



SIVICO LEARNING

Microsoft 365 Copilot

Capability Development and Adoption Support for SMEs

Executive Summary

Sivico Learning provides a structured Microsoft 365 Copilot Adoption programme designed specifically for SMEs. Through our four-stage framework of Discover, Define, Deliver and Scale, we help organisations assess readiness, establish governance, develop practical skills, and embed effective ways of working.

Combining readiness assessment, use case identification, capability development, and adoption support, the programme enables organisations to move beyond experimentation and achieve measurable business value from Microsoft 365 Copilot.

Our focus is not simply on learning how to use Copilot, but on helping teams adopt it confidently, responsibly, and sustainably as part of everyday work.

Focused on Performance

Our services are focused on driving performance in organisations, which is why we don't offer generic training packages or advice. Each adoption programme is bespoke and aligned to the objectives of the business.

Current

Curriculum aligned to
**Microsoft AI Business
Professional** certification



Skills development

Programme maps to the UK
**AI Skills for Business
Competency Framework**



Designed for SMEs

Supports the ambitions of
the final report of the DBT
**SME Digital Adoption
Taskforce**



Expected Benefits

Microsoft 365 Copilot has the capacity to transform current workflows and generate new ways of working. By developing skills, trust and confidence, Sivico Learning focuses on the changes in behaviour that drive performance.

Productivity

Reduced time on routine
and repetitive tasks

Quality

Improved consistency
and clarity of outputs

Decision-making

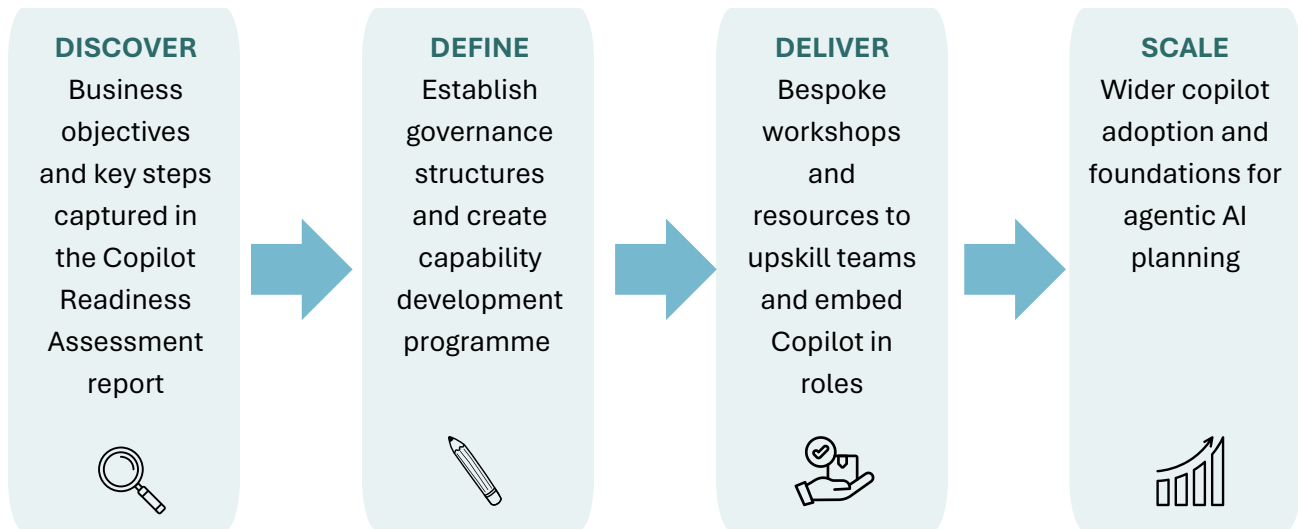
Faster access to
insights and summaries

Engagement

Increased confidence
with AI tools at work

Approach & Methodology

Copilot adoption sits within Sivico Learning's SME Digital Adoption Framework. It is structured across four distinct stages.



Stage 1. Discover 🔍

Business objectives sit at the heart of the Copilot adoption programme. This is how value is generated. These objectives are captured in the **Copilot Readiness Assessment** report, the output of a staged process that ensures deployment will realise benefits for the client.

Step 1. Scoping Call (20-30 minutes)

Structured questions around business objectives and appetite for AI .

Step 2. Diagnostic Questionnaire (45 minutes)

This covers aspects of the SME including: business outcomes and use cases; leadership expectations and sponsorship; governance, risk and ownership; and technology and licensing.

Step 3. Senior Stakeholder Online Discovery Workshop (1-2 hours)

This is designed to fully understand business, growth and workforce development strategies and ensure Copilot deployment is positioned correctly in the organisation.

Output: Copilot Readiness Assessment Report

Delivered to senior leaders and sponsors in the organisation. The report includes assessment outcome, organisational strengths, risks and gaps, opportunity areas, next steps and so on.

Stage 2. Design

The Copilot Readiness Assessment report forms the basis for the design of the adoption programme, including the workshop. The Design stage ensures the capability development programme is aligned to the AI literacy requirements of Article 4 of the EU AI Act.

This stage sees the creation of governance structures around AI, which needs to be proportionate and robust. Here are examples of what should be considered.

Area 1. Data and Information

- Staff know what information can be entered into Copilot.
- Staff know what information must never be entered into Copilot.
- Staff understand their responsibilities for data protection.

Area 2. Human Oversight

- Copilot-generated outputs are reviewed before important decisions are made.
- Staff understand that AI can make mistakes.
- Human judgement remains responsible for final decisions.

Area 3. Accountability

- An owner for Copilot adoption has been identified.
- Staff know where to seek advice.
- A process exists for reporting concerns or issues.

Area 4. Workforce Capability

- Relevant training has been provided.
- Staff understand the benefits and limitations of AI.
- Teams understand approved ways of working with Copilot.

Area 5. Monitoring and Improvement

- Risks and issues are reviewed regularly.
- Copilot adoption is being tracked.
- Governance guidance is updated when required.

Stage 3. Deliver

As well as other support resources and mechanisms, Stage 3 contains the capability development workshop, which is in-person and delivered at the client's offices. It's a full-day session (9.30-4.30) and requires a flipchart/whiteboard and presentation facilities. Participants will need their own laptops.

Morning Session

Core Capability Development

1. Introduction to Microsoft 365 Copilot
2. Understanding capabilities and limitations
3. Prompting fundamentals and best practices
4. Hands-on practice with Word, Excel, PowerPoint, Teams
5. Introduction to Pages, Notebooks, and reusable workflows

Afternoon Session

Role Application and Use Cases

1. Mapping Copilot to team workflows
2. Role-specific scenarios and exercises
3. Developing prompts for real tasks
4. Creating reusable templates and outputs

Capstone Session

Embedding Team Adoption

1. Identification of priority use cases
2. Development of team usage guidelines
3. Agreement on next steps

Participant Outcomes

1. Personal prompt playbook
2. Practical experience with on-canvas Copilot functions
3. Reusable prompt templates
4. Understanding of how to apply Copilot to daily work
5. Increased confidence and trust in AI outputs
6. Appreciation of ethical and compliant use of AI

The capability workshop is bespoke to your needs and priorities. It is designed to prioritise upskilling within the organisational context of the client.

Practical hands-on
learning

Role-specific
application

Immediate business
relevance

Focused on
behaviour change

Stage 4. Scale

The priority in Stage 4 is making adoption stick and ensure the business derives maximum value from its Copilot investment.

Successful adoption means that Copilot use and integration into workflows will grow across teams, and that these workflows will change as productivity is increased.

In time, with this experience and the firm governance foundations created as part of the programme, the organisation is well positioned to explore agentic AI and task deconstruction.

The 365 Copilot Adoption programme offers:

- Two weeks of follow-up online support for staff
- Co-creation of adoption metrics
- Support for a Champions Network

Successful digital adoption and change management requires a whole-organisation approach and commitment.

Microsoft Certified Support

365 Copilot Adoption programme aligned to Microsoft.



**AI Transformation
Leader**



**Copilot and Agent
Administration Fundamentals**



**AI Business
Professional**

About Sivico Learning

We combine deep digital adoption expertise with practical training design to deliver learning interventions that create impact and lasting behaviour change.

Business Outcome Focus

Every intervention is designed around measurable results, not just feature demos.

Digital Adoption Expertise

Specialist knowledge in helping teams embrace and sustain digital change.

Hands-On Experience

Participants learn by doing - with live exercises using their own workflows.

Transformational Frameworks

Proven track record supporting organisations through digital change.

Pricing

Package 1 (Stage 1)	Copilot Readiness Assessment Report (standalone product)	£495
Package 2 (Stages 1-4)	365 Copilot Adoption Programme (includes the Copilot Readiness Assessment Report)	£2,950

Ready to get started?



**Schedule an
online consultation**

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Microsoft 365 Copilot Adoption