Copilot × BrainStorm®

Flight school for Microsoft 365 Copilot
6 ways to prepare today

Work will never be the same again.

—

OpenAI's introduction of Chat-GPT for public preview continues to send shockwaves through the world. In real time, we're experiencing a magnitude of innovation that is so enormous – so monumental – that children, teenagers, their parents, and their grandparents sit in awe, equally spellbound by its capabilities. And they're experiencing only a sliver the combined power of LLMs and AI.

Following its $10B investment in Chat-GPT, Microsoft made waves with its mid-March announcement of Microsoft 365 Copilot – which promises to give Microsoft users the ability to prompt their tools to do their busywork using natural language.
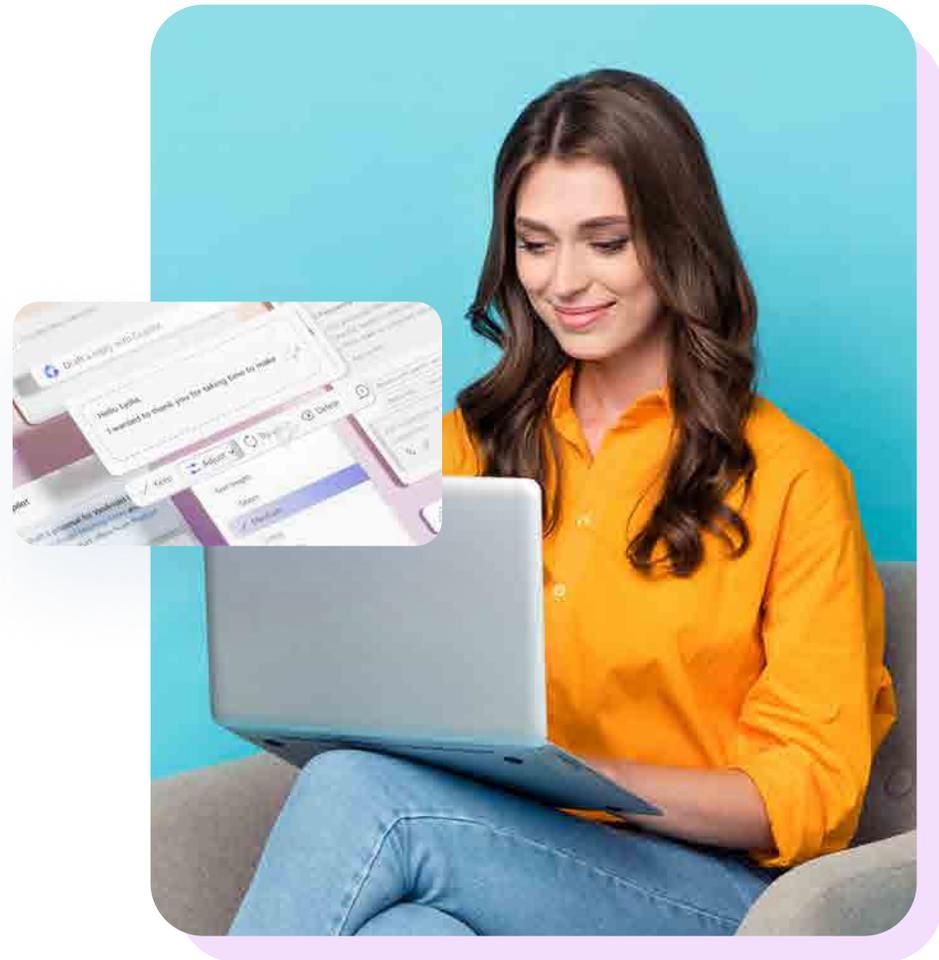
Microsoft 365 Copilot

—

Satya Nadella shared the two key ways users will be able to interact with Microsoft 365 Copilot to make offload their busy work:
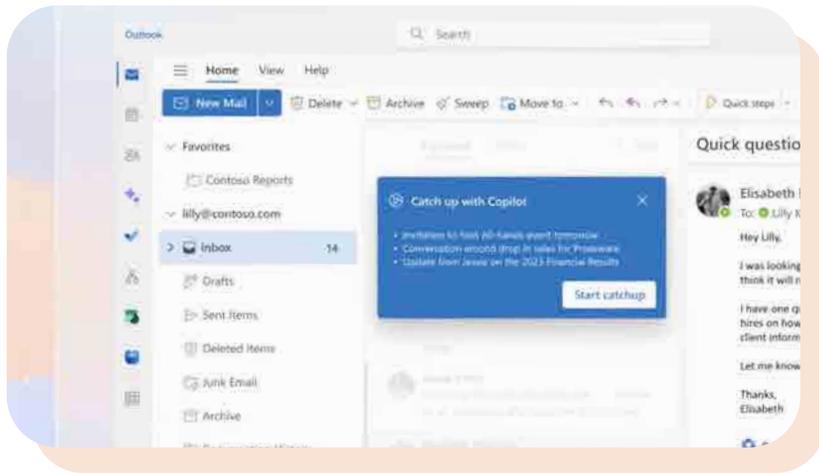
M365 app-embedded - Embedded in the Microsoft 365 apps you use every day, like Word, Excel, PowerPoint, Outlook, Teams and more; Copilot will be woven into your workstream.
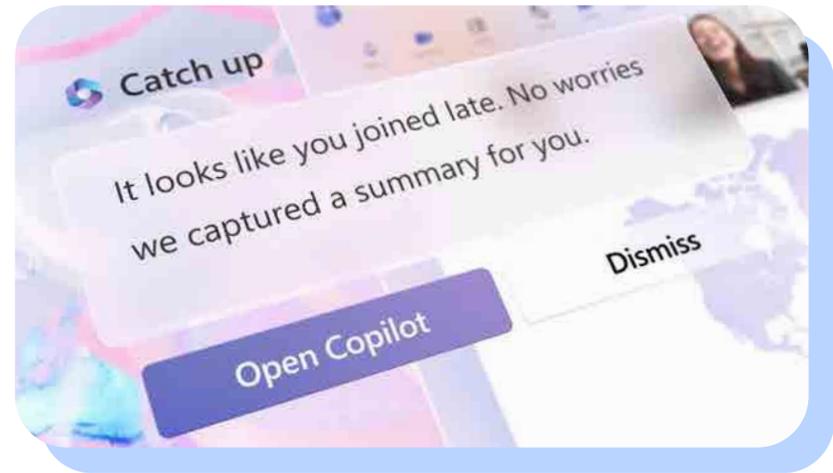
Business Chat - Business Chat, available via Teams, will work alongside you to bring together data from across your documents, presentations, email, calendar, notes, and contacts.

Prepare today

—

After experiencing the wizardry of Chat-GPT on their own, many M365 users are eager to put it to use in their jobs. They are quick to see the huge potential for increased efficiency and productivity.

While interest is high, Microsoft's Copilot preview is limited:

"We are currently testing Microsoft 365 Copilot with 20 customers, including 8 in Fortune 500 enterprises. We will be expanding these previews to customers more broadly in the coming months and will share more on new controls for IT admins so that they can plan with confidence to enable Copilot across their organizations."[1]

While we wait – impatiently – for Copilot to enter public preview, there are a few things companies can (and should) be doing today to prepare.
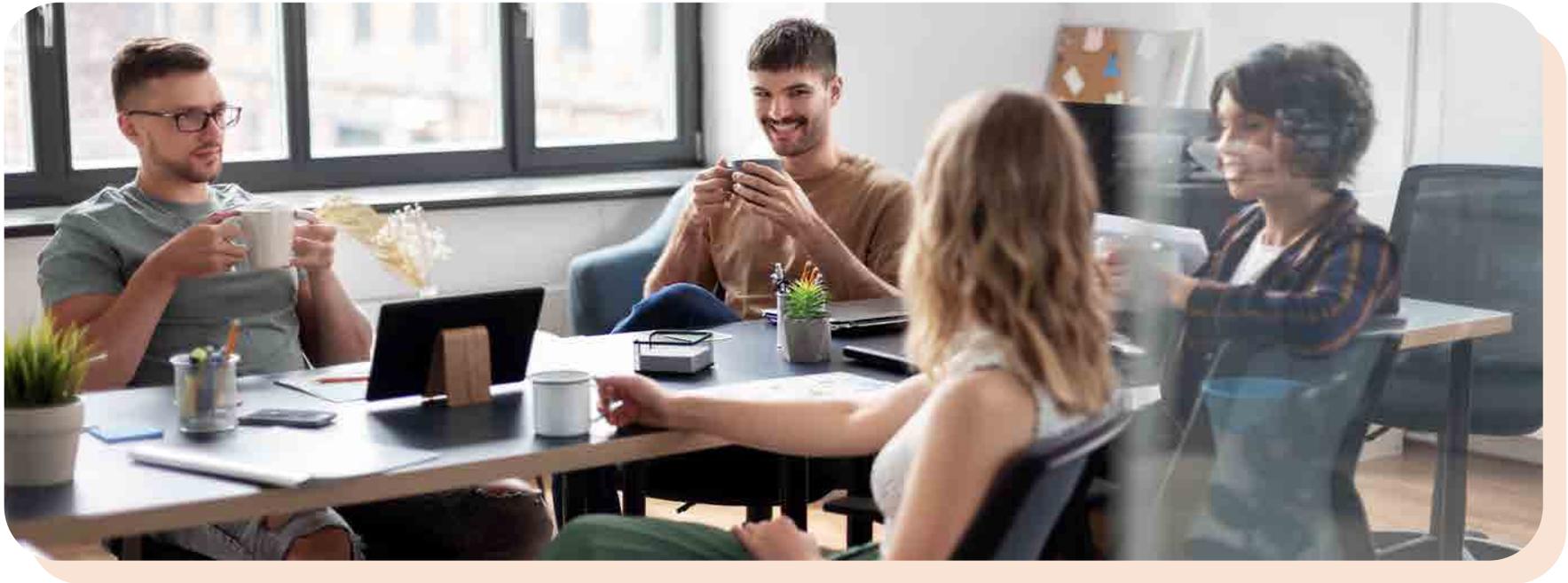
AI may be (*almost*) ready for the workplace, but is the workplace ready for AI?

—

Prepared organizations are getting serious about how to ready their organizations and users for what is certain to be a total disruption to the way people work, and even the way people think about work.

In this guide, you'll find 6 key ways to prepare your organization for Microsoft 365 Copilot today.
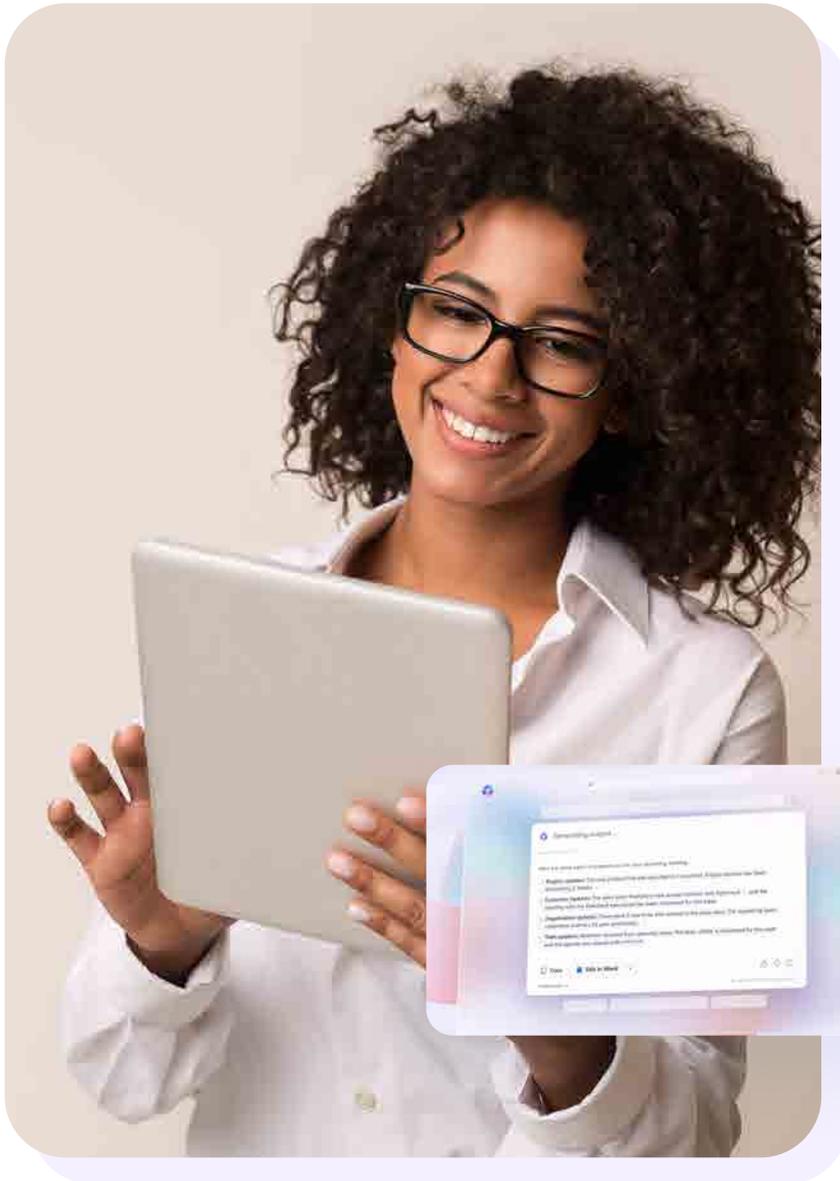
Roll out the welcome mat
—

Build a culture of AI positivity; generate excitement around the impact AI will have on day-to-day work as well as business outcomes.

"Humans are hard-wired to dream, to create, to innovate. But today, we spend too much time consumed by the drudgery of work, on tasks that zap our time, creativity, and energy. To reconnect to the soul of our work, we don't just need a better way of doing the same things. We need a whole new way to work."
(Satya Nadella, Microsoft CEO)

Get ahead of employee fears of displacement and disruption; cast a vision for how Copilot is a rising tide that lifts all boats.

Spark interest with ideas

—

Drive end user awareness and interest around how they can leverage workstream-integrated AI to make their work more optimal and meaningful.

While your early adopters and tech enthusiasts may be raring to go, chances are good they make up less than 10% of your user base.

Begin preparing the rest of your users to adopt Copilot today so they're eager and ready to get hands-on with the tool once your organization has access. Create demand now so you can hit the ground running.

⚑ TIP: Host a "Future of Work" brainstorming session series facilitated by willing champions across your organization.
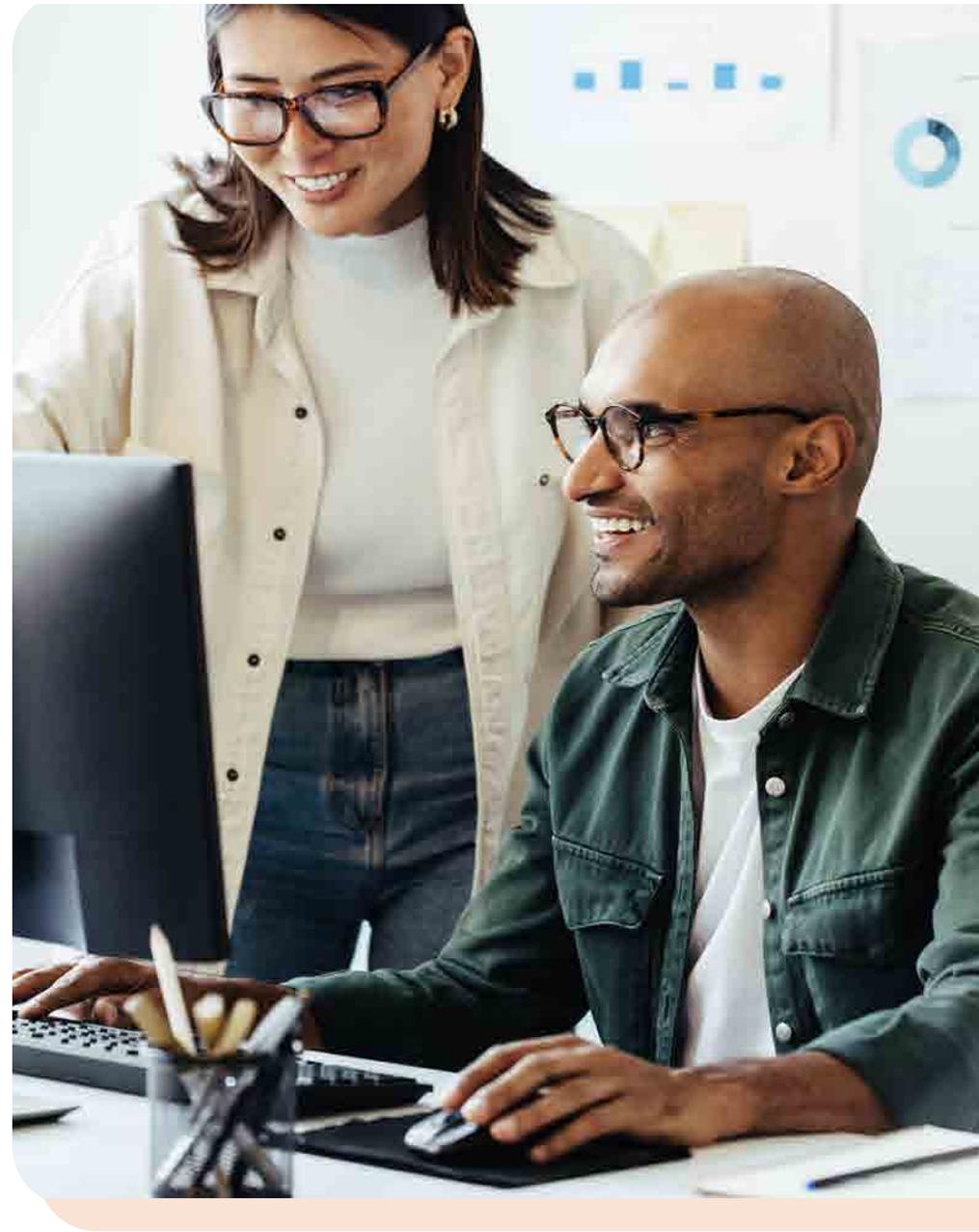
Whip your apps into shape

—
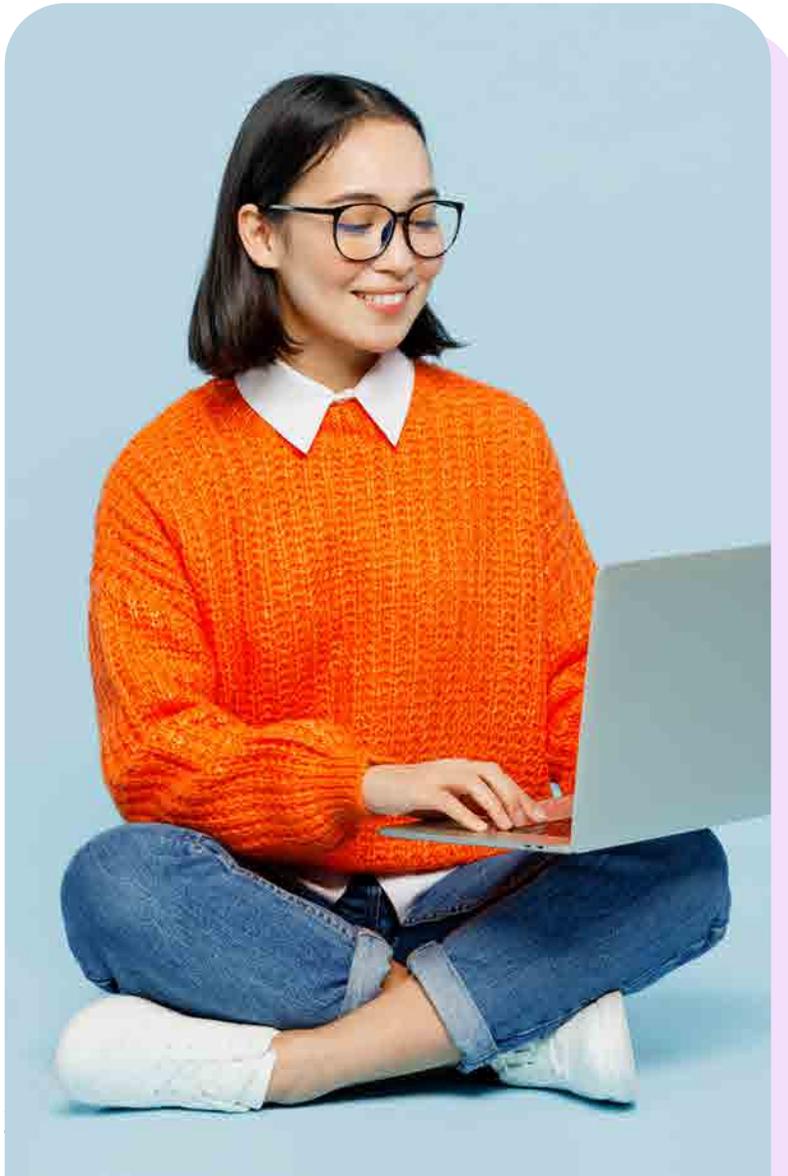
Now is the time to double down on intentional M365 adoption. AI's value and relevancy is only as good as its inputs. In Copilot's case, that's M365 app use.

If you envision using Copilot's Business Chat as Microsoft has highlighted so far (ex: asking for quick updates on things like pipeline, projects, and files), you'll want to make sure all key information is always in the right tool, and up to date.

The business value Copilot can bring to your organization is highly dependent on your existing M365 adoption. As the saying goes - garbage in, garbage out. Drive awareness, interest, and excitement about how end users can leverage workstream-integrated AI in their jobs. Dispel concerns about disruption and displacement before they take root.
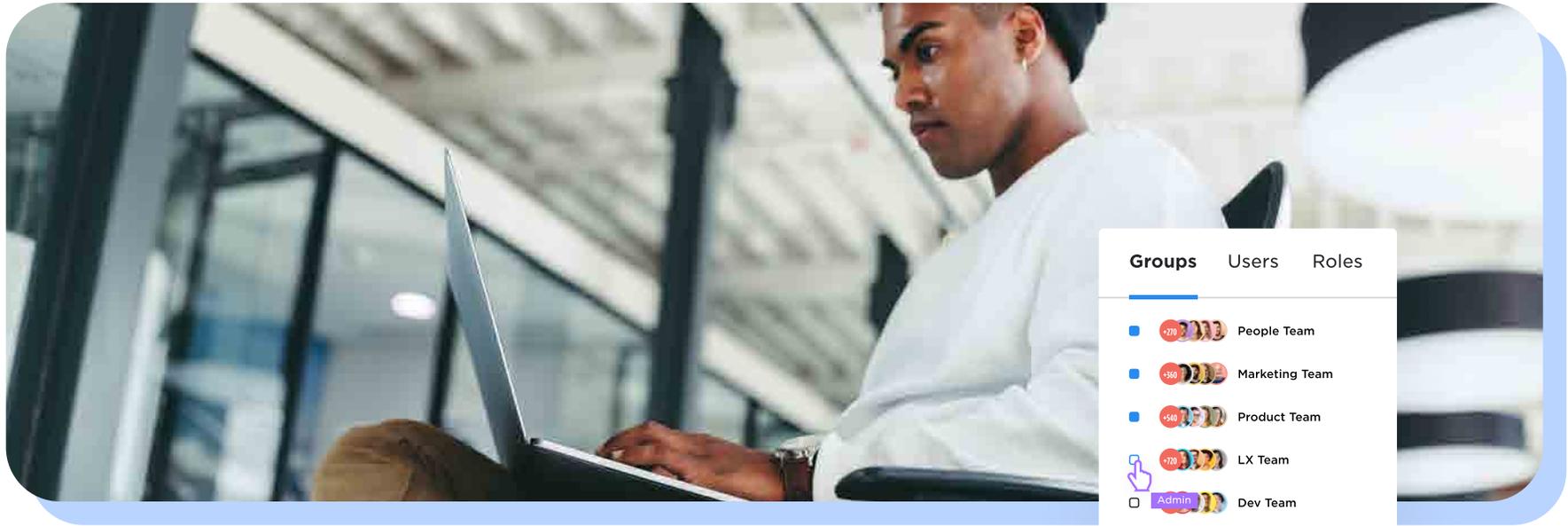
Build your flight school syllabus

—

Even Copilot won't be immune to adoption challenges. Changing end user behavior is hard, even when the tool is easy to use. And especially, at scale.

So, prepare by crafting ongoing Copilot learning campaigns to engage, teach, and reinforce end-user adoption. *Ex: How to write effective Copilot prompts.*

We hate to say it, but "natural language" isn't always natural. Begin training end users on how to engage and interact with LLM-based chat tools. Train users on how to craft questions and prompts that deliver precision and relevancy.

📌 TIP: Auto-enroll users into groups based on their roles or hire date to make sure learning is always relevant.

Start with which-tool-when

—

As M365 grows, protect end users from app overwhelm by equipping them with a compass for which tool to use for which task.

While Copilot's app-embedded and Business Chat capabilities will help users by drafting emails and compiling reports, it's still critical to get users to:

1) use the apps in the first place, and

2) use their apps in sync with other teams + users.

Ex: I want to get word out about a phishy email I saw in my inbox. But, I'm not sure if I should send an email, post in a Teams channel, send a group Teams message, or post in Viva Engage (Yammer). Which app do I use in different instances?
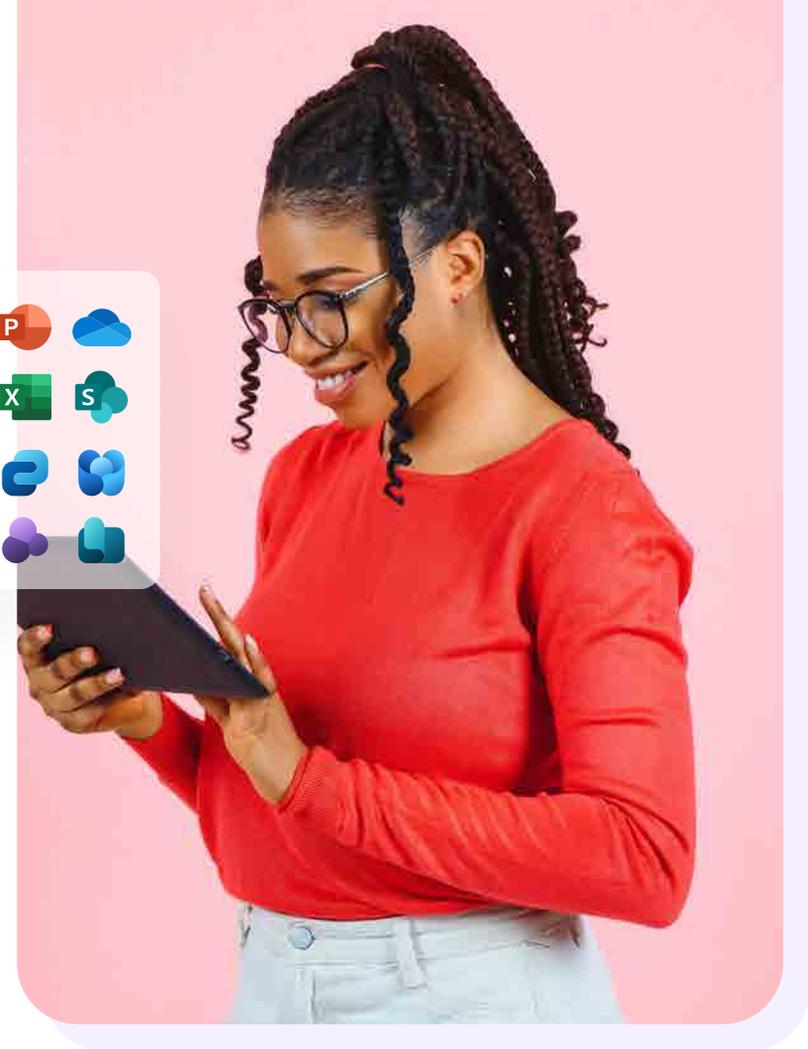
While your early adopters and tech enthusiasts may be raring to go, begin preparing the rest of your user base to adopt Copilot today so they're ready and eager to get hands-on with the tool once your organization has access.

Turn on the surround sound

—

While it's a landmark one, Copilot is just one of the many technologies that shape the digital employee experience. According to a recent study performed by OKTA, enterprises license an average of 187 software applications.

Here's the kicker: Microsoft 365 represents only one of those 187 apps. And further, Okta reports that end users within an organization are only aware of 49% of the software applications available to them to do their jobs.[2]

What does that mean for your employees? Copilot is just one new (massive) capability

of 1/187 applications end users are given to do their jobs. Creating a digital employee experience requires a 360-degree approach to the overall employee experience with their technology.
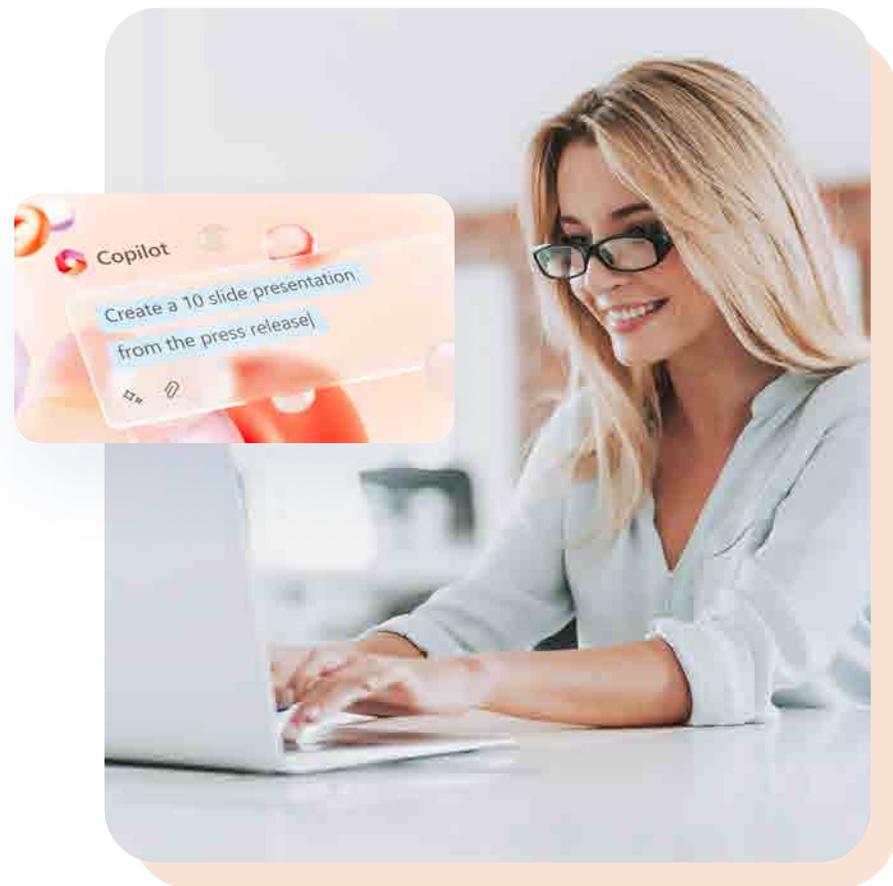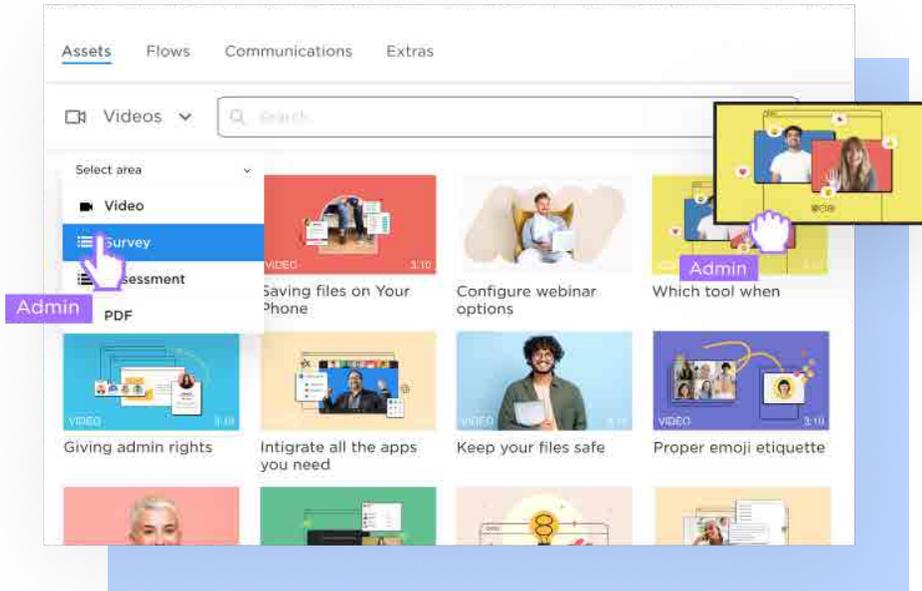
Get serious about your digital employee experience

—

When it comes to end-user management, the people side of change can be hard to prioritize. But, at the end of the day, end users make or break the success of your digital initiatives.

With what many are calling the 4th industrial revolution on the horizon, it's time to get serious about your digital employee experience.

As a 2022 Microsoft Partner of the Year award recipient, BrainStorm's solution gives you:

- always-on learning campaigns
- automatic user grouping
- Microsoft Graph integration
- dynamic learning flows
- a content marketplace

BrainStorm is custom built to meet the needs of IT, HR, and L&D teams as they drive their technology-centered training and change initiatives.

Schedule a demo