

STEPHENLROSE.COM

# Microsoft Copilot Confessions:

## Real World Customer Stories and Lessons Learned

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# About Me

- 15 years at Microsoft
- Consulting since 2023
- Host of UnplugIT
- LinkedIn Learning
- Volunteer at CMZ



# My Clients Include





# Past Government Customers





It all starts the same....





**Company Leader**



**Cool Marketing Video**

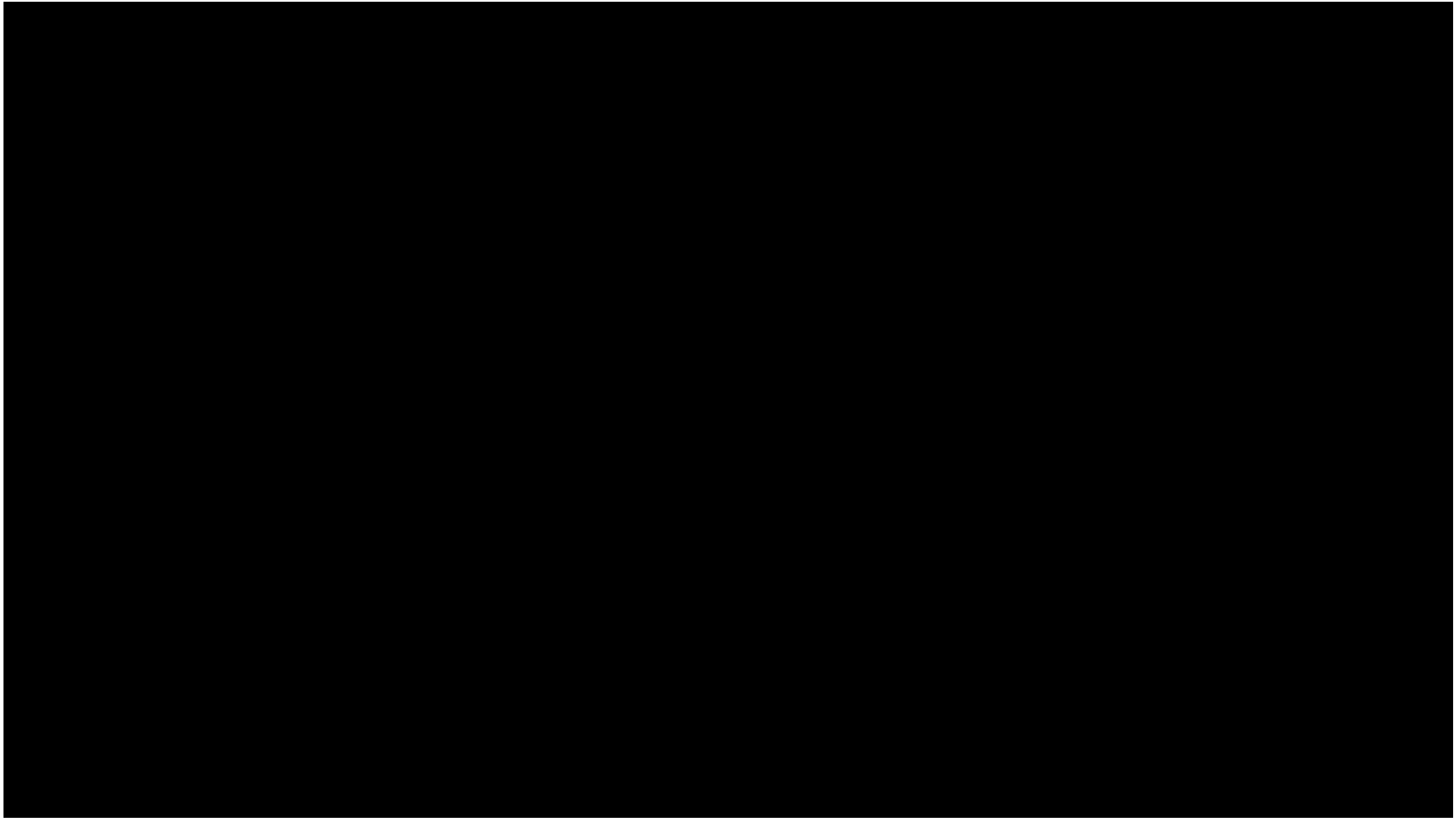


**Chaos for IT and Devs**

EXAMPLE

THE CAUSE





THE RESULT

WHAT WILL BE  
THE IMPACT OF  
CHATGPT ON  
OUR BUSINESS?



THERE'S  
A LOT WE  
DON'T KNOW  
FOR SURE...



LIKE HOW  
MUCH OF  
WHAT IT SAYS  
IS MADE UP...



OR IF IT WILL  
TAKE AWAY  
OUR JOBS...



OR THE  
SECURITY  
RISKS...



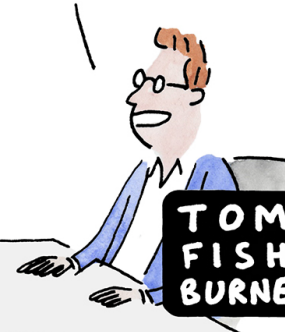
OR IF IT COULD  
DAMAGE OUR  
REPUTATION...



WHAT DO  
WE KNOW  
FOR SURE?



ONLY THAT WE  
WANT TO ADOPT IT  
EVERYWHERE AS  
FAST AS WE CAN.

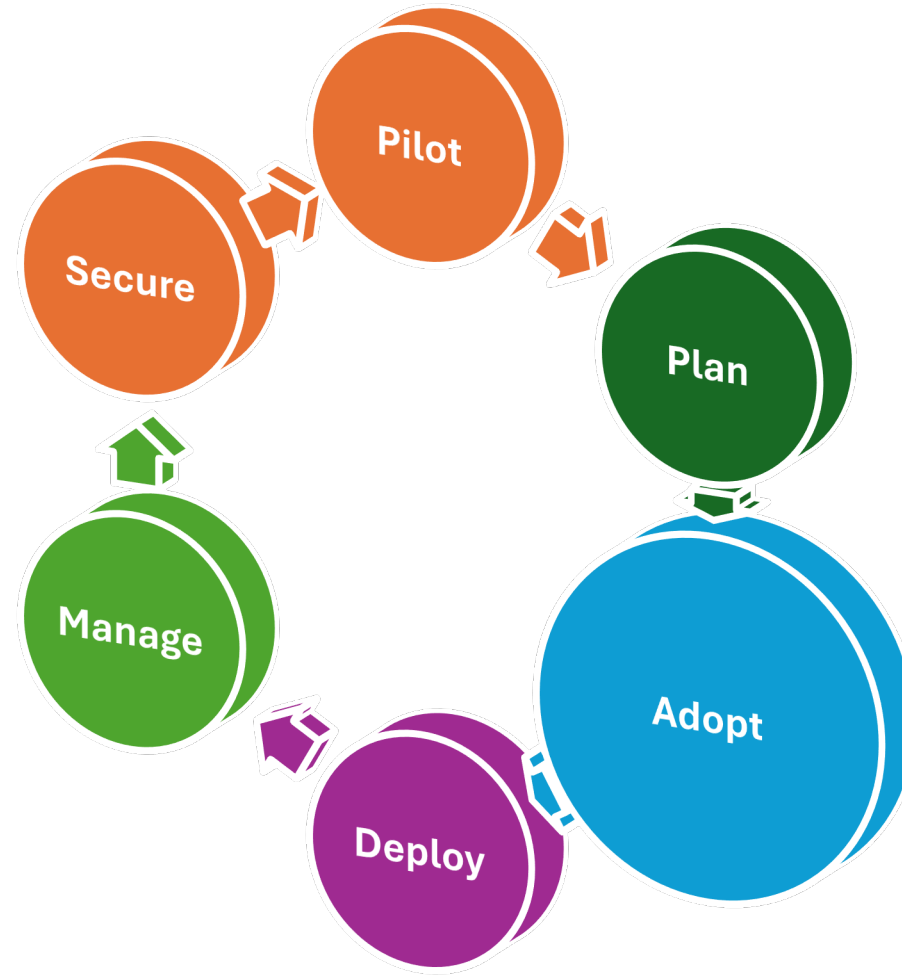


TOM  
FISH  
BURNE



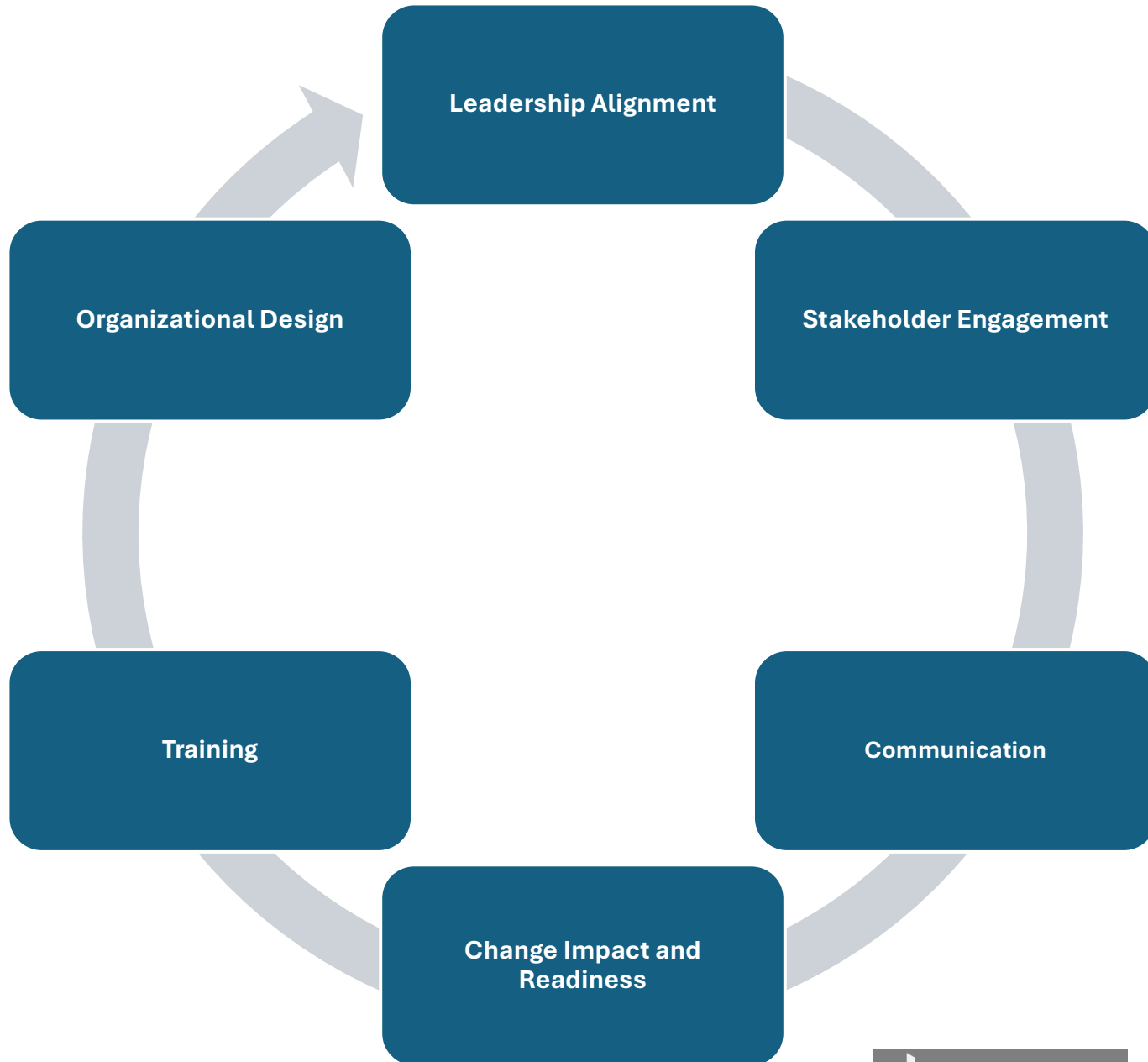
HOW COULD I PREVENT THIS?

# Software Lifecycle Phases



# THE INSTRUCTION MANUAL





**Leadership** : Why are we changing?

**Stakeholder**: Who is involved?

**Communication**: Share our vision for change

**Impact**: How change ready are we and what is the impact?

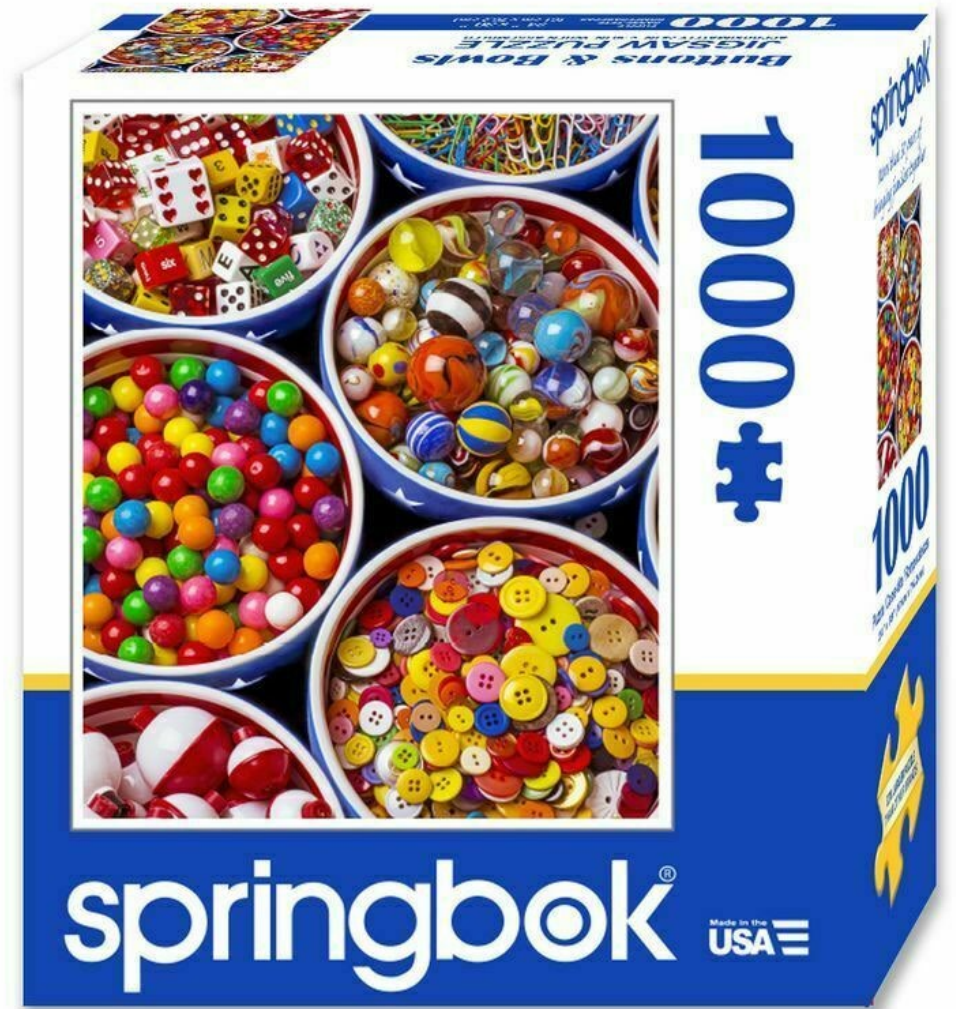
**Training**: What are the learning needs, capabilities and behaviors?

**Org Design**: What are the new process and structures?



# Understand What Success Looks Like







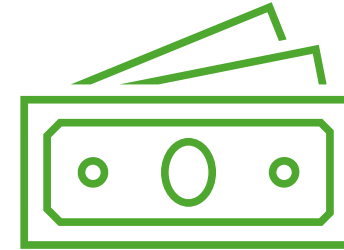
- **What is our goal?**

- What does success look like?
- What do we hope to achieve?



- **Why are we changing?**

- Increase or decrease a specific type of software?
- Reduce cost?
- To adopt a new type of workstyle?



- **How will we track and measure success?**

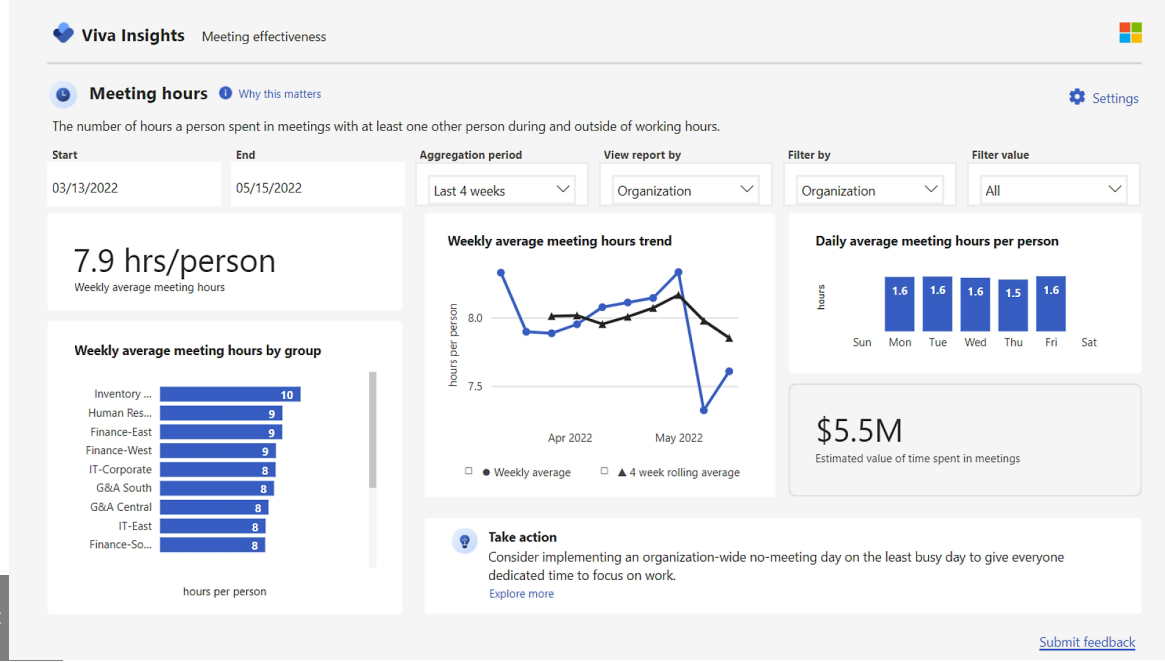
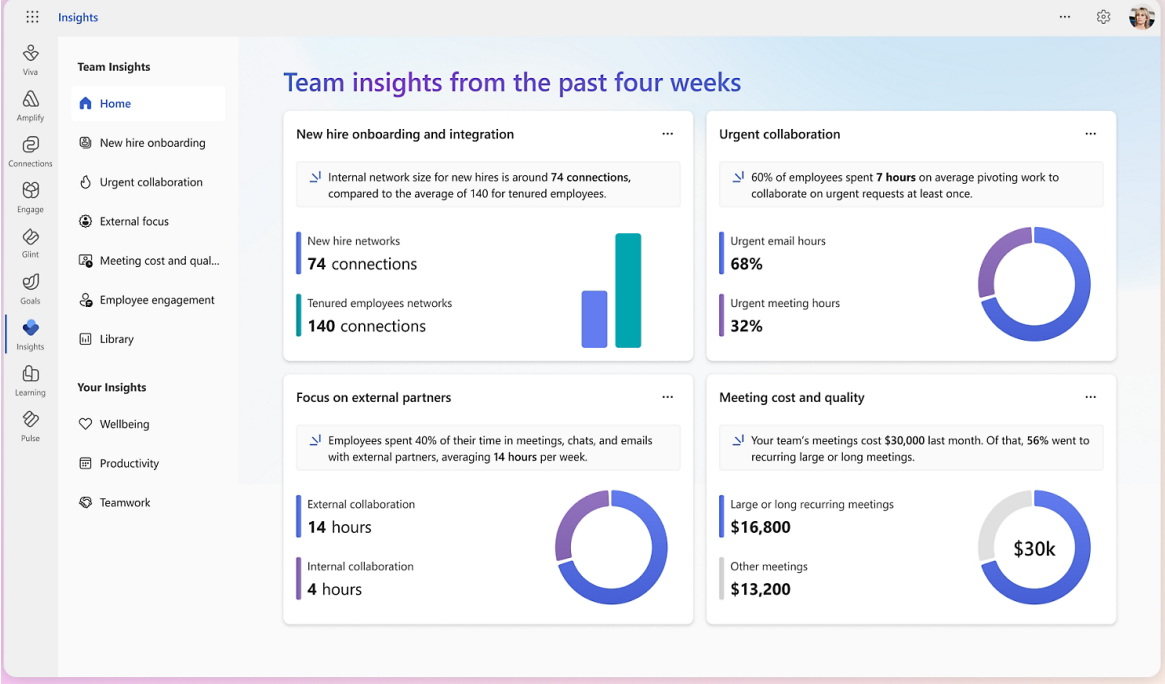
- Company Level
- Org or Group Level
- Regional Level



VIVA



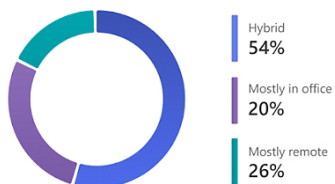
# Viva Insights



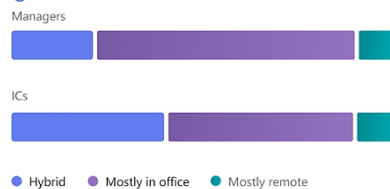
## Employee work site habits

One or fewer in-office days is defined as mostly remote, while four or more is considered mostly in office.

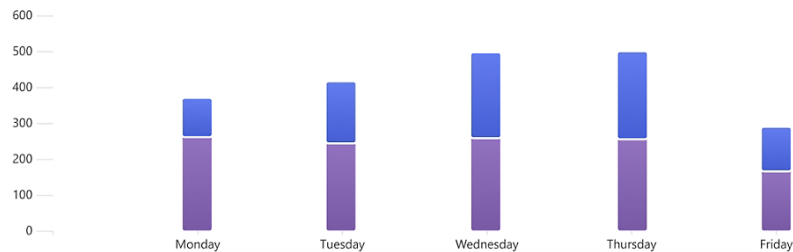
### Overview



### Managers vs ICs



### Days of the week in office



Hybrid workforce experience

Microsoft 365

## New hire onboarding

How fast are new hires integrating into the organization's network and are they getting the manager support they need?

1/1/2022 - 3/26/2022

Settings

### Manager support for new hires

## 2.8 hours

Average weekly hours new hires get in meetings and calls with their manager

Average weekly time new hires get with their manager, by work mode

Include: 1:1 time with manager



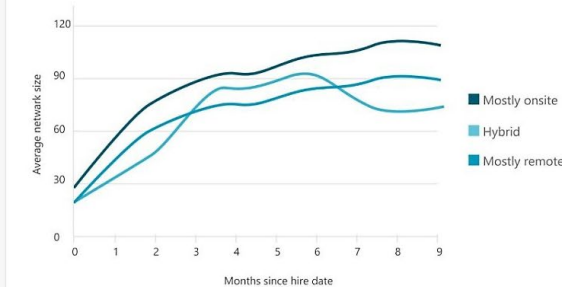
Break out by group

### New hires building their network

## 65

Average new hire internal network size after their first 3 months

Change in average new hire network size in first few months, by work mode



## Drivers of engagement

What influences engagement score to be

Favorable

When...

...the likelihood of engagement being "high"

After-hours collaboration < 5

3.1x

Weekly 1:1 meeting hours with manager 0.5 or more

2.8x

Workweek span < 60

2.4x

Number of strong network connections > 40

2.3x

View trend



Back to Home

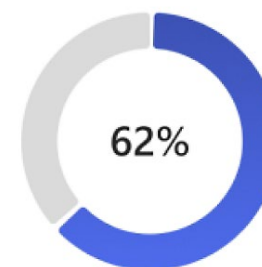
## Microsoft Copilot Dashboard

Readiness Adoption Impact Learning

Activate Copilot for Microsoft 365 for your organization

Anyone with an eligible Microsoft 365 license can be assigned a Copilot license.

### Copilot adoption rate



Active Copilot users

Copilot licensed employees

### Copilot activation steps

Total Microsoft 365 licenses

Total Copilot licenses

Copilot licenses assigned

Active Copilot users

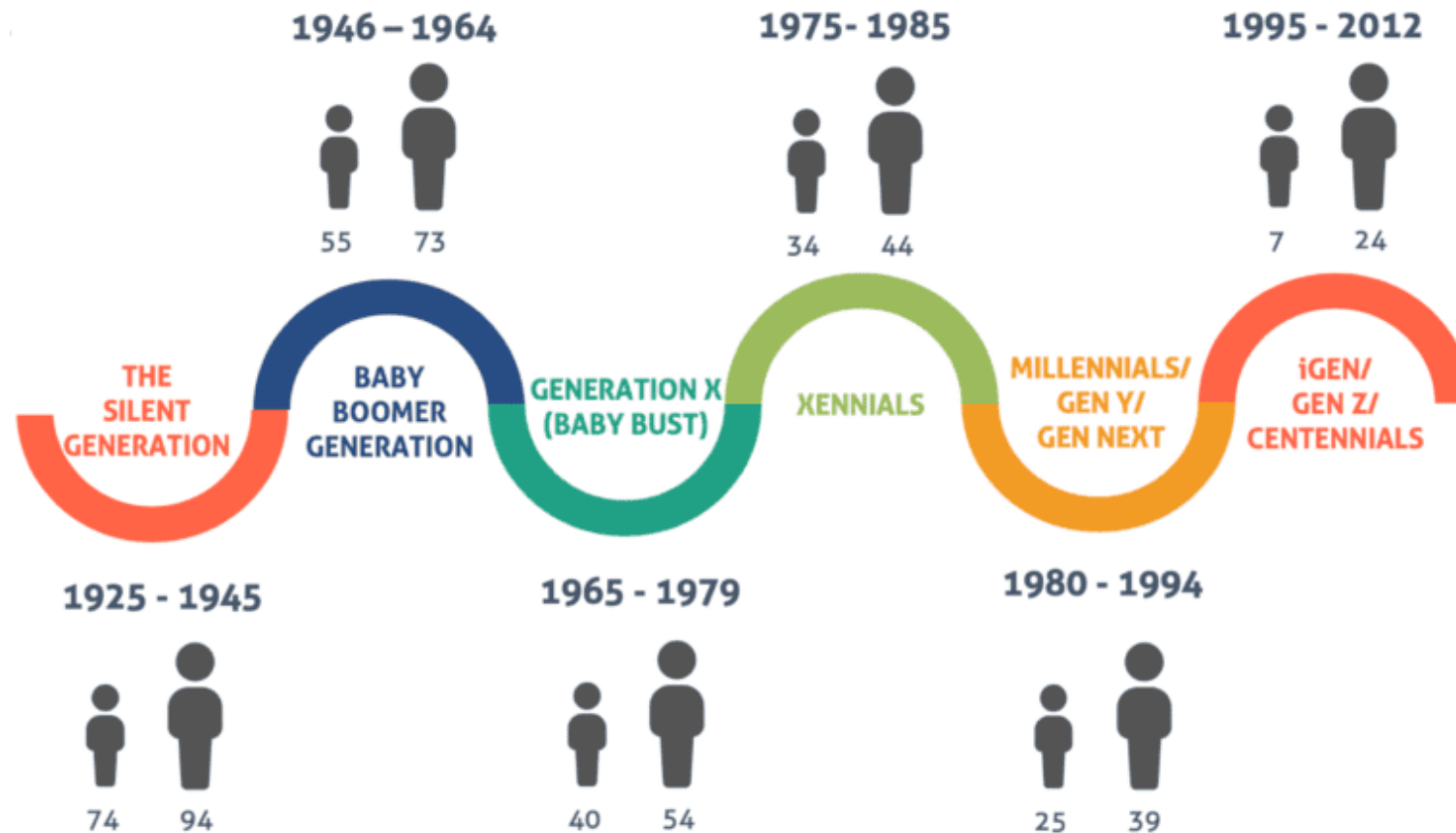


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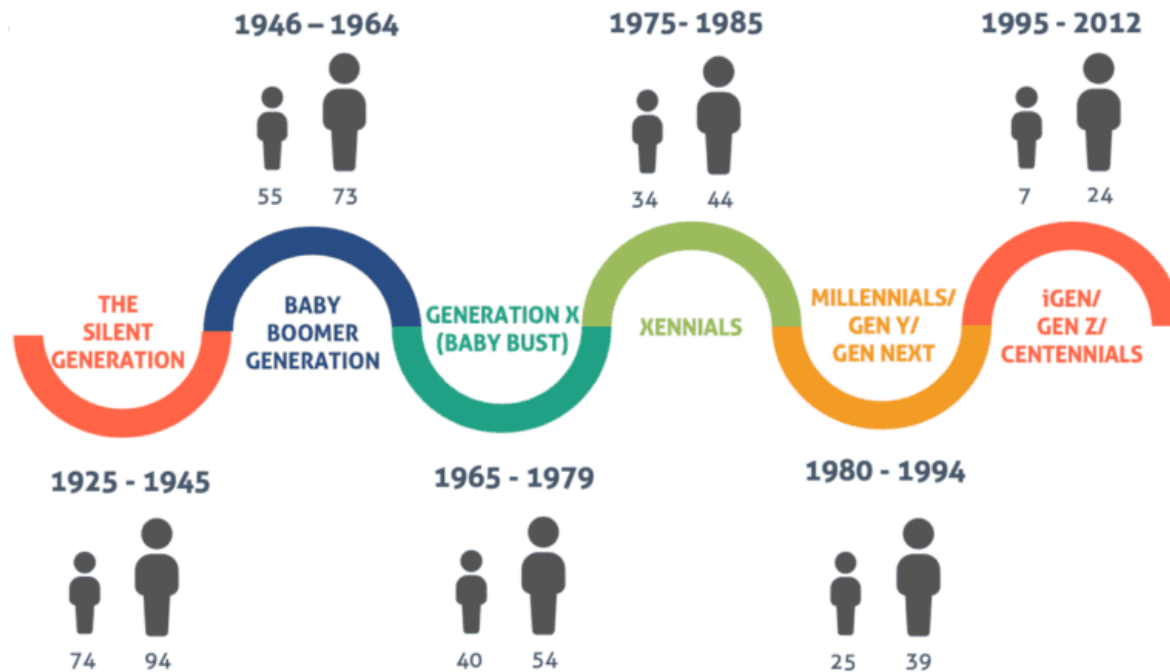
# GENERATIONAL DIFFERENCES



# Multi-Generational Workplaces



# Think about how they were taught to work

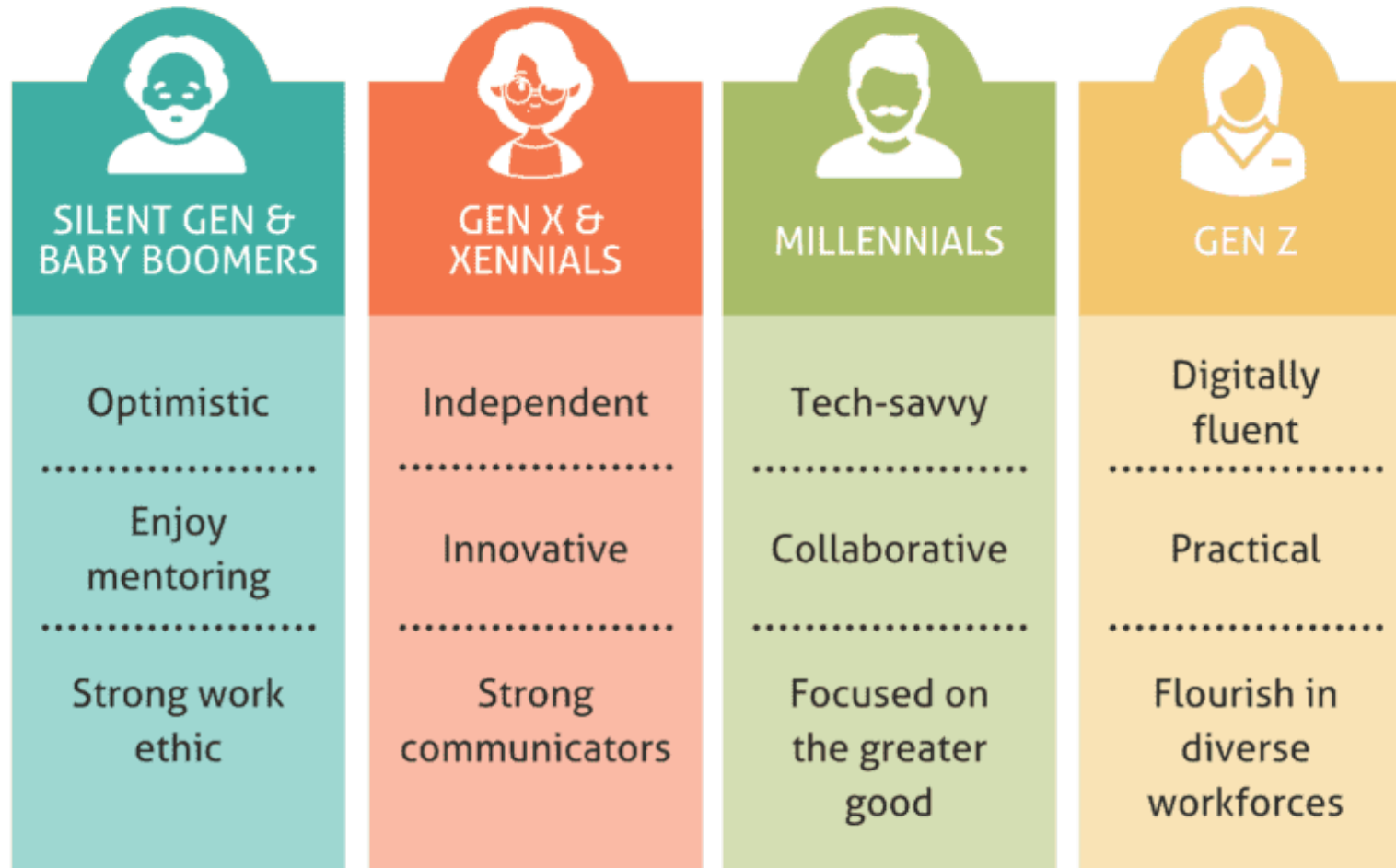


Baby Boomer- 1<sup>st</sup> Computers

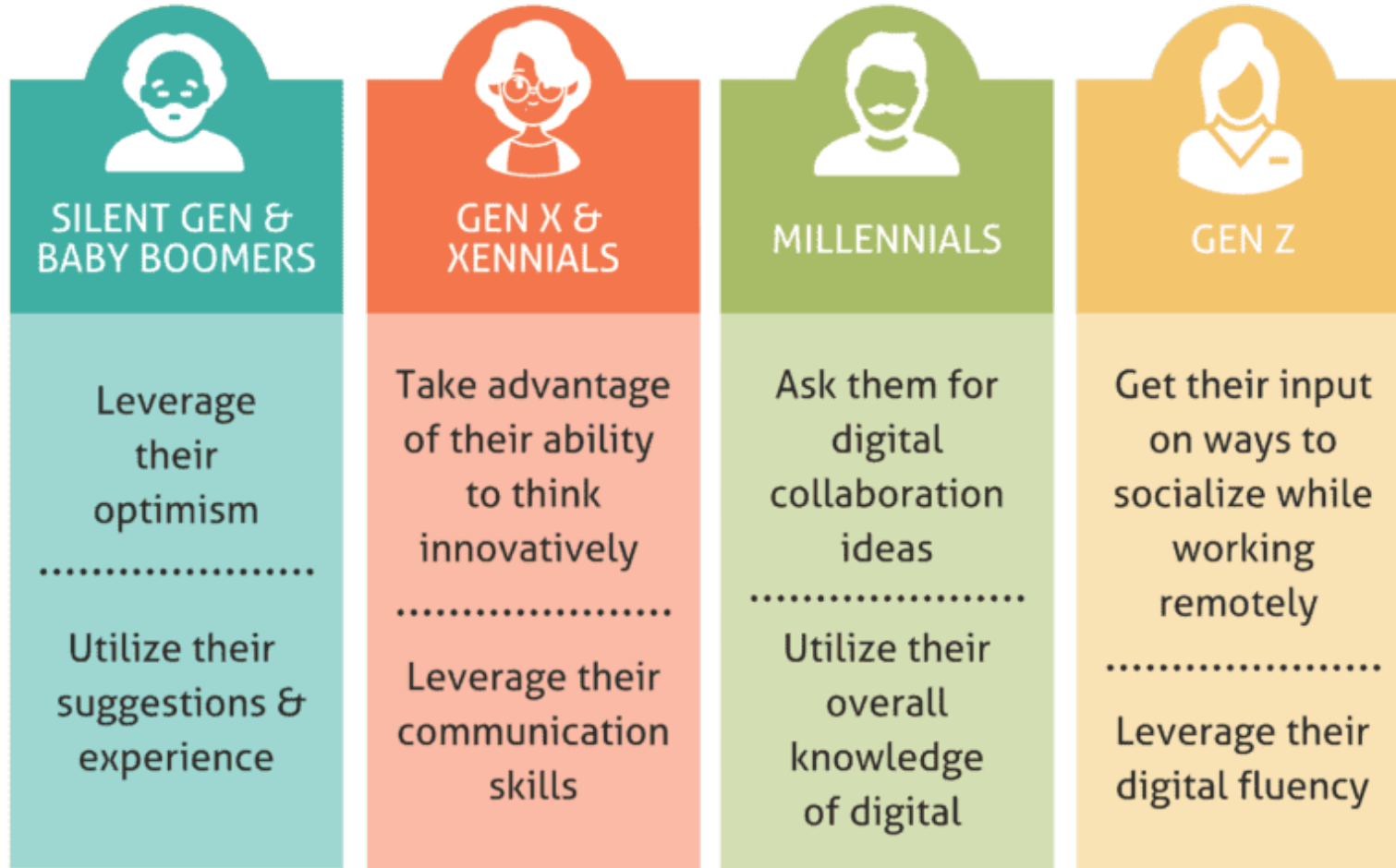
Gen X- First Laptops

Millennials- Fast Internet

Gen Z- 100% Cloud



# Traits



# Value

HOW DO WE START CHANGE THE CULTURE?



# How Changing The Workplace Culture Starts At The Top



## The Dolphins Culture Change At The Top!

## Successful culture change starts at the top



## Why Every Executive Should Be Focusing on Culture Change Now

## Culture Change: It Starts At The Top

## Why Company Culture Starts at the Top



# Examples of C Level Habit Changes

## Old Way

Sending Emails

Sending attachments

Asking where documents are

Meetings without pretext

## New Way

Posting in Teams

Posting/Sharing Documents

Using Copilot

Agendas and pre-reads\*

HOW DO I GET END USER BUY-IN?

# Time To Play Doctor





**Where does it hurt?**

**When and how often does it hurt?**

**When did this start?**

**How impactful will a cure be?**

**How quickly can we produce a cure?**

**What job process is painful?**

**How many times a day do you do this process?**

**When did the process get more difficult?**

**How impactful will this solution be? Can it help others?**

**What is need to implement this change?**

**aka**

# **Stephen 15/70/15 Rule\***

aka

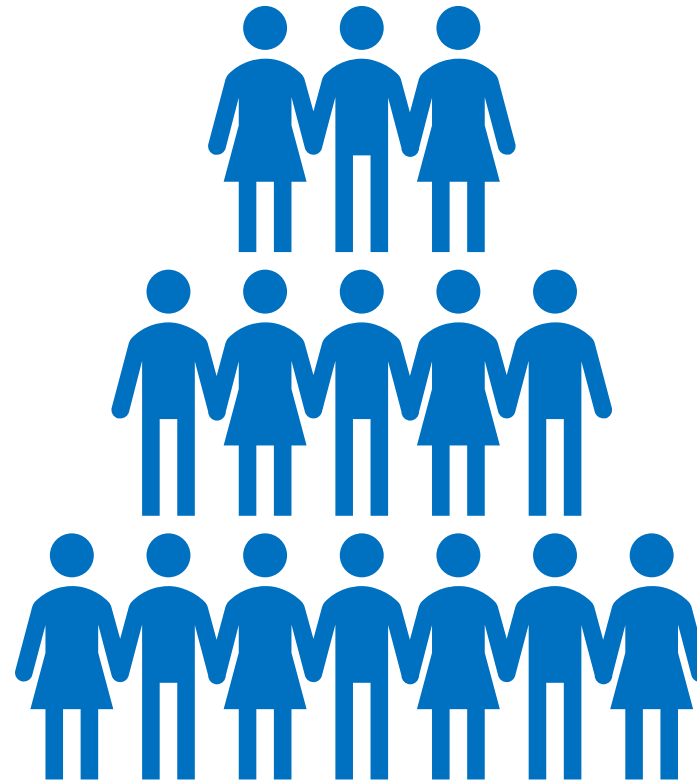
## **If you build it, they will come\*\***

\*patent pending

\*\* Some sooner. Some later. Some only under duress

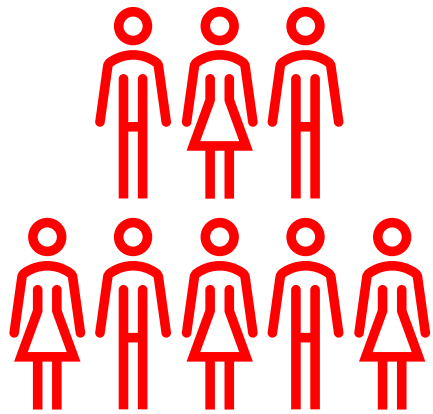


# 15/70/15 Rule

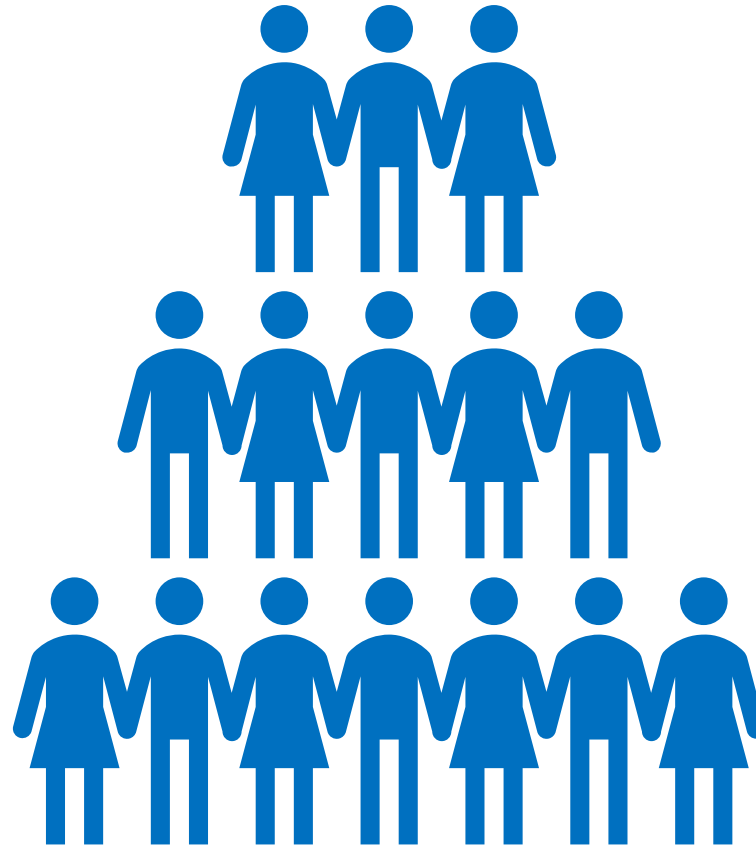


1000 employees

# 15/70/15 Rule



**15%- Nope! Never!**

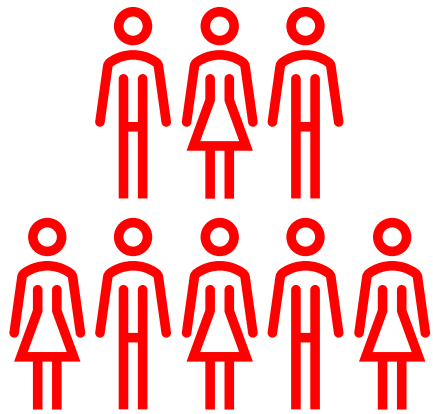


**70%- But...**

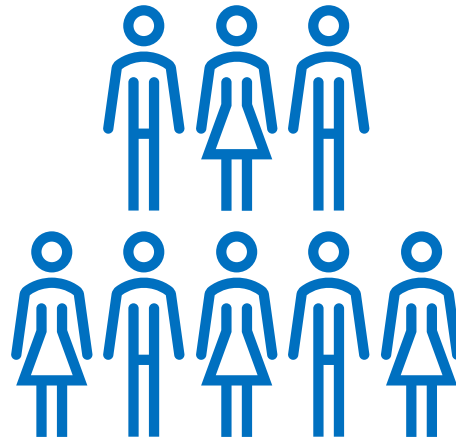


**15%- Sign Me Up!**

# Six Months Later



**5%- Nope! Never!**



**10%- But...**



**85%- Sign Me Up!**



CHANGING MINDSET IS HARD...

# GROUP EXERCISE: IMAGINE A SALAD

INGREDIENTS

PROTEINS

COLORS

TEXTURE

DRESSING

(ACCORDING TO MY WIFE, ONLY ONE OF THESE  
IS A "SALAD")



DIFFERENT PEOPLE

DIFFERENT EXPERIENCES

DIFFERENT ANSWERS



IT TAKES 21 DAYS TO BREAK A HABIT

HOW MANY OF YOU STILL LOOK AT THE  
MCDONALDS MENU?

HOW MANY END UP ORDERING THE SAME THING  
NEARLY EVERY TIME

# 1973



# 2024



TIPS TO HELP END USERS



# Communication is Paramount

**What** is happening?

**Why** is this happening?

**Who** is this happening to?

**How** will I be made ready for this change?

**Where** will I get my skilling?

**When** is all this going to happen?



# Understand the Employee POV



They fear that change will eliminate the need for their role

If they don't understand the reason for it – and then they resist it

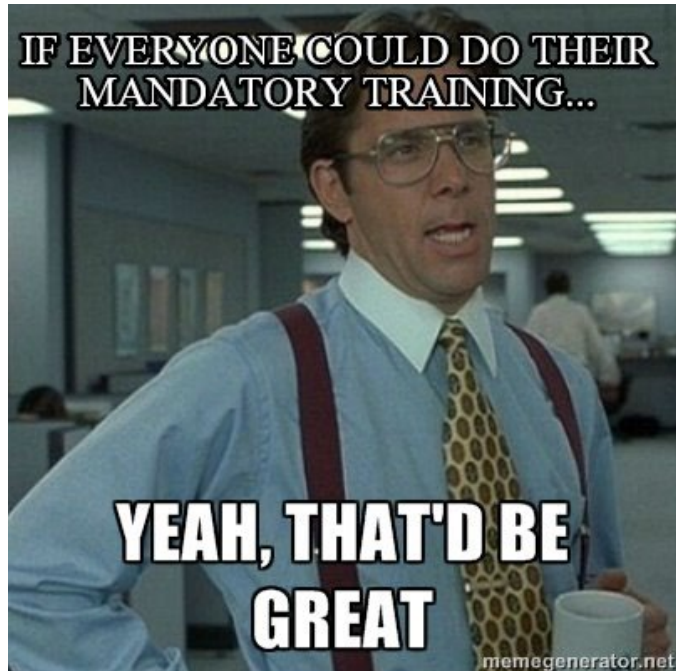
They worry that their boss won't understand this change will slow me down?

Worry if this new technology or process put my job in jeopardy?

Can I be fired if I don't get up to speed quick enough?

Will I have all the tools I need to be successful?

EVERYONE'S FAVORITE



# What You Need To Think About

- **Change Champions**
- **Self- Guided Learning**
- **Scenario Training**
- **Office Hours**
- **Guided Learning**
- **Lunch and Learn**
- **5 things at a time**
- **Team training**

# Example: Copilot Top 5 Scenarios

- Meeting wrap-up and action items / Meeting brief and prep
- Multiple document or email summaries
- Email creation and response.
- Time Off recap and actions
- Turning a doc into a ppt



# Tools



Surveys



Data



Focus  
Groups



Observation





# Resources

## **Microsoft Adoption**

<http://adoption.microsoft.com>

<https://adoption.microsoft.com/en-us/roles/business-user/>

<https://adoption.microsoft.com/en-us/guides/>

## **Microsoft Learn**

<https://learn.microsoft.com/en-us/training/>

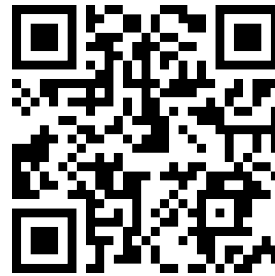
<https://learn.microsoft.com/en-us/training/educator-center/>

## **LinkedIn Learning**

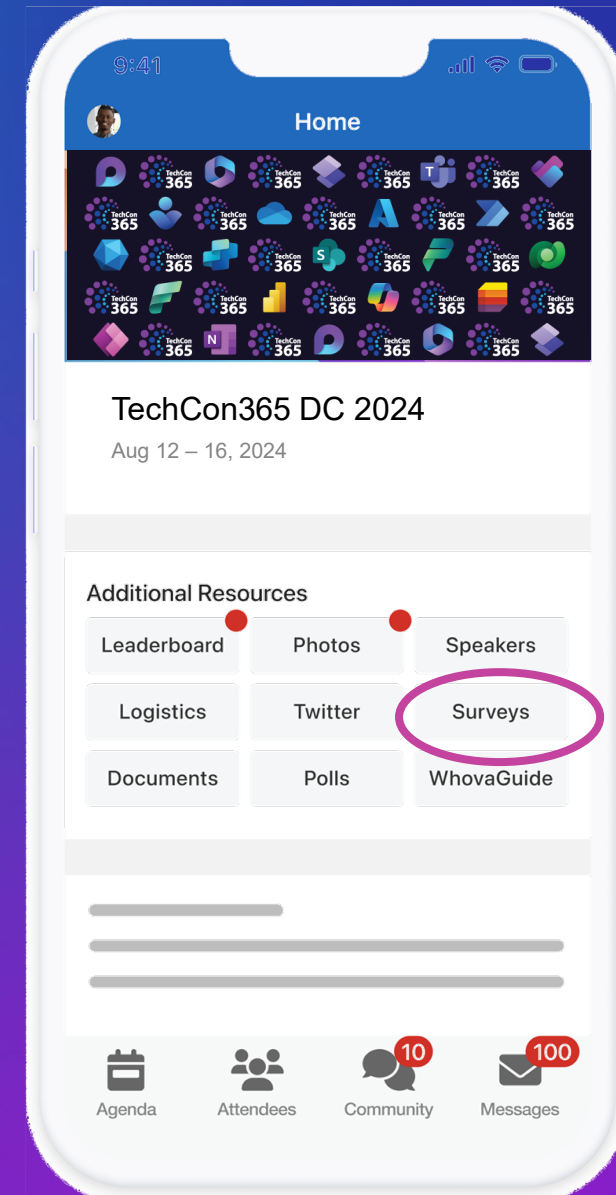
<https://learning.linkedin.com/>

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# Thank You



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