




## Microsoft Copilot competency framework

Track your AI skill progression across three core competencies through our training program with Microsoft Copilot.

Competency	 Starter	 Competent	 Proficient
<b>AI insight</b> Understanding capabilities & appropriate use	<ul style="list-style-type: none"><li>• Knows AI can make mistakes</li><li>• Uses AI for simple, low-risk tasks</li><li>• Aware outputs need checking</li></ul>	<ul style="list-style-type: none"><li>• Recognizes 1% hallucination rate</li><li>• Selects appropriate AI tasks</li><li>• Verifies critical information</li></ul>	<ul style="list-style-type: none"><li>• Predicts when AI will struggle</li><li>• Designs strategies for AI work</li><li>• Has AI verification workflow</li></ul>
<b>Effective prompting</b> Writing structured instructions	<ul style="list-style-type: none"><li>• Writes basic one-line requests</li><li>• Accepts first output received</li><li>• Attempts phrasings randomly</li></ul>	<ul style="list-style-type: none"><li>• Uses 2-3 prompt components</li><li>• Refines prompts based on results</li><li>• Saves successful prompts</li></ul>	<ul style="list-style-type: none"><li>• Masters all 4 components fluently</li><li>• Debugs outputs systematically</li><li>• Creates reusable frameworks</li></ul>
<b>Context management</b> Selecting and organizing information for AI	<ul style="list-style-type: none"><li>• Treats each AI task as isolated</li><li>• Saves outputs occasionally</li><li>• Starts fresh conversation always</li></ul>	<ul style="list-style-type: none"><li>• Maintains AI work structure</li><li>• Connects related tasks effectively</li><li>• Achieves 20-30% time savings</li></ul>	<ul style="list-style-type: none"><li>• Orchestrates AI workflows</li><li>• Creates AI workspace</li><li>• Achieves 40-50% efficiency gains</li></ul>
<b>Assessment indicators</b> You are likely at	<b>Starter level if you:</b> <ul style="list-style-type: none"><li>• Experimenting with AI for basic tasks</li><li>• Seeking guidance on effective use</li><li>• Open to learning new workflows</li></ul>	<b>Competent level if you:</b> <ul style="list-style-type: none"><li>• Double-check AI output</li><li>• See productivity work improvements</li><li>• Saving useful prompts</li></ul>	<b>Proficient level if you:</b> <ul style="list-style-type: none"><li>• Predict when AI will struggle</li><li>• Help colleagues troubleshoot prompts</li><li>• Measurable efficiency gains to share</li></ul>

## Workshop alignment

Workshop session	Focus for starters	Focus for competent learners
<b>Session 1: Fundament</b>	Learn hallucination concept, write first structured prompt, understand verification needs	Master all prompt components, build verification habits, create prompt library
<b>Session 2: Productiviteit</b>	Complete a real work task safely, learn folder organization, measure time saved	Design reusable workflows, achieve 30%+ efficiency, share team templates
<b>Coaching session</b>	Address specific concerns, practice verification, set personal goals	Explore advanced techniques, plan team adoption, become peer mentor

**Assessment method:** pre-training self-assessment places you at your starting level. Reassess after 2 weeks to track progress.