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Microsoft Copilot Confessions:

Real World Customer Stories and Lessons Learned

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My Sessions this week.

- Today: **Real World Customer Stories** we will focus on how customers are driving adoption and usage of Copilot and Microsoft 365.

- Wed 9:00 am: **Copilot- Garbage in/Garbage out** we will focus on why so many customers have stopped deploying Copilot after 90 days and what IT needs to do to prepare before Copilot is deployed.
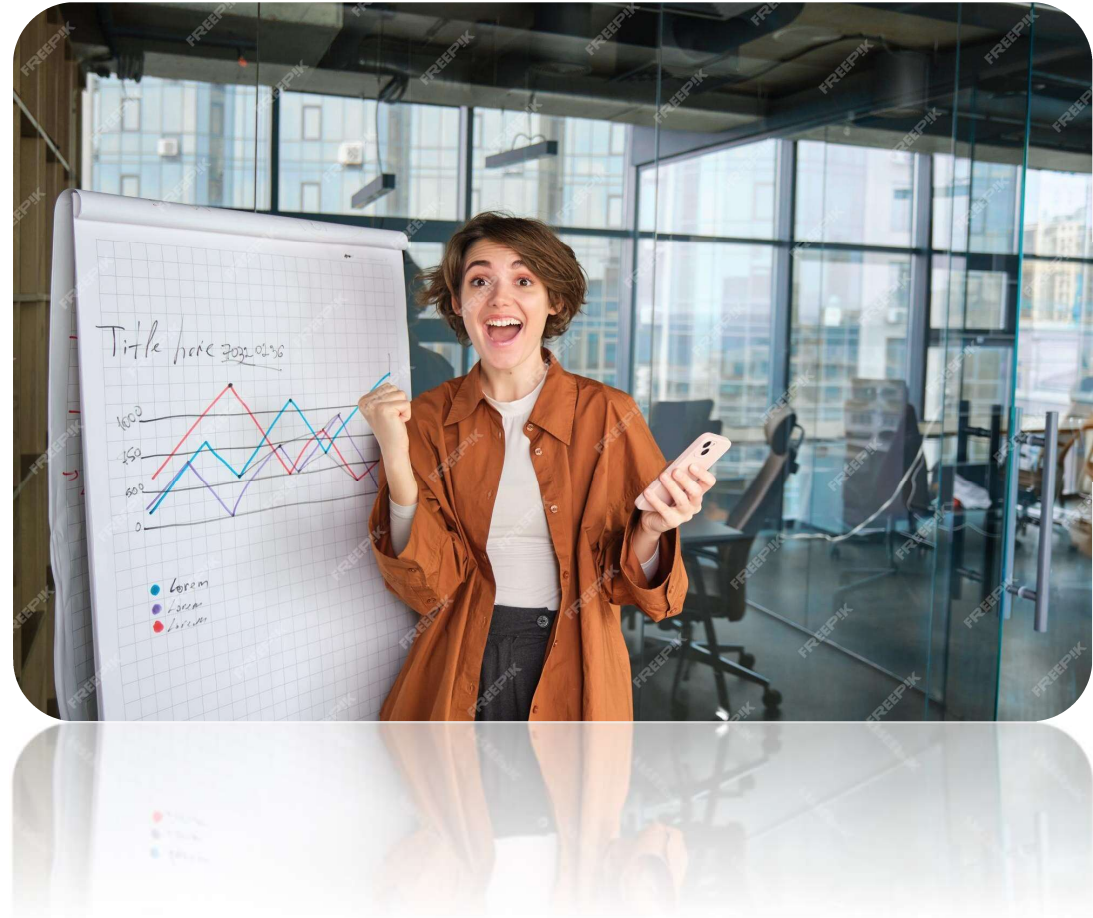
About Me

- **15 years at Microsoft**

- **Consulting since 2023**

- **Host of UnplugIT**

- **LinkedIn Learning**

- **Volunteer at CMZ**

My Current Clients Include

Takeda

CAPITAL GROUP®

BCC

LAKE WASHINGTON SYMPHONY ORCHESTRA

iS CLINICAL

Pilot House

cireson

synozur ALLIANCE

blue Modus

It all starts the same....

Company Leader

+

Cool Marketing Video

=

Chaos for IT and Devs
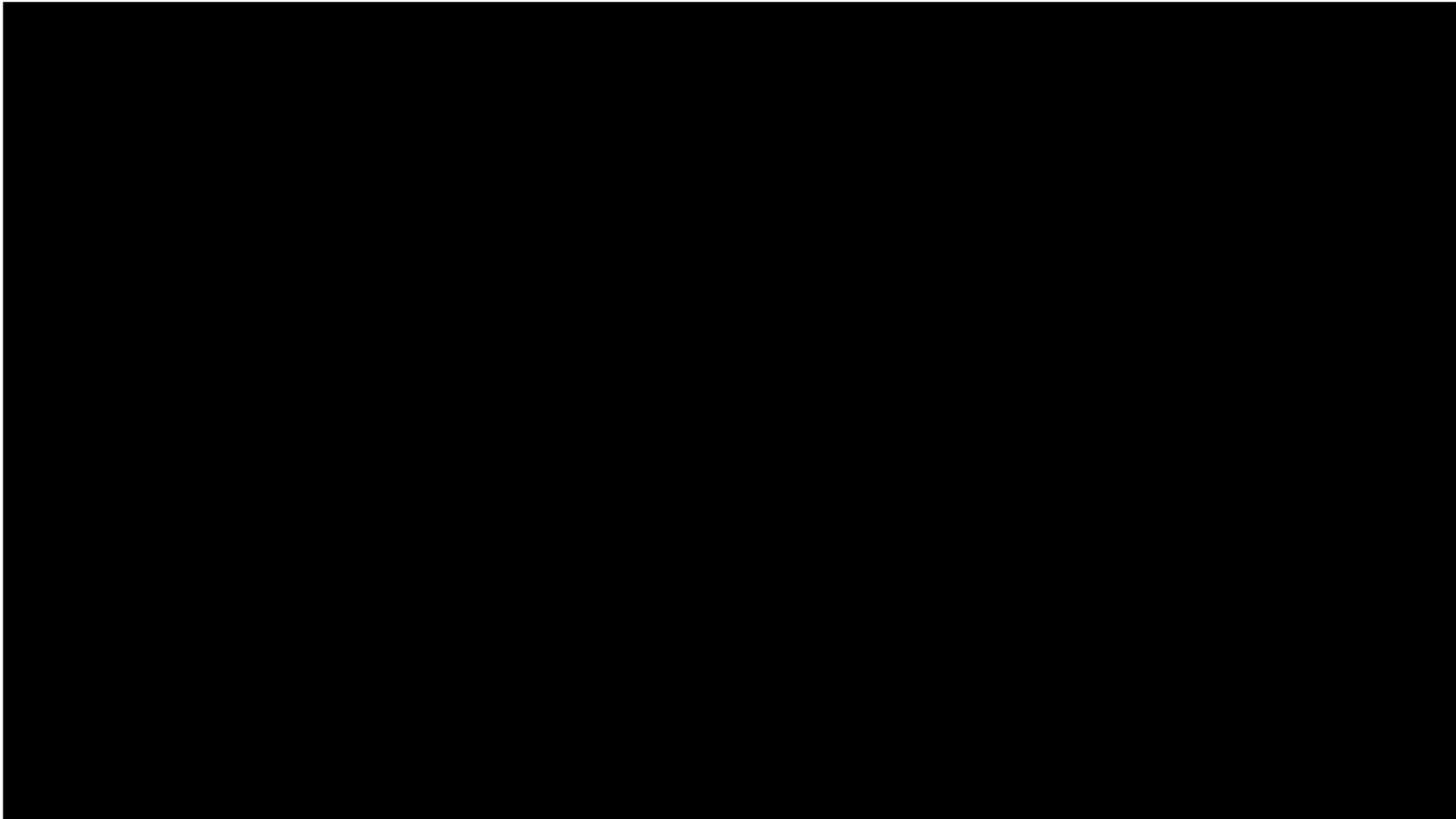
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EXAMPLE

THE CAUSE

THE RESULT

HOW DO I PREPARE THIS?

Software Lifecycle Phases

THE INSTRUCTION MANUAL

Leadership Alignment

Stakeholder Engagement

Communication

Change Impact and Readiness

Training

Organizational Design

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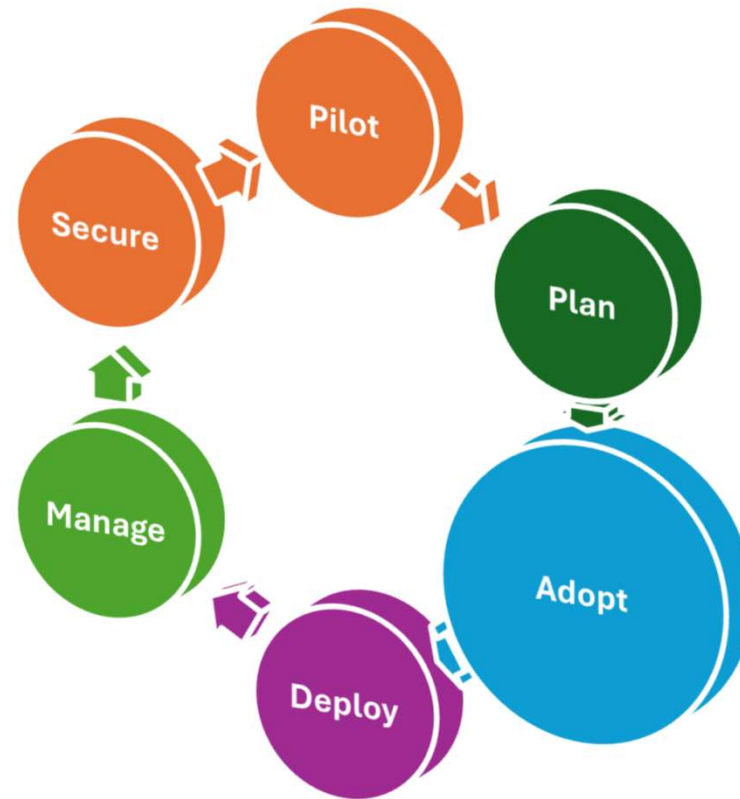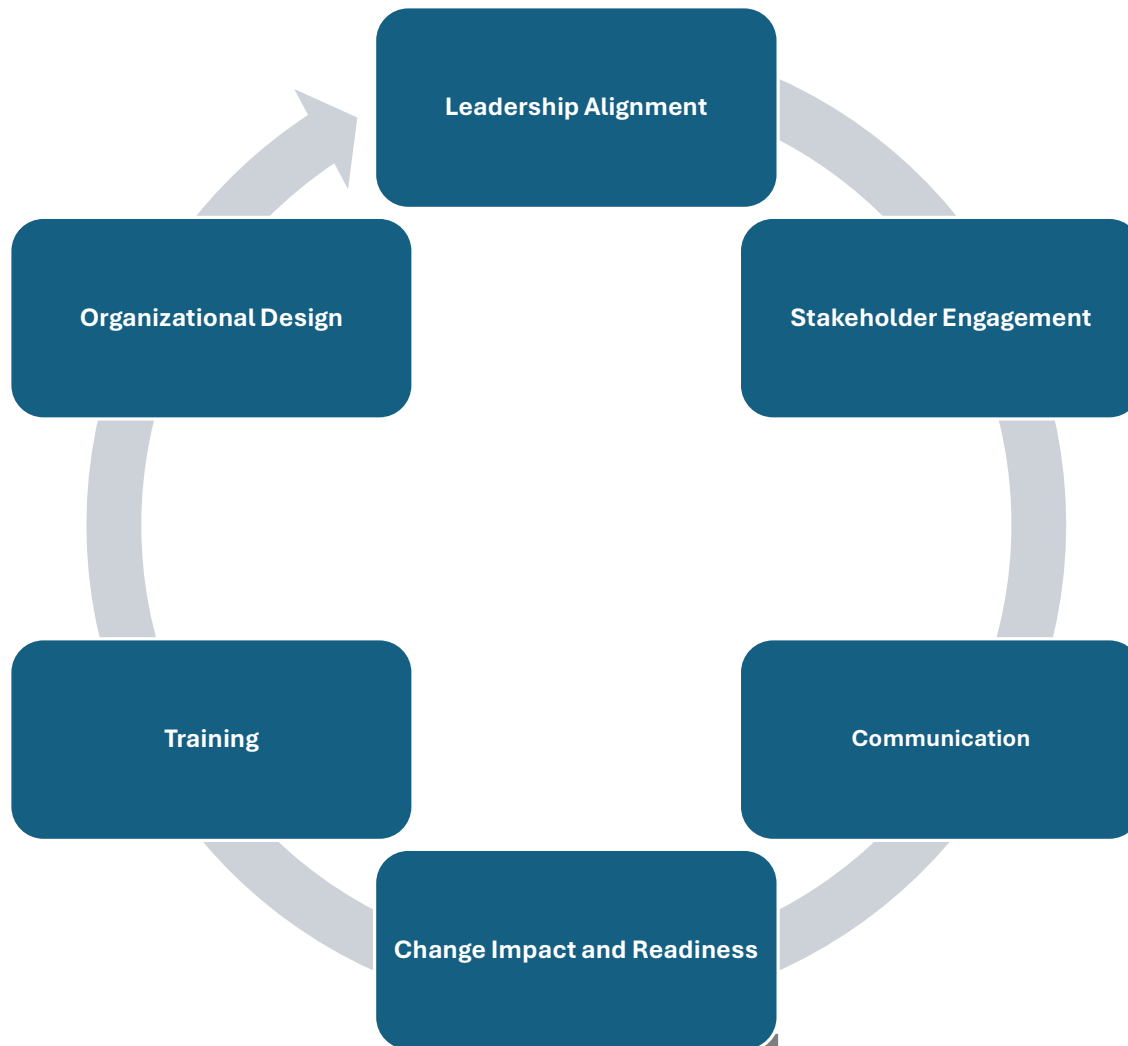
Understand What Success Looks Like

- **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 Insights

Team insights from the past four weeks

New hire onboarding and integration
Internal network size for new hires is around **74 connections**, compared to the average of 140 for tenured employees.

New hire networks
74 connections

Tenured employees networks
140 connections

Urgent collaboration
60% of employees spent **7 hours** on average pivoting work to collaborate on urgent requests at least once.

Urgent email hours
68%

Urgent meeting hours
32%

Focus on external partners
Employees spent 40% of their time in meetings, chats, and emails with external partners, averaging **14 hours** per week.

External collaboration
14 hours

Internal collaboration
4 hours

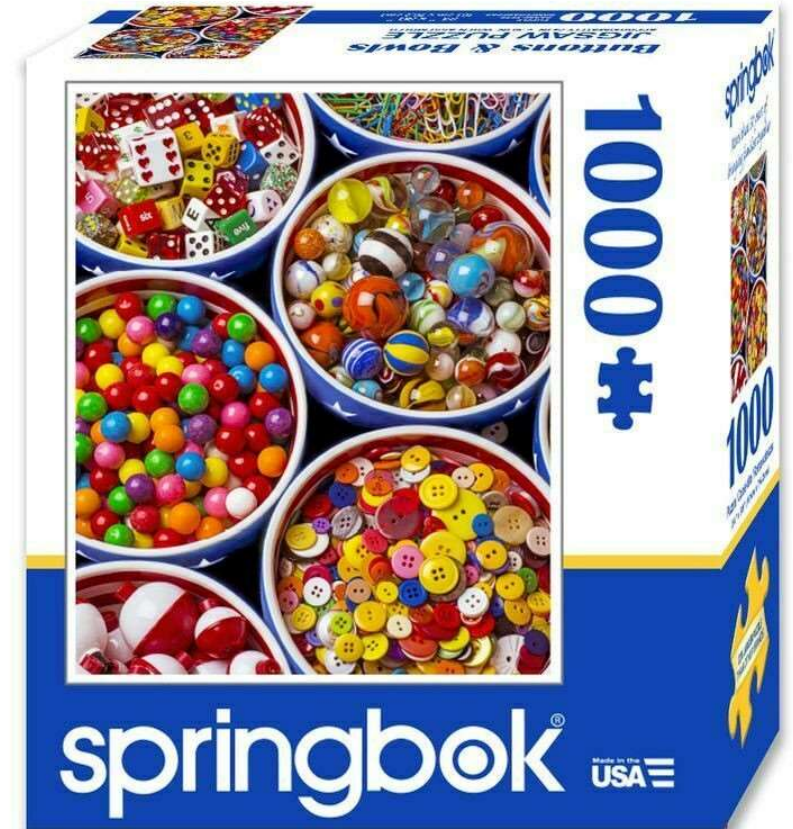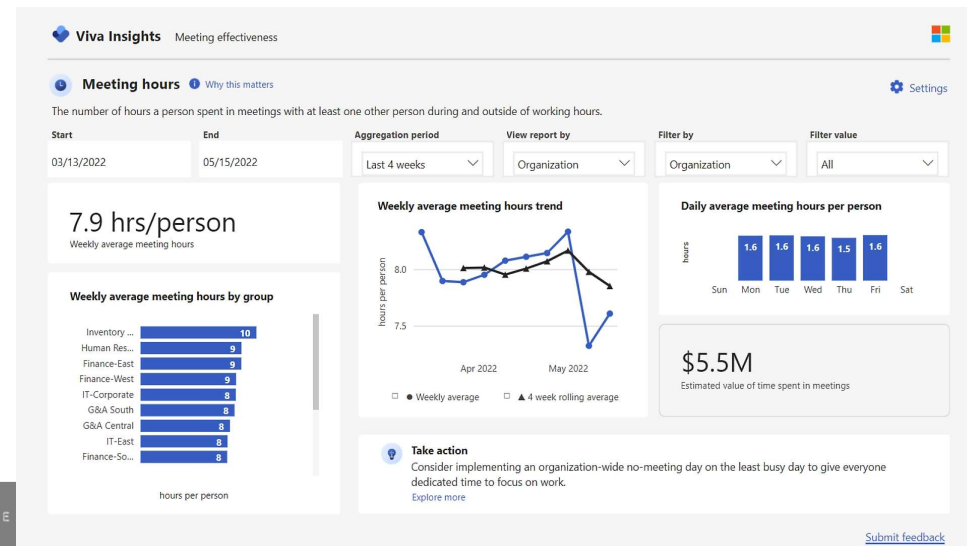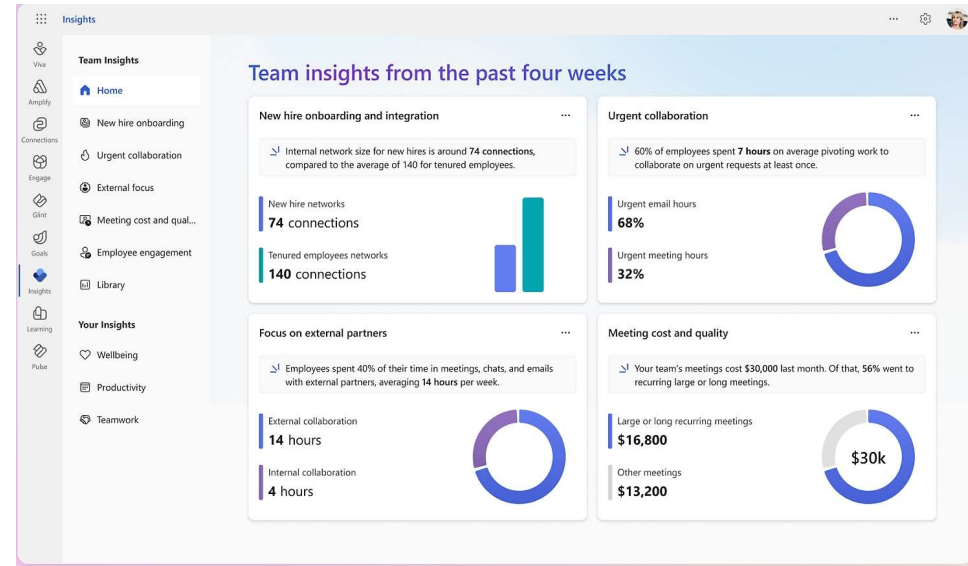### Meeting cost and quality
Your team's meetings cost **$30,000** last month. Of that, **56%** went to recurring large or long meetings.

Large or long recurring meetings
$16,800

Other meetings
$13,200

$30k

Viva Insights — Meeting effectiveness

Meeting hours — Why this matters
The number of hours a person spent in meetings with at least one other person during and outside of working hours.

Start	End	Aggregation period	View report by	Filter by	Filter value
03/13/2022	05/15/2022	Last 4 weeks	Organization	Organization	All

7.9 hrs/person
Weekly average meeting hours

Weekly average meeting hours trend

Daily average meeting hours per person

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1.6	1.6	1.6	1.5	1.6	

Weekly average meeting hours by group

Group	hours per person
Inventory ...	10
Human Res...	9
Finance-East	9
Finance-West	9
IT-Corporate	8
G&A South	8
G&A Central	8
IT-East	8
Finance-So...	8

hours per person

$5.5M
Estimated value of time spent in meetings

Take action
Consider implementing an organization-wide no-meeting day on the least busy day to give everyone dedicated time to focus on work.
Explore more

Submit feedback

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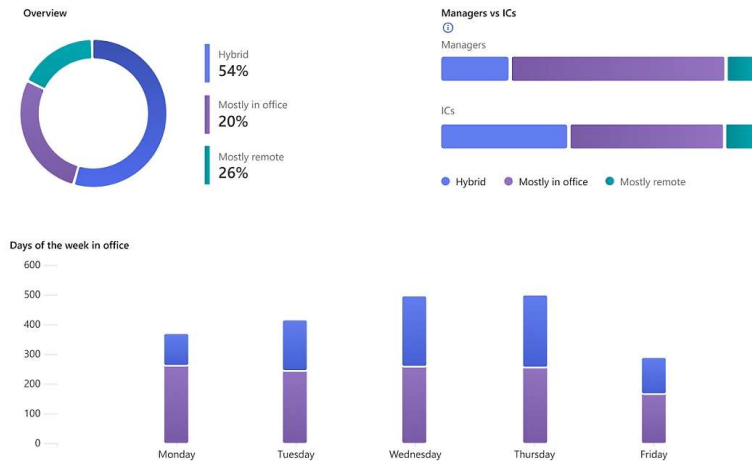
Employee work site habits

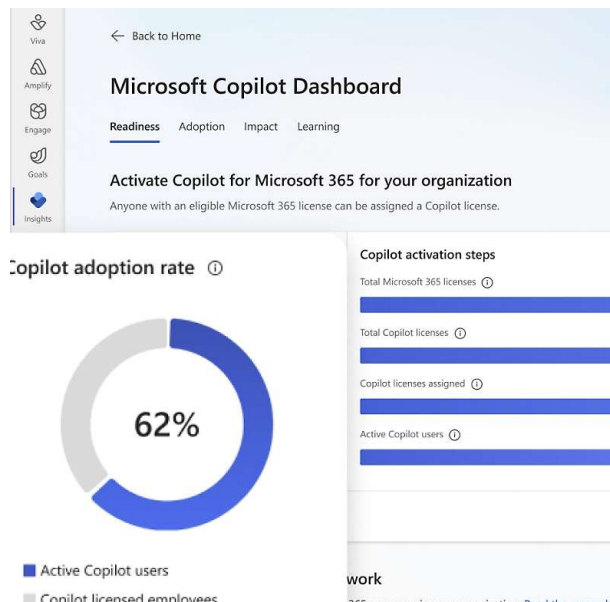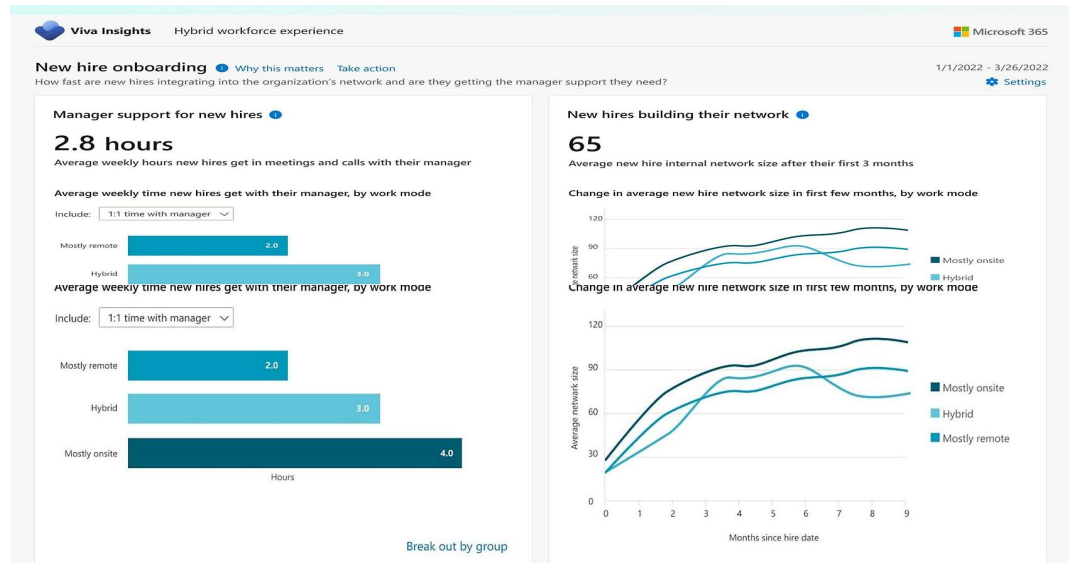One or fewer in-office days is defined as mostly remote, while four or more is considered mostly in office.

Overview

- Hybrid 54%
- Mostly in office 20%
- Mostly remote 26%

Managers vs ICs

Managers

ICs

- Hybrid
- Mostly in office
- Mostly remote

Days of the week in office

| | Monday | Tuesday | Wednesday | Thursday | Friday |

600, 500, 400, 300, 200, 100, 0

New hire onboarding Why this matters   Take action
1/1/2022 – 3/26/2022
How fast are new hires integrating into the organization's network and are they getting the manager support they need?
⚙ 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

- Mostly remote 2.0
- Hybrid 3.0

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

Include: 1:1 time with manager

- Mostly remote 2.0
- Hybrid 3.0
- Mostly onsite 4.0

Hours

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

- Mostly onsite
- Hybrid

120, 90, 60, 30

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

- Mostly onsite
- Hybrid
- Mostly remote

120, 90, 60, 30, 0
Months since hire date: 0 1 2 3 4 5 6 7 8 9

ⓘ 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

- Viva
- Amplify
- Engage
- Goals
- Insights

← 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 ⓘ

62%

- Active Copilot users
- Copilot licensed employees

Copilot activation steps

Total Microsoft 365 licenses ⓘ

Total Copilot licenses ⓘ
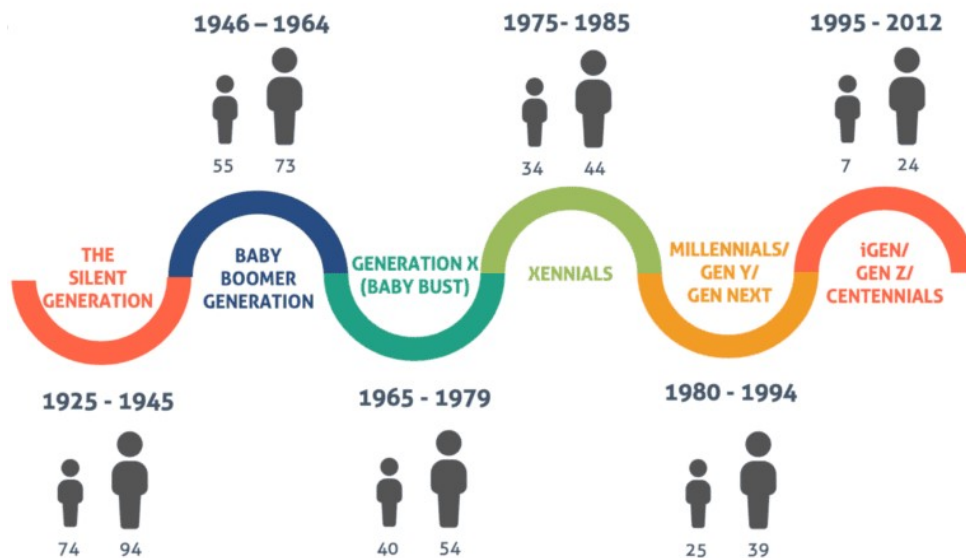
Copilot licenses assigned ⓘ

Active Copilot users ⓘ

work

GENERATIONAL DIFFERENCES

Multi-Generational Workplaces

Baby Boomer- 1ˢᵗ Computers

Gen X- First Laptops

Millennials- Fast Internet

Gen Z- 100% Cloud

HOW DO WE START CHANGE THE CULTURE?

How Changing The Workplace Culture Starts At The Top

Home   Building Successful Teams   Coaching Programmes ⌄   Become a Coach ⌄

The Dolphins Culture Change Starts At The Top!

Culture Change: It Starts At The Top

Subscribe To Newsletters ✉

Forbes

Successful culture change starts at the top

walking the talk
a zrg company

What we do   Culture challenges & opportunities   Solutions   Clients   Blog & insights   About   Contact

MITSloan Management Review

Topics   Our Research   Spotlight   Magazine   Webinars & Podcasts

Why Every Executive Should Be Focusing on Culture Change Now

Why Company Culture Starts at the Top

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Examples of C Level Habit Changes

Old Way	**New Way**
Sending Emails	Posting in Teams
Sending attachments	Posting/Sharing Documents
Asking where documents are	Using Copilot
Meetings without pretext	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?

aka

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?

Stephen 15/70/15 Rule*

aka

If you build it, they will come**

*patent pending

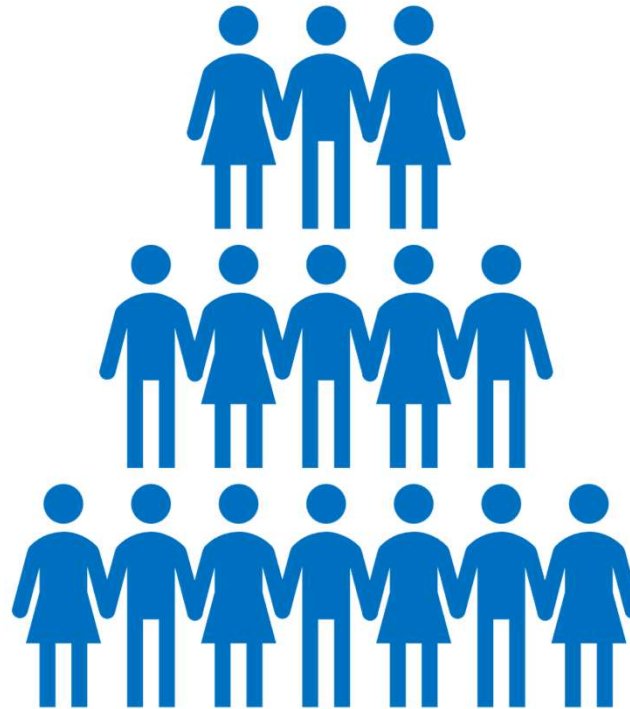** Some sooner. Some later. Some only under duress
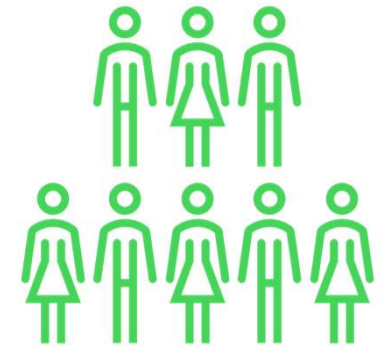
15/70/15 Rule
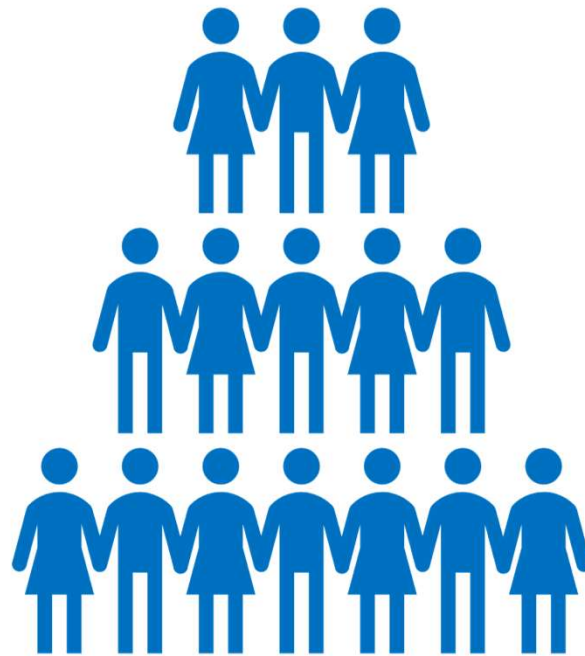
1000 employees
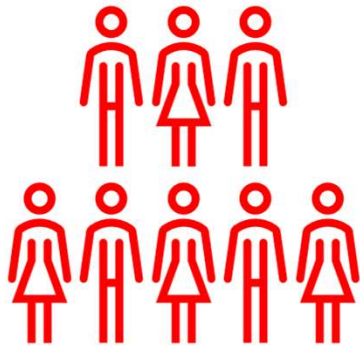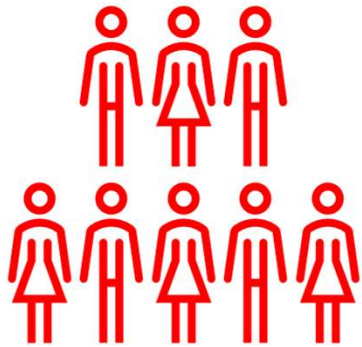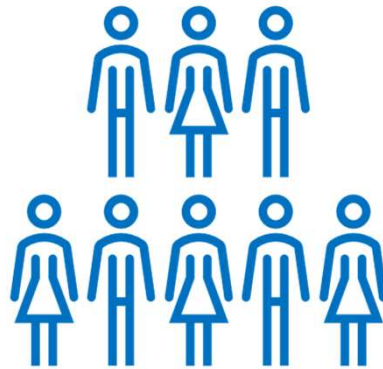
Six Months Later

5%- Nope! Never!

10%- But...
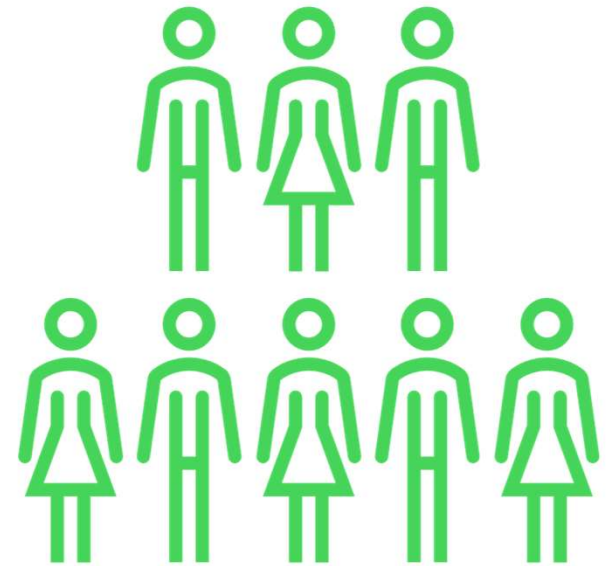
85%- Sign Me Up!

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

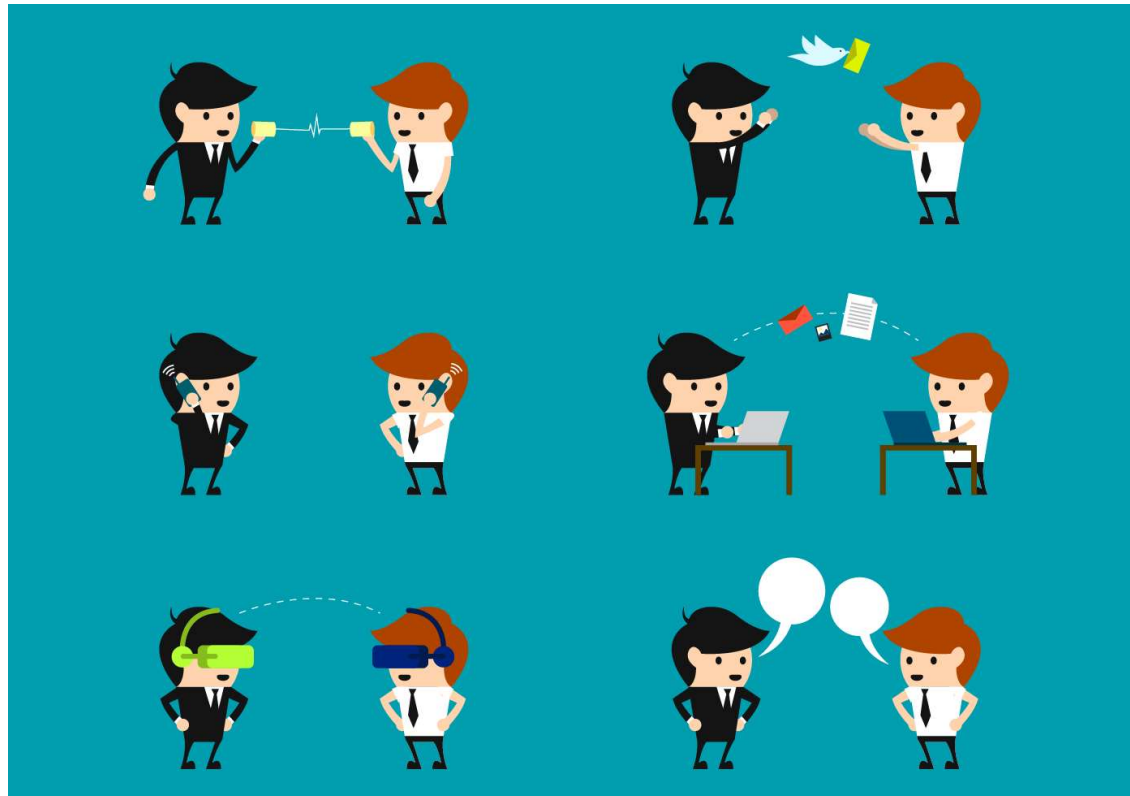HOW MANY OF YOU STILL LOOK AT THE
MCDONALDS MENU?

HOW MANY END UP ORDERING THE SAME THING
NEARLY EVERY TIME

1973

¼ POUNDER w/cheese	.70	
¼ POUNDER	.60	
BIG MAC	.65	
FILET-O-FISH	.48	LARGE Order Fries
CHEESEBURGER	.33	FRENCH FRIES
HAMBURGER	.28	HOT APPLE PIE
MILK	.20	COFFEE
HOT CHOCOLATE	.15	
SHAKES CHOCOLATE STRAWBERRY VANILLA COFFEE	.35	
COCA COLA - ROOTBEER - ORANGEADE	15 & .20	
TRIPPLE RIPPLE ICE CREAM CONE	.20	

LARGE Order Fries .46
FRENCH FRIES .26
HOT APPLE PIE .26
COFFEE .15

2024

Combo Meals

1 Big Mac® meal 9.59 | 860-1140 Cal. 5.69 | 540 Cal.
2 Quarter Pounder®†† with Cheese meal 9.79 | 830-1110 Cal. 5.89 | 510 Cal.
Quarter Pounder®†† with Cheese Bacon meal 10.79 | 930-1210 Cal. 6.89 | 610 Cal.
Quarter Pounder®†† Deluxe meal 10.59 | 940-1220 Cal. 6.69 | 620 Cal.
3 Double Quarter Pounder®†† with Cheese meal 10.99 | 1040-1320 Cal. 7.09 | 720 Cal.
4 Buttermilk Crispy Chicken meal 10.39 | 920-1200 Cal. 6.49 | 600 Cal.
6 10 pc. Chicken McNuggets® meal 8.09 | 740-1020 Cal. 4.39 | 420 Cal.
7 Filet-O-Fish® 8.79 | 700-980 Cal. 4.89 | 380 Cal.
9 2 Cheeseburgers meal 7.49 | 920-1200 Cal. 3.58 | 600 Cal.

Fan Favorites
10 pc. Chicken McNuggets® Meal 8.09 | 740-1020 Cal.
Vanilla Cone 0.99 | 200 Cal.

Sweets & Treats
Shakes chocolate 3.89 | 620 Cal.
McFlurry®** OREO® 3.69 | 510 Cal.
Sundae hot fudge 1.89 | 330 Cal.
Cone 0.99 | 200 Cal.

Choos 4 pc. Chick 4.49 | 295-380 Sauces add 30-110 Cal.
6 pc. Chicken McNugget 5.09 | 375-460 Cal. Sauces add 30-110 Cal.
Hamburger 4.19 | 375-460 Cal.

***Additional charges may apply.

McCafé®
Premium Roast Coffee 1.0
Iced Coffee caramel 1.6
Frappé caramel 3.9
Smoothie strawberry banana 3.9
Cookies chocolate chip 0.5
Pies apple 0.7

Fries, Sides & Mo
McChicken®
Soft Drinks
Fries
Small McCafé® Excludes Shakes, Hot & Iced Coffee. See McCafé.
McDouble®
20 pc. McNuggets®† Serves 2

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

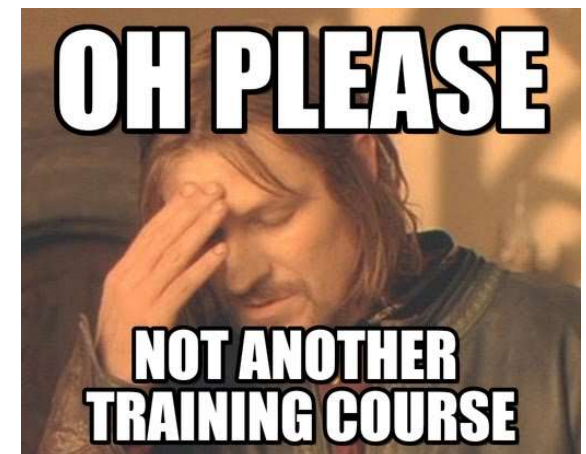They fear that change will eliminate the need for their role

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?

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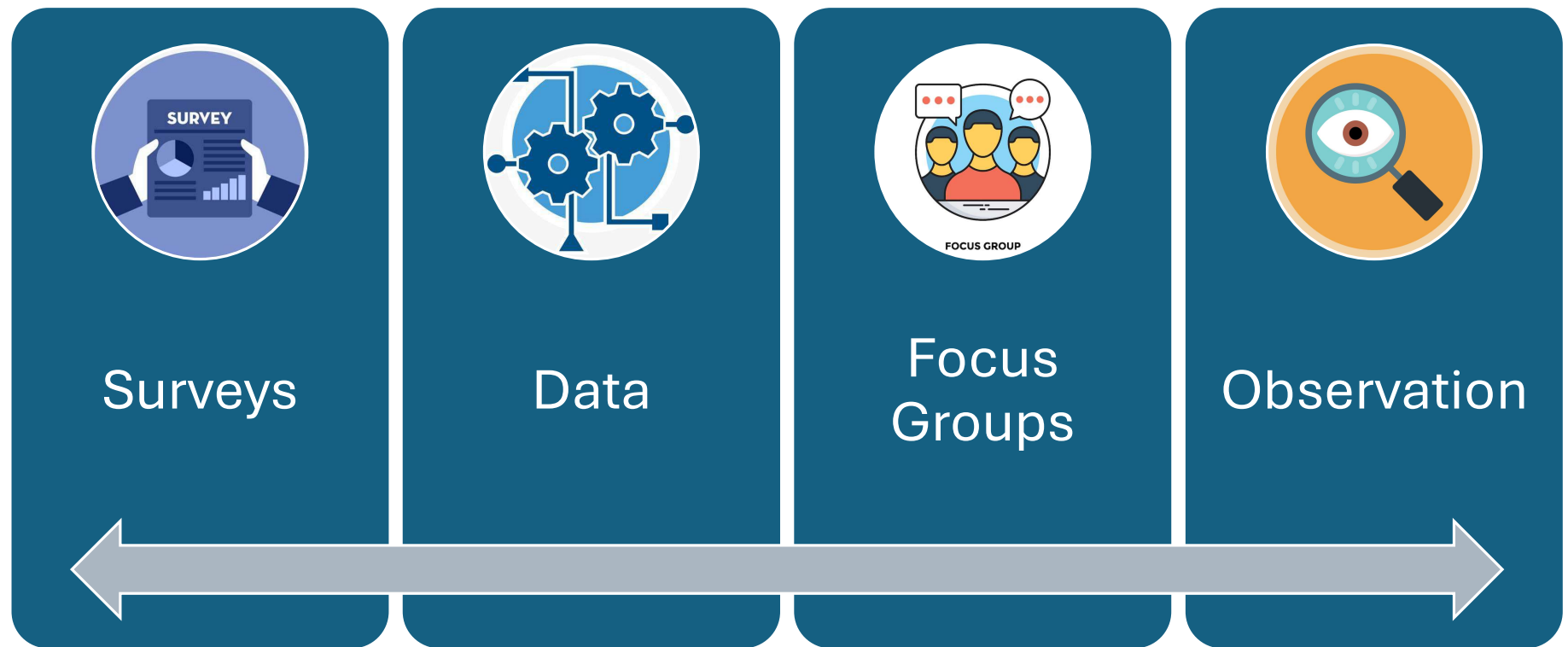EVERYONE'S FAVORITE

What You Need To Think About

- **Change Champions**

- **Scenario Training**

- **Guided Learning**

- **No More than 3- 5 things at a time**

- **Self- Guided Learning**

- **Office Hours**

- **Lunch and Learn**

- **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/

Thank You

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website	stephenlrose.com
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x	@stephenlrose
linkedIn	linkedIn..com/in/stephenlrose
petri	petri.com/UnplugIT

Traits

SILENT GEN & BABY BOOMERS	GEN X & XENNIALS	MILLENNIALS	GEN Z
Leverage their optimism .... Utilize their suggestions & experience	Take advantage of their ability to think innovatively .... Leverage their communication skills	Ask them for digital collaboration ideas .... Utilize their overall knowledge of digital	Get their input on ways to socialize while working remotely .... Leverage their digital fluency

Value