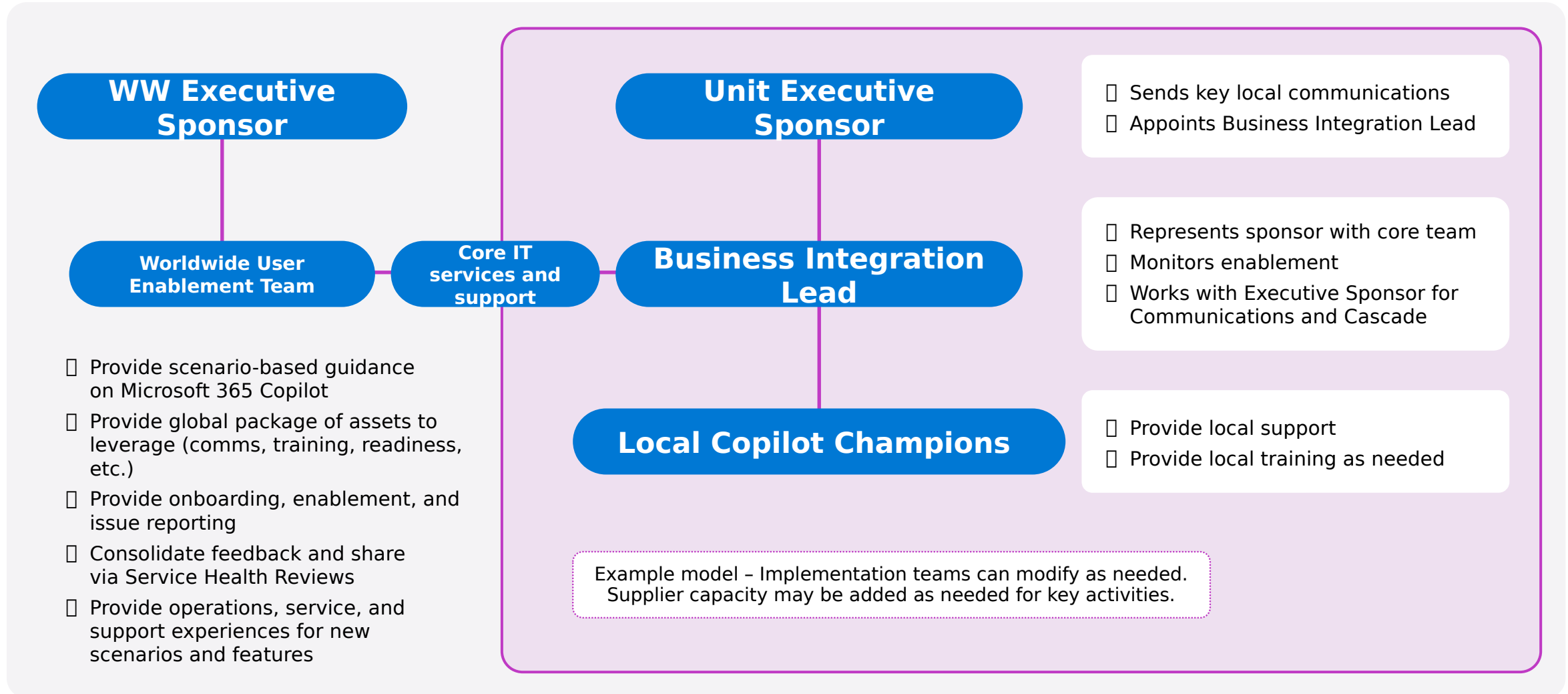
Copilot Academy for user skill development

- Curated learning paths
- Hands-on prompt guidance
- Content created by Microsoft experts

[aka.ms/CopilotAcademy](#)



User Enablement Team model

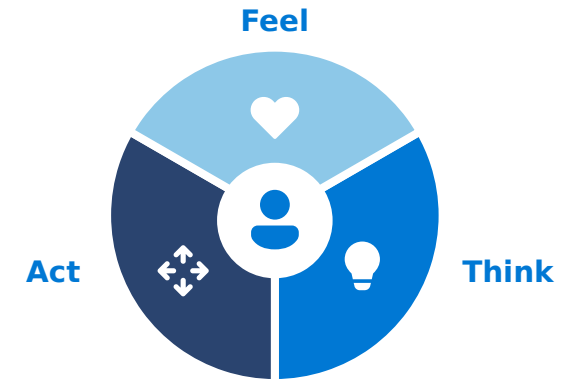


Understanding the user journey

Getting to “Aha!”



An aha moment is defined as *“a moment of sudden insight or discovery”*.



The Think-Act-Feel framework is grounded in decades of research showing a whole human understanding – including feelings – is critical to business outcomes.

Building on this framework we understand that **delivering accelerated change is based on trust**.

Build a sustainable Champions community



Champions help build, grow, and sustain your Copilot implementation by gathering feedback, supporting the human change lifecycle, and providing peer to peer guidance.

Champions:

- 1 Should be formally trained to increase their depth and breadth of knowledge.
- 2 Should be encouraged and empowered to guide, teach, and train their peers.
- 3 Need consistent positive reinforcement that affirms the impact of their efforts.
- 4 Need a clear plan upon which to execute.

The Champions program checklist

- ✓ Find enthusiastic Champions who can commit time and effort.
- ✓ Build a Viva Engage or Microsoft Teams Group for Champions to share updates and successes.
(See our Build Your Experience and Microsoft Viva for Champions Enablement guides)
- ✓ Provide Champions with the resources they need to support their work on the group with teams and individuals (e.g., lunch and learn sessions).
- ✓ Ensure a regular rhythm for discussions with the Champions on what's working and what's not.
- ✓ Design a program to engage and recognize their effort, such as providing privileged access to relevant events or speaking engagements.
- ✓ Communicate to individuals about the Champions role and where they can be found – remember, they are not an IT support function but business representatives.
- ✓ Incorporate Microsoft 365 training resources into your own internal training site.
- ✓ Create a contest (e.g., scavenger hunts and giveaways) between departments to encourage people to interact with Microsoft 365.

Branding your Champion program

- ✓ Copilot Champions may be referred to with terminology that is in alignment with your company culture.
- ✓ Champions are professionally referred to as User Enablement Specialists.
- ✓ Microsoft Partners can aid you in creating your internal user enablement function.
- ✓ Champion recognition – in the form of badges for engagement, Praise via Viva Insights, or other forms – are essential to Champion morale.
- ✓ As advocates for the employee experience, regular feedback, employee engagement, and communications are required for role success.
- ✓ Champion duties are a part of the day-to-day duties of the employee alongside their core job function.
- ✓ Representation from across the organization ensures balanced viewpoints and early identification of risks and issues.

Enablement outcome examples

Organizational

Cultural transformation
Employee retention
Talent acquisition
Social engagement
Operational agility

Cultural

Employee sentiment
Employee recommendations
Customer feedback
Innovation measures,
e.g., idea forum
contributions

Business process

Customer experience impact
Cost savings
Revenue generation
Data security
Process simplification

Individual

Use of AI capabilities
Employee morale
Employee productivity
Employee engagement
Idea generation

Questions

How is your organization progressing on these measures?

What is your business transformation process today?

Microsoft 365 Copilot

Training and documentation by phase

User Enablement

Get ready

-  **Copilot Experiences Explained**
(11 mins)
-  **Leading in the Era of AI: Creating an AI Council**
-  **Discover how to drive enablement of Microsoft 365 Copilot in your organization (2.5 hrs)**

Technical Readiness

-  **Prepare your organization for Microsoft 365 Copilot (1.5 hrs)**
-  **How Microsoft 365 Copilot works (11 mins)**
-  **How to get ready for Microsoft 365 Copilot (9 mins)**
-  **Data, Privacy, and security for Microsoft 365 Copilot**
-  **Microsoft 365 Copilot requirements**

Onboard & engage

-  **User Experience Strategy template**
-  **Copilot Prompt Gallery (including app specific guidance)**
-  **Leading in the Era of AI: It's about Trust**
-  **Learn about Copilot prompts**

-  **Get started with Microsoft 365 Copilot (2 hrs)**
-  **Admin steps to get ready for Microsoft 365 Copilot (46 secs)**
-  **Apply principles of Zero Trust to Microsoft 365 Copilot**
-  **Enable users for Microsoft 365 Copilot**

Deliver impact

-  **Empower your workforce with Microsoft 365 Copilot Use Cases (7 business group use cases)**
-  **Craft effective prompts for Microsoft 365 Copilot (2 hrs)**
-  **Get better results with Copilot Prompts**
-  **Edit a Copilot prompt to make it your own**
-  **Share your best prompts**

-  **Microsoft 365 Copilot Documentation**
-  **Copilot Dashboard implementation**

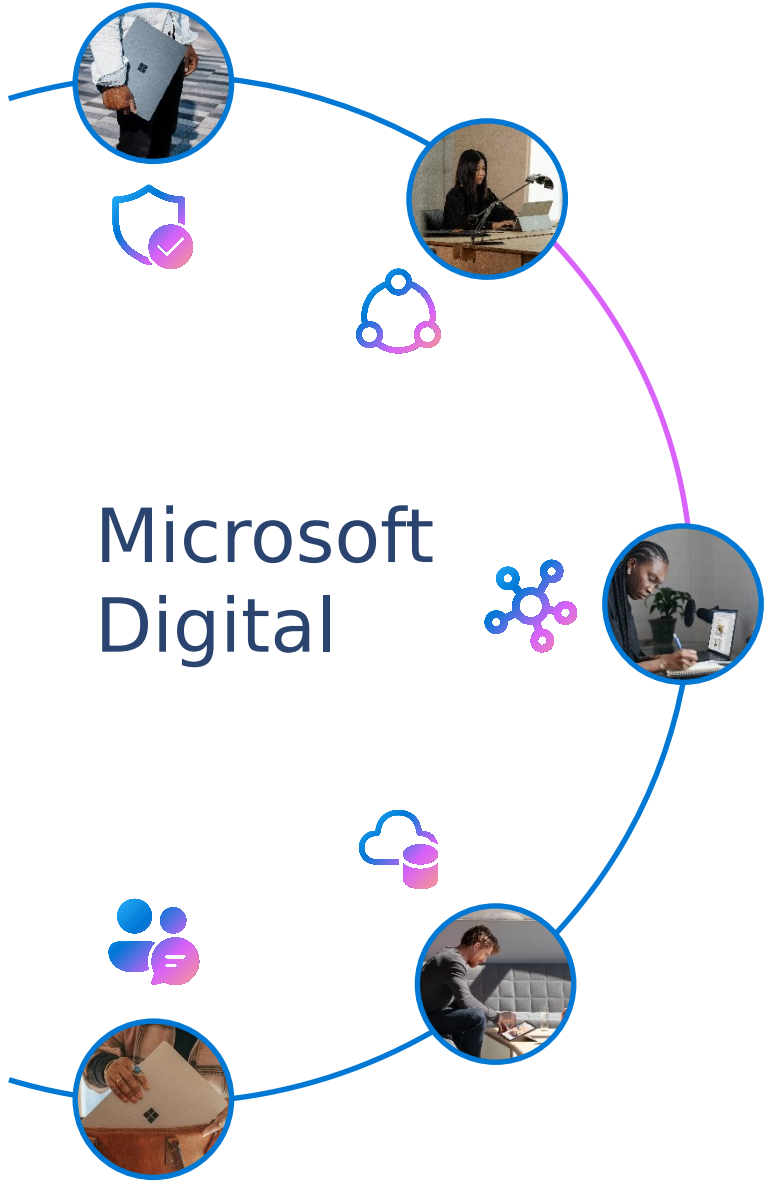
Extend & optimize

-  **Modern Collaboration Architecture people-centric scenario guidance**

-  **Extend Microsoft 365 Copilot**
-  **Create copilots with Microsoft Copilot Studio (4 hrs)**
-  **Optimize and extend Microsoft 365 Copilot (1 hr)**
-  **Extend and manage Microsoft Copilot Studio copilots (2 hrs)**
-  **Build connectors and plugins for Microsoft 365 Copilot (3 hrs)**

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Microsoft Digital Adoption Strategies

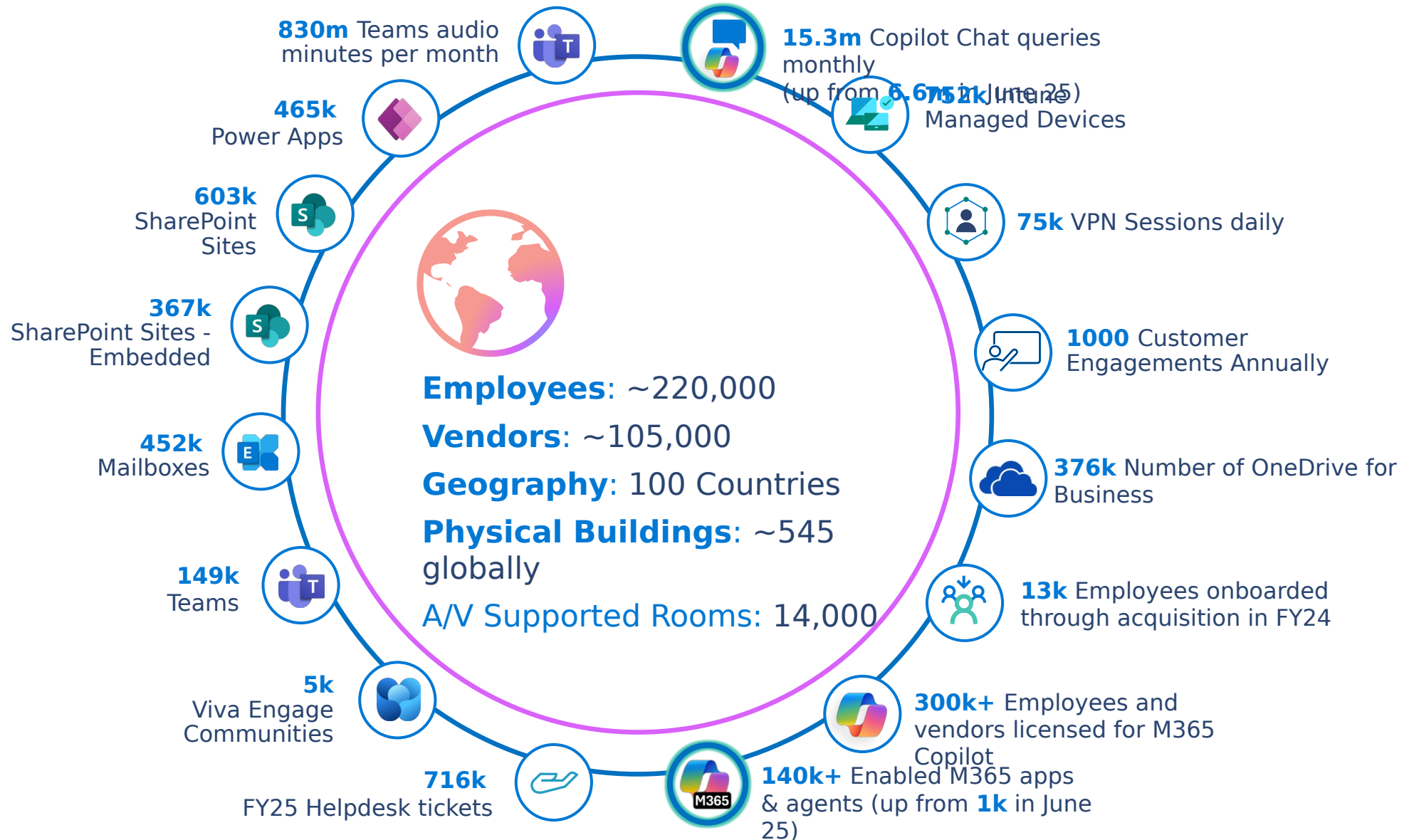


Microsoft
Digital

Powers, protects, & transforms

the digital Microsoft employee experience across devices, applications, and infrastructure and act as the “lighthouse” frontier IT team for our customers to follow.

Microsoft Digital Global Landscape



Three patterns to becoming Frontier

Pattern 1 Human with assistant



Every employee has an AI assistant that helps them work better and faster

Pattern 2 Human-led agents



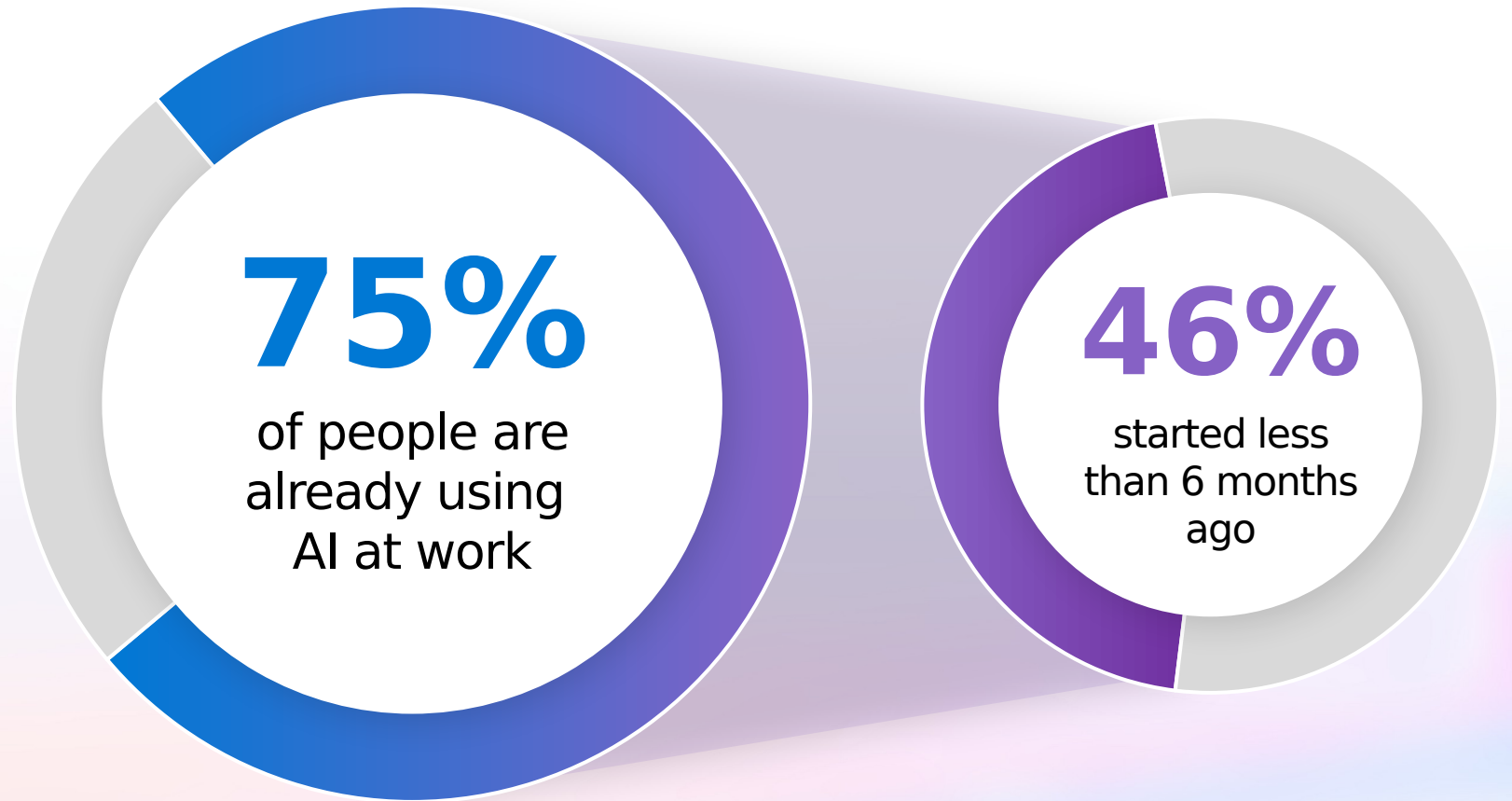
Agents join teams as “digital colleagues,” taking on specific tasks at human direction

Pattern 3 Human-led, agent-operated



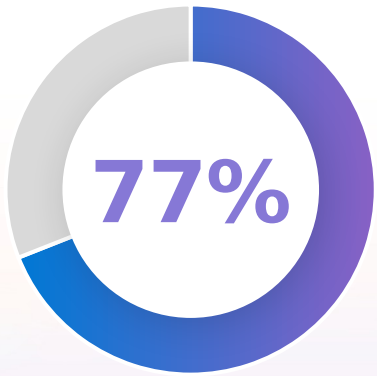
Humans set direction and agents run entire business processes and workflows, checking in as needed

Three Out of Four People Use AI at Work

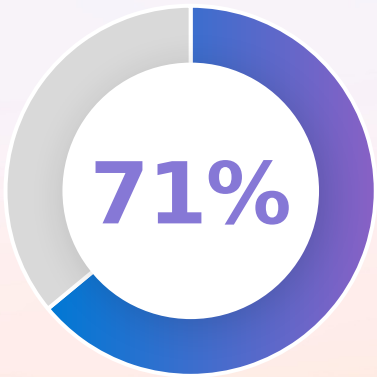


The New Hiring Imperative

AI aptitude takes center stage

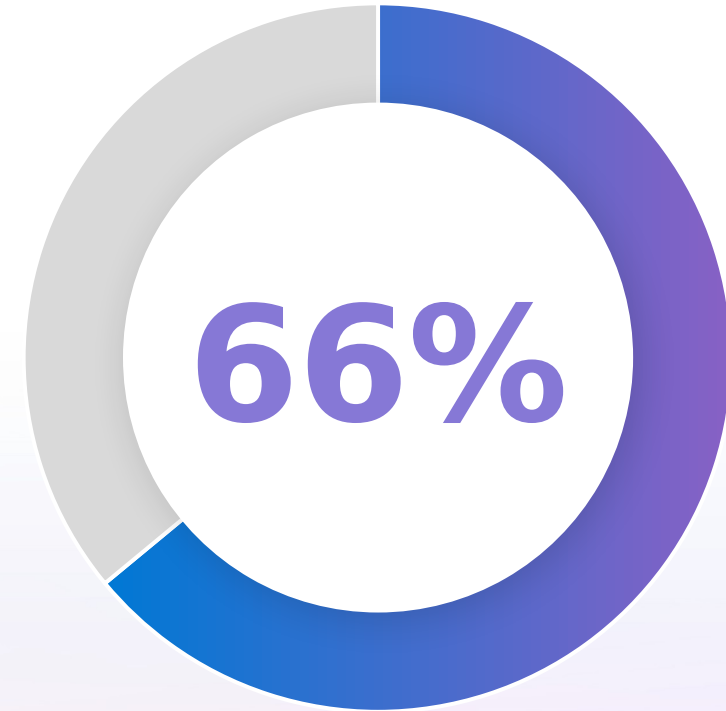


Leaders say early-in-career talent will get greater responsibilities due to AI



Leaders are more likely to hire a less experienced candidate with AI skills than a more experienced one without them

2024 Work Trend Index Annual Report from Microsoft and LinkedIn:
AI at Work Is Here. Now Comes the Hard Part



Leaders would not hire someone without AI skills



"It is behaviour change which is always hard.

That's why change management is everything... I want us to get good at, position, pitch, evangelize the fact that this is a very different thing."

Satya Nadella
CEO Microsoft

Landing M365 Copilot at Microsoft



Security & Compliance

The Story of Why, The Story of How

Some changes are not requested, but necessary. Avoid resistance and loss of productivity by getting in front of the change and deliver the best possible experience.



C0 Value Realization

Focus on scalable, tiered adoption

Create an environment where feedback leads to insights, which leads to influence. Delivering the best insights to influence the product and the experience.

*C0 = Customer Zero



Adoption by Audience

Global and tailored scenarios

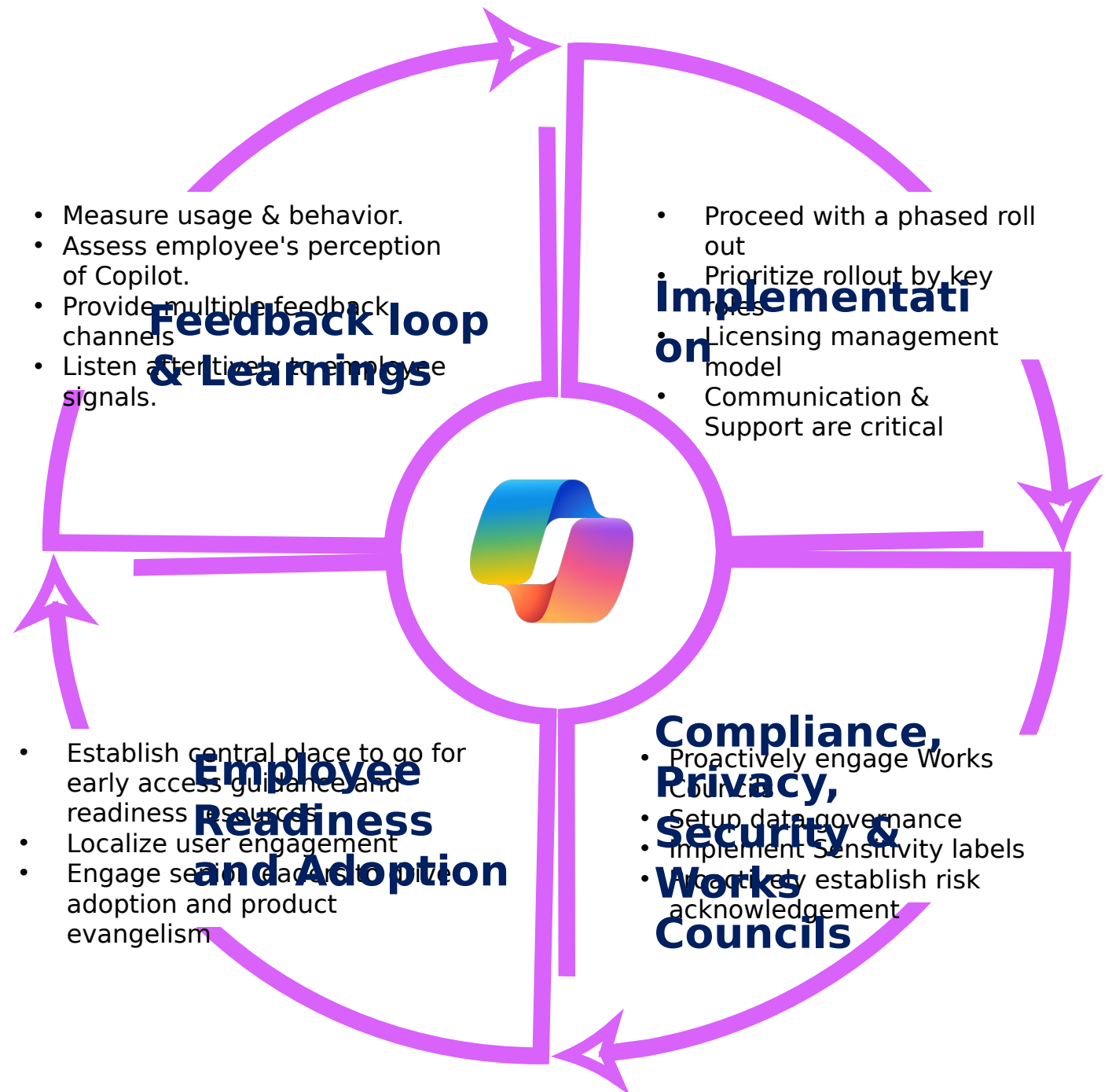
Prepare your employees with enterprise-wide relevant information. Move to the organizational readiness and their unique scenarios. Go deeper with role and persona readiness to ensure employees see a direct value to their job.

**MSD Adoption
Strategies**

Microsoft Digital

Deploying Copilot @ Microsoft

As Customer Zero M365 Copilot, Microsoft Digital has played a critical role deploying, implementing, ensuring compliance, and helping our employees to prepare for a new way of working.



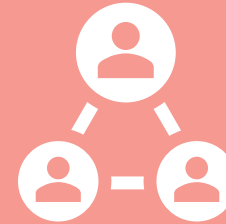
Driving change at scale



Proven Frameworks (PROSCI – ADKAR)



Leadership



Community



Enablement

Adoption by Audience Opportunities

ENGAGEMENT
LEVELS

	A AWARENES S	D DESIR E	K KNOWLEDG E	A ABILIT Y	R REINFORCEMEN T
Enterprise Central v-Team across Microsoft Digital partnering with PG and PMG to deliver Enterprise-wide awareness and initial on boarding experiences.	- Central Comms - MSW Presence - Viva Engage Promos - PG Comm Customer Zero feedback	- Executive sponsor comms - VE community engagement	- L100 & L200 ILT sessions - VL Courses - Downloadable content (one-pagers) - MSW Presence	- VE community engagement - Office Hours - Incremental learning - Scenario promo campaigns	- VE community engagement - Executive messaging - Customer impact - C0 – Product Impact
Organization EES organization strategy lead and BPM partnering with leadership representatives from each org to develop and execute org-specific change management and listening.	- Leverage org-specific channels to drive comms - Create/leverage org-champ community	- Leverage org sponsor and v-team to communicate priority - Define and leverage org-specific usage scenarios	- Org-specific learning assets and sessions - Org champ enablement (TTT) - Org VL Academy Integration	- Org-scenario usage promotions (VE) - Org office hours - Org level learning and office hour sessions - Champ-led coaching	- Sponsor messaging in org all hands and community events - Promo campaign in org VE communities
Area / Geo EES geographically or time zone aligned BPMs working with Area business teams to develop and execute Area-specific change management and listening.	- Leverage local events - Promote in Area/Geo VE channels - Tailor global comms to resonate with Area/Geo	- Sponsor engagement and communications - Engage champ communities to understand role scenarios	- Localized training sessions delivered in time zone - Tailored/localized learning content	- Area/Geo Office Hours and AMA sessions - Champ-led coaching - Localized VE promotions	Area/Geo sponsor messaging
Peer to Peer Creation and nurturing of a global (and org) community of employees to drive org/team/role-based adoption through relatable scenarios and peer showcase.	- Cascaded messaging and viral VE promotion - Global Champ recruitment and program administration	- Champs showcase benefits to org/role - Testimonials promoted across VE - Recognition programs	- Champs deliver learning sessions for peers by role/persona - Showcase on MSW	- Champ/peer mentor and coaching programs - Champ led AMA sessions	- Champs showcase benefits to org/role - Testimonials promoted across VE - Recognition Programs

ADOPTION OPPORTUNITIES

Note: This is not an exhaustive list of activities. For illustration only.



Human change

Manage the human transformation with robust user enablement programs

- User enablement program
- **Champions program**
- Skilling and training
- **Best practice:** Champions program and peer learning experiences

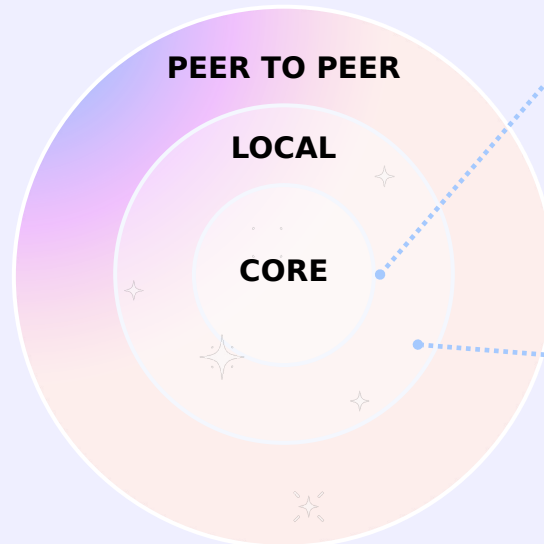


Copilot Champs Community framework

The Copilot Champs Community is a peer-to-peer adoption engine:

A network of employees whose lived experience, credibility, and connections enable Copilot adoption to scale organically and continuously across the company.

- Social Proofing
- Organic Scale Local
- Relevance Human
- Connection
- Sustained Momentum



Core Copilot Change Management Team

1

- Determine joint Copilot adoption strategy
- Centralize messaging & readiness activities
- Coordinate plan across internal target audiences

Local Adoption Team

2

- Localize & customize Core team collateral
- Engage key leadership stakeholders
- Lead manager and staff engagement
- Provide on-the-ground support

Copilot Champs Community

3

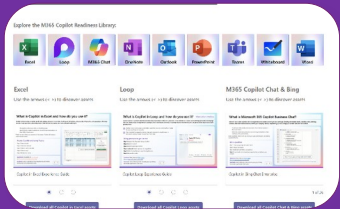
- Leverage localized Field Enablement Journey
- Integrate Copilot offerings internally
- Provide product feedback to Regional Leads, or Core Listening

Why this actually works

Not a rollout. Not a training program... A movement built on trust, creativity and people helping people.

Community alignment

Build and nurture community of employees charged with driving adoption of Copilot and provide access to needed resources.



Resource Hub:

- Asset library
- Core adoption messaging framework/updates
- Trainer tips
- Listening activities



Community Engagement:

- Viva Engage Community
- Teams Channel
- Copilot Champs badge
- Community Calls
- Train the trainer sessions

“This is the first time I’ve felt safe learning in front of others at work.”

- ✓ Psychological safety replaces fear
- ✓ Learning feels relevant to real work
- ✓ Curiosity is encouraged, not judged

Why it scales



Trusted peer champions



Embedded in the business



Creative learning



Memorable, repeatable experiences



Community momentum



Stories spread faster than policy

What are people saying about Copilot

"So Helpful!"

Copilot Champs-led training sessions are frequently praised for being **extremely helpful** and **informative**, enabling employees to learn and demonstrate Copilot effectively.

"Great session today - thanks for ALL you do... these sessions are SO HELPFUL!!" - Debbi Kauffman, Partner Marketing

"It is one of the best communities I have seen in my 18 years at Microsoft. The sessions are really good and informative, and I learn a lot from the different perspectives on Copilot that others share." - Anthony Rose, Principal Technical Specialist

"Well Deserved!"

Champs frequently cheer each other on. The community fosters camaraderie, with members celebrating peer achievements and giving shout-outs for successes.

"Well deserved!!! Congratulations Brian, your hard work, persistence, and growth mindset have helped thousands of us as we learn from you and alongside you!" - Arlene Carter

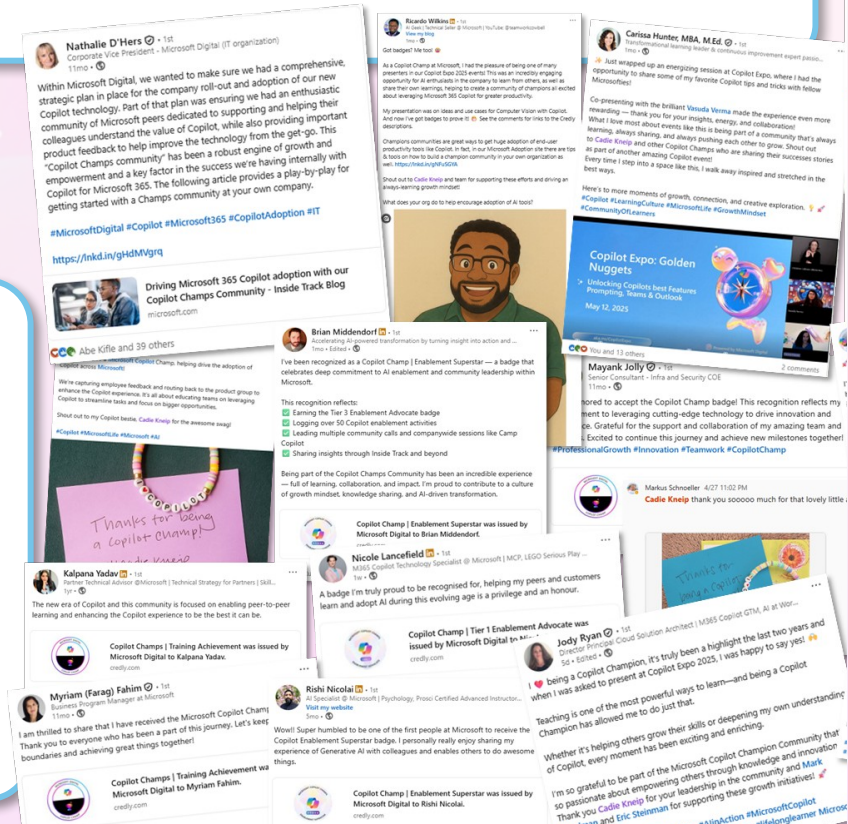
"Very cool! You deserve all the praise." - Mary Nordstrom

"Thank you!"

Members often express gratitude toward the Copilot Champs program support, opportunities, and the impactful community they've created.

"I just wanted to let you know how *excited I am to be joining* the Copilot Champs community today! ... Thanks for all you do to make this space so impactful!" - Yanira (Janita) Sesniak

"Cadie... really excited about the upcoming Copilot Champs call - thanks again for the opportunity!" - Shyvee Shi



"Inspiring Successes"

Stories of success and impact are widely shared and celebrated. From individual champions motivating entire teams to broader wins in adoption and usage, the **Copilot Champs Community's impact** is clearly recognized:

"...after becoming a champ, I shared the Copilot Champ opportunity with my team and now my entire global team of 10 are Copilot Champs!!! So grateful for this community and opportunities to learn!" - Mikaela Caraway

"Nonetheless - you have significant impact! Almost 5% increase in WAU! And great to see we had DAU peaks during and after the events. **Way to go!!**" - Melanie Mayo

Microsoft tools to build a Champs Community



SharePoint:

The front door and central hub to the community.



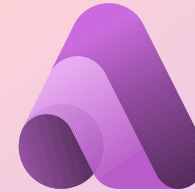
Teams:

File sharing, meetings, announcements and information.



Power Automate:

Automation flows for onboarding, provisioning, gamification.



Viva Amplify:

Multichannel communications with audience insights.



Viva Engage:

Q&A platform, announcements, updates, social sharing, events.



+ Copilot

Content, layout suggestions, image generation.



+ Copilot

Content, meeting notes, scheduling recommendations



+ Copilot

Brainstorming, generating flow steps.



+ Copilot

Content, layout suggestions, image generation,



+ Copilot

Content



M365 Groups



Forms

Research proven approach to change

As organizations increasingly adopt AI technologies, the need for effective training methods becomes paramount. Engaging learning strategies—such as creative approaches, peer-led training, and fun experiences—play a crucial role in facilitating this transition.

Creative Learning Approaches

Boost Engagement: Creative training methods, including gamification and interactive workshops, significantly enhance employee engagement. Engaged employees are more likely to embrace AI tools.

Foster Innovation: Encouraging creative thinking empowers employees to explore applications of AI, enhancing problem-solving capabilities and driving productivity.

Effective AI adoption calls for a cultural shift. Engaging learning approaches create applications that embraces change and innovation, essential for overcoming resistance to AI adoption. Integrating creative, peer-led, and enjoyable learning experiences into AI training enhances engagement, fosters innovation, and supports a culture of collaboration.

Peer-led Training

Build Trust and Skills: Peer-led training leverages existing knowledge within teams, making it easier for employees to learn from each other about AI tools. This demystifies AI and builds confidence.

Create a Supportive Environment: Observing peers successfully using AI fosters collaboration and shared learning, crucial for widespread adoption.

Fun learning experiences

Increase Motivation: Incorporating fun elements into training can lead to a **24% increase in engagement** and a **50% boost in productivity**. Enjoyable learning experiences and gamification encourage active participation and **40% decrease in time to automatic habit formation**.

Encourage Experimentation: Fun environments allow employees to experiment with AI tools without fear of failure, vital for discovering practical applications.

Camp Copilot

Camp Copilot is a **peer-to-peer driven event**, with sessions led by Copilot Champs who share real-world use cases and foster peer-led adoption.

- ✓ **Interactive Sessions:** Participate in weekly live learning sessions, daily engagement activities, and special breakout sessions.
- ✓ **Community Building:** Connect with colleagues across the company and around the world.
- ✓ **Gamification & Rewards:** Earn badges for your achievements and enjoy virtual campfires to share experiences.
- ✓ **Peer-Led Training:** Sessions are hosted by Copilot Champs, focusing on authentic use cases and peer-led adoption.

Change Management Activity

- Total live attendance **20,516**
- [#CampCopilot](#) Viva Engage Campaign:, **56,595** people reached
- **27** adoption activities

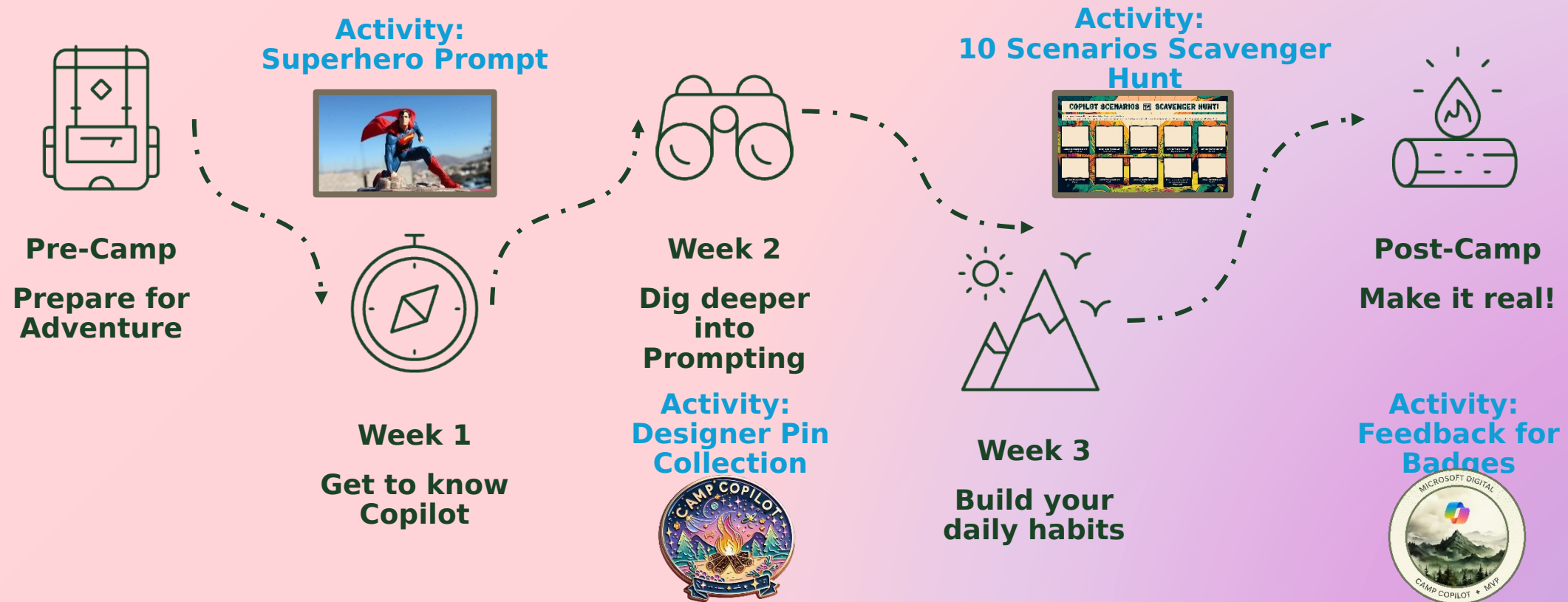
Application Usage

- Increased monthly active usage
- Increased daily active usage
- Increased AI assistance score
- Increased product favorability score



Welcome to Camp Copilot!

Camp Copilot was a three-week global learning adventure hosted by the Microsoft Digital Copilot for M365 Customer Zero team and the Copilot Champs Community. The main objective of Camp Copilot was to ***increase employee Copilot usage and boost productivity through a live learning series and reinforcement activities.***



Copilot Expo

Copilot Expo is a Microsoft Digital experience, bespoke to its host organization, designed to accelerate AI, Copilot & Agent transformation through role-based expert and peer-led sessions.

Delivered **by Copilot Champs**, the consisted of live sessions complimented by self-serve content, **gamification** and opportunities to enable direct feedback to product teams.

For the global live series:

80+ live sessions

+6.3% Avg DAU MoM

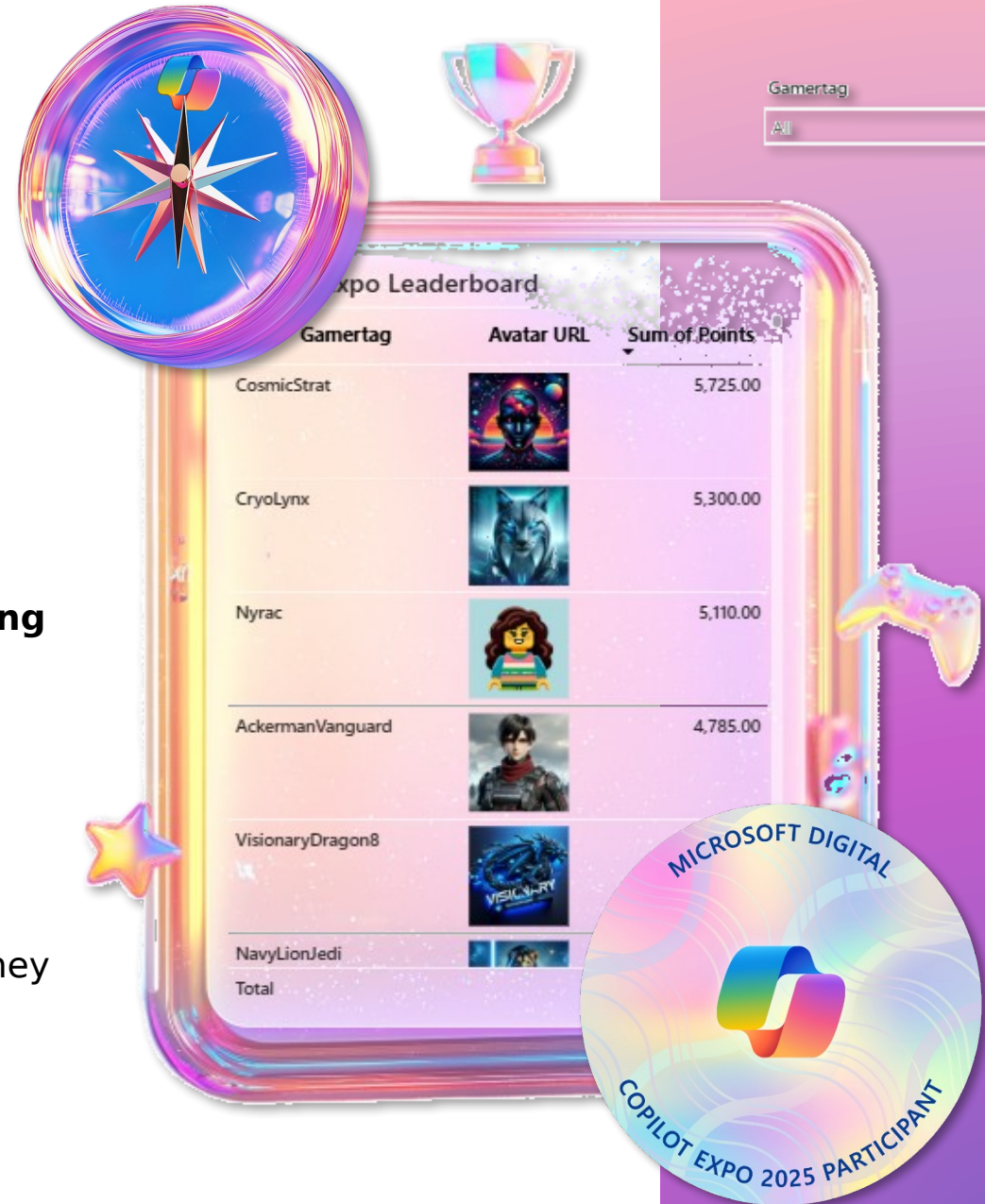
+1K Copilot active users MoM

+\$36M Active Copilot Assisted Value MoM

+500K Copilot Assisted Hours

Copilot Expo Pre/Post learning Survey

- Quality of work with Copilot **(+4%)**
- Efficiency **(+9%)**
- Knowledge of what tasks to offload **(+16%)**
- All participants claimed that they learnt something new, 98% mentioned that it is applicable directly to their work





Agent Launchpad: Training to make it real.

A dynamic, interactive, peer-powered six-module learning experience designed to turn agent interest into real usage and creation for both users and builders.



One, simplified, entry point

Cuts through skilling chaos with one guided journey.

Behavior change engine

Milestones, gamification, community

Effective habits for faster value

Discover → Use → Build



Live + Self-serve
Peer-led sessions
plus on-demand
readiness



Learn + Adapt
Localized,
continuously
refreshed, live
Q&A



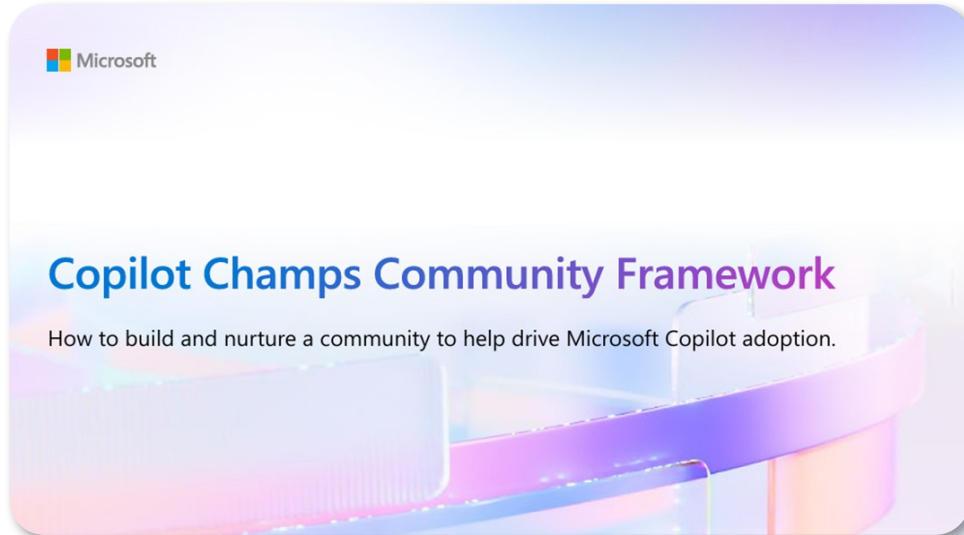
Gamification +
Engagement
Leaderboard,
community
support



Showcase +
Celebrate
Highlighting real
stories from peers
using & building
agents

- ✓ **33K+ live participants**
- ✓ **58 live sessions**
- ✓ **NSAT 184**
- ✓ **0 dissatisfaction**
- ✓ **20k+ unique viewers**
- ✓ **343K+ site visits**
- ✓ **500+ Credly badges**

Create your Copilot Champs Community & Camp Copilot



Download the Copilot Champs Community Framework

- Community with purpose: Deploying Viva Engage at Microsoft in three chapters - Inside Track Blog
- **Driving Microsoft 365 Copilot Adoption with Our Copilot Champs Community**



Download the Copilot Virtual Skilling Event Framework (Camp Copilot)

- **Return to Summer Camp: Making Microsoft 365 Copilot Fun with Camp Copilot**
- **Skilling up for the future of work at Microsoft with Agent Launchpad - Inside Track Blog**

How Microsoft Does IT - Inside Track

AI in IT

Enterprise AI maturity in five steps: Our guide for IT leaders

Becoming a Frontier Firm: Our IT play book for the AI era

Responding to the AI revolution with an AI Center of Excellence

AI at scale: How we're transforming our enterprise IT operations at Microsoft

The future of work is here: Transforming our employee experience with AI

Powering agentic AI adoption at Microsoft: Our 'Customer Zero' story



M365 Copilot

Microsoft 365 Copilot for executives: Sharing our deployment and adoption journey at Microsoft

Deploying Microsoft 365 Copilot in five chapters

Fueling our Microsoft 365 Copilot adoption with gamification

Enabling meaningful AI adoption at Microsoft with a Microsoft 365 Copilot Expo

Camp Copilot: Try our 7 tips for driving Microsoft 365 Copilot adoption with a virtual skilling event

Unlocking the value of Microsoft 365 Copilot at Microsoft

Tenant Governance

How we're tackling Microsoft 365 Copilot governance internally at Microsoft

Empowering employee self-service with guardrails: How we're using sensitivity labels to be more secure

Powering our data governance with Purview Unified Catalog

Reimagining content management at Microsoft with SharePoint

Riding the wave of agents washing over Microsoft with good governance

Moving to holistic lifecycle management: How we manage our Azure services at Microsoft

Agents

The agentic future: Becoming an AI-first frontier firm at Microsoft

AI-powered agents in action: How we're embracing this new 'agentic' moment at Microsoft

Unleashing API-powered agents: our internal learnings and guide

Deploying Microsoft Agent 365: How we're extending our infrastructure to manage agents at Microsoft

Reimagining how we collaborate with Microsoft Teams and AI agents

Accelerating employee services at Microsoft with the Employee Self-Service Agent

Becoming a Frontier Firm: A guide for deploying AI agents based on our experience at Microsoft

Skilling up for the future of work at Microsoft with Agent Launchpad - Inside Track Blog



Learn from the experts... <https://aka.ms/insidetrack>

AI Adoption is not a moment. It's a capability.

- Decrease fear → Create confidence
- Prove value → Drive relevance
- Build capability → Prepare for what's next



**We have an
exciting future ahead.**



4

Q&A and Resources

Expertise and tools for your journey



Technical expertise
via our FastTrack
partners

[aka.ms/Microsoft/
FastTrack](https://aka.ms/Microsoft/FastTrack)



**Tools, resources &
training** on our
Adoption Hub

[adoption.microsoft.co
m](https://adoption.microsoft.com)



Events and real-world
knowledge in our
community

aka.ms/TechCommunity

News & community content



Microsoft Community Learning
aka.ms/Community/LearningChannel
Community led expert content on all
your favorite Microsoft services.



Start your week with live news and
event updates aka.ms/MondaysatMicrosoft
Watch live or on-demand & share our
blog.

Home / Microsoft 365 Copilot

Microsoft 365 Copilot

Deliver value and employee satisfaction with our tools for Microsoft 365 Copilot 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.

Microsoft 365 Copilot Chat and in-app experiences provide real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills.

[Looking for Copilot resources for Small and Medium Businesses? >](#)

Copilot Success Kit

Our Success Kit empowers you to achieve rapid value with Copilot while enabling your progressive skilling journey with AI tools.

[Download here >](#)

Copilot Chat and agent starter kit

This new kit includes guidance on IT controls, setup, and resources to help prepare your tenant and enable your users to create and use agents.

[Explore the kit >](#)

Join the Copilot community

The Microsoft 365 Copilot community is your hub for the official blog, latest news, and discussions.

[Join now >](#)

Microsoft 365 Copilot

Welcome to the Microsoft 365 Copilot community. Your hub for the latest news, live events, and discussions on Microsoft 365 Copilot. For help & learning (how-to articles and training resources), please visit [Microsoft 365 Copilot Adoption hub](#).

[Unfollow](#)

[#M365Con](#)

Microsoft 365 COMMUNITY CONFERENCE May 6-8 Las Vegas

Your front-row seat to the future of work

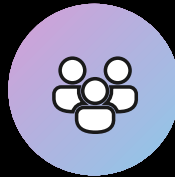
The ultimate Microsoft 365 community event

Learn directly from the experts and redefine what's possible at work —join us at the Microsoft 365 Community Conference.

[Learn more!](#)

Stay Connected!

Engage with the
best community
in tech...
There's
something for
everyone!



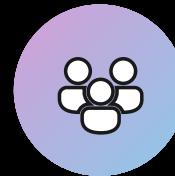
Microsoft Tech Community

The community platform for Microsoft 365
– forums, blogs, and events



CommunityDays.org

Find or host a local event in your
area
or to match your interests www.communitydays.org



Microsoft Community on LinkedIn

News, announcements and training
delivered to your news feed <https://aka.ms/microsoftcommunitylinkedin>



The one stop shop for Microsoft ecosystem community events

The screenshot displays the Community Days website interface. At the top, the 'Community Days' logo is on the left, and 'Home', 'Events', and 'Calls' links are on the right. A large banner reads 'Discover Community Events happening across the world.' Below this is a search bar and filters. The 'WHERE' filter is set to 'Global'. The 'WHEN' filter is set to 'Upcoming Events'. The 'VIEW AS' filter is set to 'Tiles'. The 'FILTERS' section includes checkboxes for 'Registration Open', 'Call for Speakers', 'Call for Sponsors', 'Hide Paid', and 'Hide Others' (which is checked). The main content area shows a grid of event tiles. Each tile includes a date indicator (e.g., '0-4 LIVE', 'TODAY', 'TOMORROW'), an event title, a date range, a location, and a status (e.g., 'Hybrid', 'Virtual', 'Paid', 'Free').

Community Days
Supporting the Microsoft Community

Home Events Calls

Discover **Community Events** happening across the world.

Search Events... **Q** WHEN Upcoming Events VIEW AS Tiles

WHERE ☒ Global ☐ Country ☐ Region ☐ Sub Region FILTERS ☐ Registration Open ☐ Call for Speakers ☐ Call for Sponsors ☐ Hide Paid ☒ Hide Others

0-4 LIVE
FABRIC DATA DAYS
Nov 4 - Dec 11, 2025
Your city, Your country
United States
Hybrid Free

TODAY
SMARTCLOUD 365 - 2025
November 25, 2025
Germany
Virtual Free

TOMORROW
DYNUG AUTUMN CONFERENCE 2025
November 25 - 26, 2025
Oslo, Gardermoen
Norway
Paid

TOMORROW
SHIFT ENTER SUMMIT 2025
November 26, 2025
Budapest
Hungary
Paid

2 DAYS
AI COMMUNITY CONFER
November 28, 2025
Seoul, Jongno District Seoul
Korea, Republic of

3 DAYS
AI COMMUNITY CONFERENCE - TORONTO 2025
November 28, 2025
Toronto, Ontario
Canada
Free

3 DAYS
SEASON OF AI - MCP
November 29, 2025
Gurgaon, Haryana
India
Hybrid Free

6 DAYS
ESPC25
December 1 - 4, 2025
Dublin, Dublin 1
Ireland
Paid

7 DAYS
MSREBUILD 2025
December 2, 2025
Nantes, Pays de la Loire
France
Free

7 DAYS
TECHBAYANIHAN 2025
December 3 - 4, 2025
Makati City, National Capital Region
Philippines

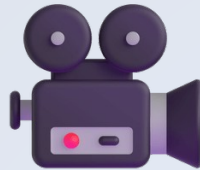
www.communitydays.org



SharePoint at 25 film: *More than Code*

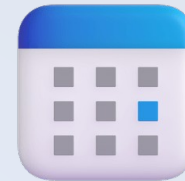
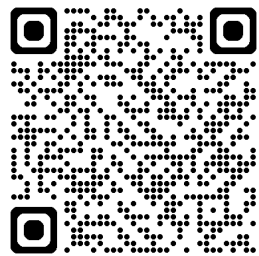
In honor of SharePoint's 25th birthday, *More Than Code* is a short film that explores the people, passion, and innovation behind one of the most transformative platforms in modern work. This film captures the stories of builders, leaders, and community champions who helped shape SharePoint into the knowledge backbone for collaboration, Copilot, and the next generation of agents.

SharePoint is more than code—it's 25 years of connection, innovation and impact.



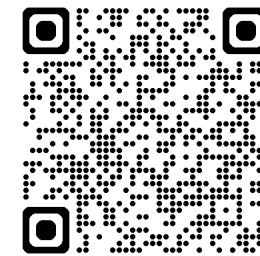
Watch the digital premiere

Stream the documentary online globally in late April and celebrate SharePoint's 25-year journey from anywhere.



Watch the SharePoint at 25 digital event

Prepare for the film with a special digital event featuring insights, stories, and what's next for SharePoint in the era of AI.



The Microsoft Global Community Initiative (MGCI) - Empowering global Microsoft communities with the tools, training, and resources to create impactful events and amplify diverse voices.

Learn, Share, Grow.

Event producers unite!

Join MGCI today!

<https://aka.ms/MGCI>



Thank you to our
Microsoft
Most Valuable
Professionals (MVP)
and Regional
Directors!

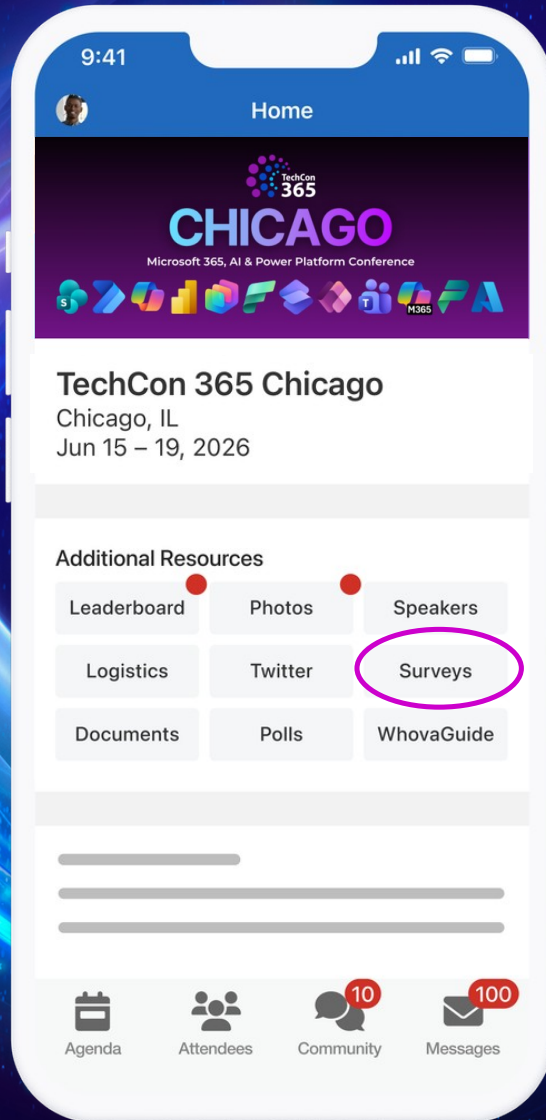


How was the session?

Search for *Whova* in the
App Store or Google Play



Fill out the Session Surveys in the
TechCon 365 Chicago Event App
and be eligible to **WIN PRIZES!**



Thank you

Questions?

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