



RESKILL WALES · 5-DAY COURSE

AI for Business Productivity

with Microsoft Copilot & ChatGPT

Master prompt engineering, build AI-powered workflows across Microsoft 365, and create AI assistants for your team — without writing a single line of code.

www.reskillwales.co.uk · 01656 737349





01 · OVERVIEW

The course at a glance

Five days. Five outcomes. One transformed career. Mornings are taught sessions, afternoons are hands-on labs where you build something real.

5

DAYS

Structured, taught end to end

5

OUTCOMES

A real deliverable each day

30+

TECHNIQUES

Prompts, workflows & agents

0

CODE

No programming required



02 · HOW IT WORKS

How the week works

Every day follows the same rhythm: learn it in the morning, build it in the afternoon.

MORNINGS

Taught sessions

Concepts, live demonstrations and worked examples led by your trainer.

AFTERNOONS

Hands-on labs

You build something real — prompts, workflows, assistants and policy.

EVERY DAY

One takeaway asset

You leave each day with a finished artefact you can use at work.





03 · THE JOURNEY

Five days, five outcomes

From your first reliable prompt to a full AI policy and rollout plan — each day builds on the last.



LABS

Every afternoon is a build session — you finish the week with five working assets.



DAY 01 · AI FOUNDATIONS

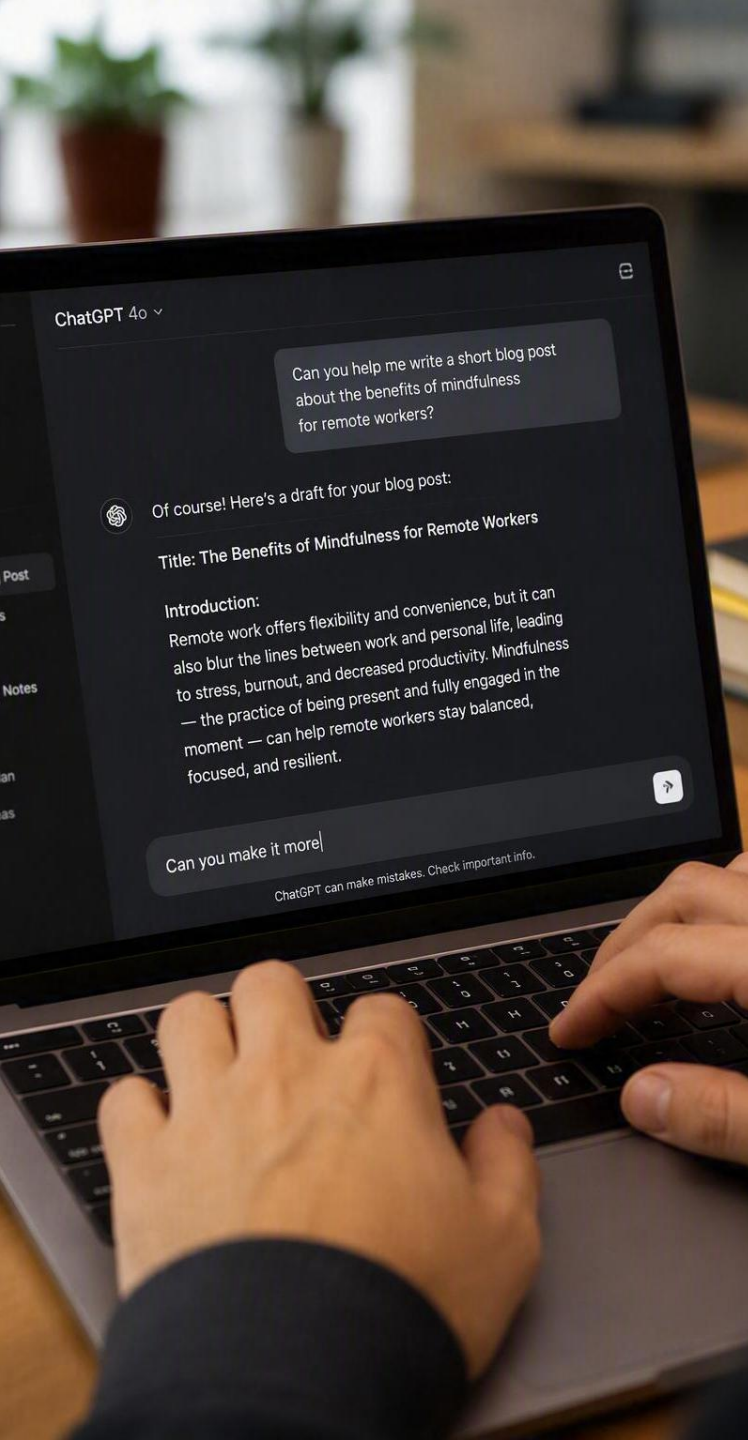
AI Foundations & Prompt Engineering

How LLMs actually work, why they hallucinate, and how to talk to them for reliable results.

- How LLMs work (ChatGPT, Claude, Copilot)
- The CRAFT prompt framework
- Zero-shot vs few-shot prompting
- System prompts & personas
- AI ethics & safe use at work
- Spotting hallucinations early

LAB

Build your first 10 production prompts





DAY 02 · MICROSOFT COPILOT IN PRACTICE

Microsoft Copilot in Practice

Copilot across the entire Microsoft 365 stack — from Word drafting to Excel analysis to PowerPoint decks.

- Copilot in Word — drafting & rewriting

- Copilot in Excel — data analysis & formulas

- Copilot in PowerPoint — decks from scratch

- Copilot in Outlook — email triage at scale

- Copilot in Teams — meeting recaps

- OneDrive & document grounding

LAB

Rebuild a week's worth of admin in 90 minutes



DAY 03 · CHATGPT FOR BUSINESS WORKFLOW

ChatGPT for Business Workflows

When to use Copilot vs ChatGPT vs Claude, plus reusable workflows for HR, finance, marketing and operations.

- Choosing between ChatGPT, Claude & Copilot

- Custom GPTs & project workspaces

- AI workflows for HR

- AI workflows for finance & marketing

- Building reusable prompt libraries

- Tracking AI productivity gains

LAB

Design your team's AI workflow





DAY 04 · AI ASSISTANTS WITHOUT CODE

AI Assistants Without Code

Build working AI assistants tailored to your business using Microsoft Copilot Studio — no coding required.

■ Microsoft Copilot Studio basics

■ Department-specific AI assistants

■ Connecting AI to your data

■ Approval workflows & human-in-loop

■ Testing & evaluation

■ Deploying to Teams or SharePoint

LAB

Build a working AI assistant for your role



DAY 05 · AI POLICY, GOVERNANCE

AI Policy, Governance & Capstone

Write a real AI policy, governance framework and rollout plan
— the deliverable that gets you hired or promoted.

■ Writing an AI usage policy

■ Risk management & governance

■ GDPR & data protection with AI

■ Measuring AI productivity gains

■ Rolling AI out across a team

■ Pitching AI investment to leadership

CAPSTONE

Present your AI workflow + policy to the cohort



09 · OUTCOMES

What you'll walk away with

Not theory — five finished assets you can put to work the Monday after the course.

01

A production prompt library

Ten tested prompts built on the CRAFT framework, ready for your daily work.

02

A rebuilt admin workflow

A week of routine admin re-engineered across Word, Excel, Outlook and Teams.

03

A team AI workflow

A documented, repeatable workflow designed for your own department.

04

A working AI assistant

A Copilot Studio assistant connected to your data and deployed to Teams.

05

An AI policy & rollout plan

Usage policy, governance framework and a plan to roll AI out across a team.

06

A capstone presentation

Your workflow and policy pitched to the cohort — evidence for your next role.



10 · WHO IT IS FOR

Who this course is for

Built for people who want AI to save them real hours — no technical background needed.

1

Managers & team leads

Cut admin time and lead an AI-confident team.

2

HR, finance & marketing

Reusable workflows for the work you repeat every week.

3

Operations & admin staff

Turn hours of routine work into minutes.

4

Anyone reskilling

Leave with portfolio evidence, not just a certificate.

You need no coding experience — just a laptop, a Microsoft 365 account and work you want to do faster.



READY TO START?

Five days that change how you work

Book your place on AI for Business Productivity with Microsoft Copilot & ChatGPT.

CALL US

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