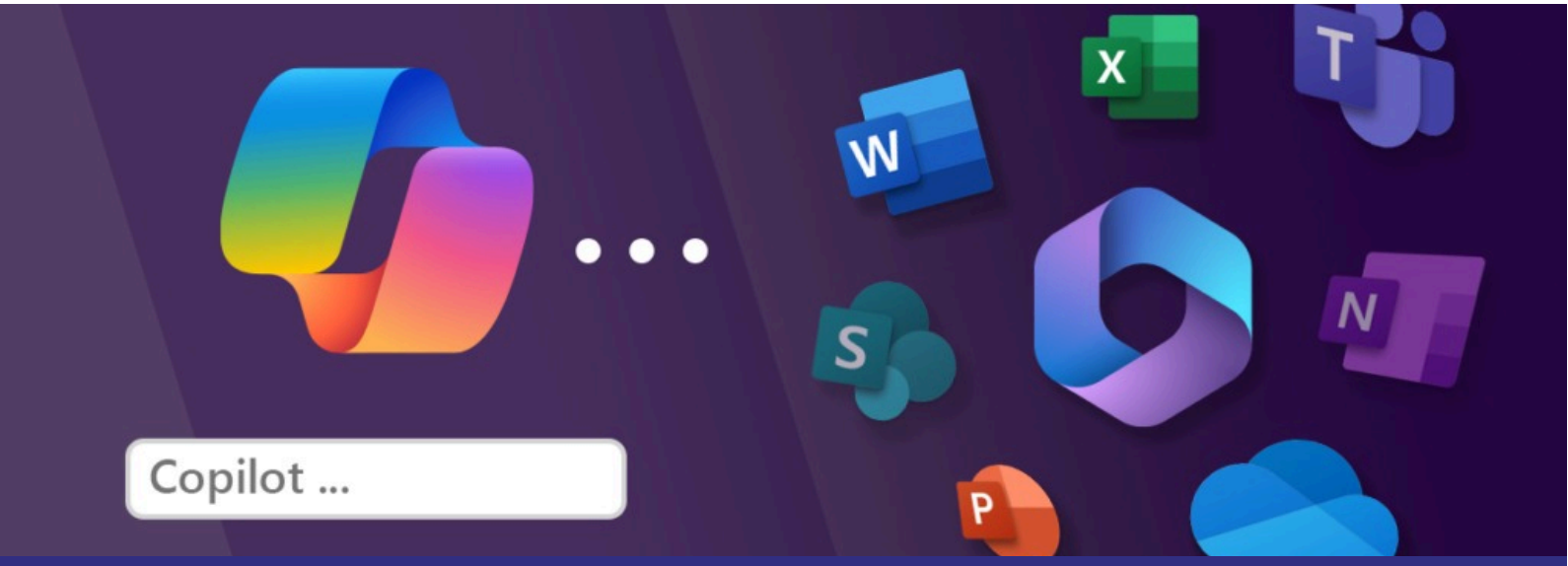
SKILLS FUTURE & ARTIFICIAL INTELLIGENCE (AI) ACADEMY




1-DAY HANDS-ON WORKSHOP · FACE-TO-FACE · HRD CORP CLAIMABLE

# AI AGENTIC AUTOMATION

## VIA OFFICE 365 AND COPILOT 365

**TRAINER**
Ts. Dr. Muhamad Hariz Muhamad Adnan

**METHOD**
Face to Face (Public)

**DATE**
22 December 2026 (Tuesday)

**TIME**
9.00 am – 5.00 pm

**VENUE**
Crystal Crown Hotel, Petaling Jaya

**COURSE FEE**
**RM 850.00** / pax

HRD Corp No. Siri Kursus:
TBC

- Certificate of Attendance provided
- Training materials provided
- Lunch, coffee & tea breaks provided

## WHAT YOU WILL COVER

01 From AI Assistant to AI Agent
02 Copilot in Daily Office Applications
03 Prompt Engineering for Workplace Automation
04 Workflow Automation with Power Automate
05 Building Custom Copilot Agents
06 Capstone: End-to-End Agentic Workflow


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## 01 Course Summary

This one-day, face-to-face programme moves participants from using AI as a chat assistant to building AI agents and automated workflows inside the Microsoft 365 environment they already use. Participants first apply Microsoft 365 Copilot across Outlook, Teams, Word, PowerPoint and Excel to accelerate everyday tasks, then learn structured prompting grounded on their own files, emails and meetings. The second half of the day focuses on agentic automation: building cloud flows in Power Automate for approvals, notifications and document handling, and creating custom Copilot agents with their own instructions and knowledge sources for tasks such as policy enquiries and SOP guidance. The programme closes with a capstone in which each group designs and demonstrates an end-to-end automated workflow for a real departmental process, with attention throughout to data permissions, human oversight and responsible use.




## 02 Learning Objectives

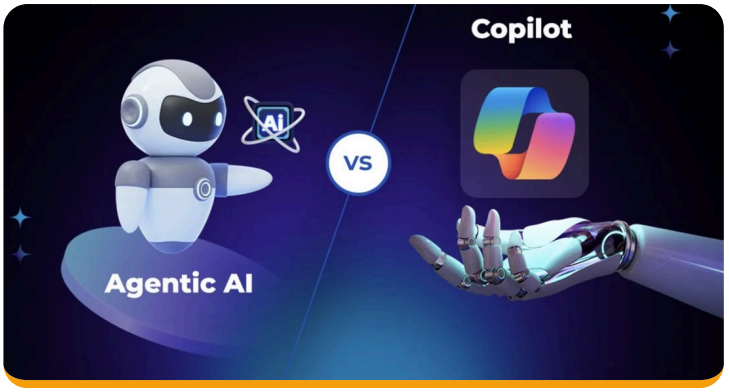
**Upon completion of this training programme, participants will be able to:**

1. Differentiate between generative AI assistants and agentic AI, and explain how Microsoft 365 Copilot, Copilot agents and Power Automate can be used to improve workplace productivity and automate business processes.
2. Apply Microsoft 365 Copilot features in Outlook, Teams, Word, PowerPoint and Excel to perform daily administrative, communication, documentation and data analysis tasks more efficiently.
3. Construct effective prompts using structured prompting techniques to generate accurate, relevant and consistent AI outputs based on workplace requirements and organisational information.
4. Design and develop automated workflows using Microsoft Power Automate to streamline routine business processes, including approval requests, email attachment management, document handling and automated notifications.
5. Create and configure custom Copilot agents using appropriate instructions, knowledge sources and conversation starters to support departmental tasks such as HR policy enquiries and standard operating procedure (SOP) guidance.
6. Integrate AI agents with automated workflows to facilitate end-to-end business process automation while incorporating human oversight, data security and responsible AI practices.
7. Demonstrate the ability to develop a practical AI-powered automated workflow for a selected departmental process and identify opportunities for improving operational efficiency and reducing manual work.

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## 03 Who Should Attend

- Executives
- Administrative officers
- Personal assistants and secretaries
- HR and finance executives
- Supervisors
- Team leaders
- Operations staff




## 04 Minimum Qualification

- SPM or above
- Basic computer literacy
- Daily user of Microsoft 365 applications (Outlook, Word, Excel, Teams)

## 05 Methodology

- Interactive lectures and live demonstrations of AI tools
- Hands-on practice using participants' real work tasks and scenarios
- Mini projects and build-along workflow demonstrations
- Pre-assessment and post-assessment to measure improvement

40% Theory & Demo | 60% Hands-on

## 06 Meet Your Trainer



### TS. DR. MUHAMAD HARIZ MUHAMAD ADNAN

**AI & Digital Transformation Trainer · HRD Corp Certified Trainer (TTT)**

Ts. Dr. Muhamad Hariz is a Senior Lecturer at the Faculty of Computing and Meta-Technology, Universiti Pendidikan Sultan Idris (UPSI). He holds a PhD in Information Technology from Universiti Teknologi PETRONAS and is a Professional Technologist (MBOT). Since 2017 he has trained more than 2,000 participants from the public and private sectors through a portfolio of 16 signature programmes, with delivery in English and Bahasa Melayu.

**EDUCATION**

PhD in Information Technology, Universiti Teknologi PETRONAS

MSc & BSc (Hons) Computer Science, Universiti Sains Malaysia

**AWARDS**

Teaching & Learning Festival 2022 – Diamond Award

Winner, National Hackathon for Digitalising Government Services

**CERTIFICATIONS & EXPERTISE**

HRD Corp Accredited Trainer | MDEC eUsahawan Certified Trainer | Google Ads Certified | Meta Blueprint Certified | AI & Data Science | Digital Transformation | Digital Marketing | Technopreneurship

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DAY 1 · FROM AI ASSISTANT TO AI AGENT IN MICROSOFT 365 (7 HOURS)

# Course Outline

MODULE 01 — 1.00 hour

## From AI Assistant to AI Agent

- Generative AI versus agentic AI: assistants that answer versus agents that take action.
- The Microsoft 365 Copilot ecosystem: Copilot Chat, Copilot in apps, agents, Copilot Studio and Power Automate.
- Responsible use: data permissions, human-in-the-loop review and PDPA considerations.

MODULE 02 — 1.50 hours

## Copilot in Daily Office Applications

- Outlook and Teams: summarising email threads, drafting replies, meeting recaps and action items.
- Word and PowerPoint: drafting from existing files and converting documents into presentations.
- Excel: generating formulas, analysing data and surfacing insights with natural-language prompts.

MODULE 03 — 1.00 hour

## Prompt Engineering for Workplace Automation

- A structured prompt formula: goal, context, sources and expected output.
- Grounding prompts on referenced files, emails and meetings for accurate results.
- Building a reusable team prompt library for recurring tasks.

MODULE 04 — 1.50 hours

## Workflow Automation with Power Automate

- Triggers, actions and conditions: building cloud flows from templates and from scratch.
- Automating approvals, saving email attachments to SharePoint or OneDrive, Forms responses to Excel and Teams notifications.
- Adding AI steps to flows to extract and summarise information from emails and documents (where licensed).

MODULE 05 — 1.50 hours

## Building Custom Copilot Agents

- Agent design: instructions, knowledge sources (SharePoint sites and files) and conversation starters.
- Build-along: an HR policy FAQ agent and an SOP assistant for a department.
- Connecting agents to flows, then testing, sharing and governing agents within the organisation.

MODULE 06 — 0.50 hour

## Capstone: End-to-End Agentic Workflow

- Groups design and demonstrate an automated workflow for a real departmental process.
- Estimating time saved and identifying the next processes to automate.
- Post-assessment and action plan for workplace implementation.

| TOTAL TRAINING HOURS (EXCLUDING LUNCH) | 7.00 hours |
|---|---|

**Note:** Training runs 9.00 am to 5.00 pm with a 15-minute morning break and a 1 hour to 1 hour 30 minute lunch and prayer break. Training hours exclude break time. Participants require a laptop and a Microsoft 365 account; full hands-on use of Copilot, Copilot Studio and Power Automate depends on the licences available in the organisation's tenant, otherwise the trainer will demonstrate these features.

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# REGISTRATION FORM

SKILLS FUTURE & ARTIFICIAL INTELLIGENCE (AI) ACADEMY

**Topic:** AI Agentic Automation via Office 365 and Copilot 365

**Date:** 22 December 2026 (Tuesday)

**Time:** 9.00 am – 5.00 pm

**Venue:** Crystal Crown Hotel, Petaling Jaya

**Course Fee:** RM 850.00 / pax

**HRD Corp No. Siri Kursus:** TBC

## BILLING DETAILS

| | | | |
|---|---|---|---|
| **Organisation** | | | |
| **Address** | | | |
| **Contact (Office)** | | **Contact (Mobile)** | |
| **Contact Person (PIC)** | | **Email (PIC)** | |

## PARTICIPANT DETAILS

| NO | PARTICIPANT NAME | NRIC NO | DESIGNATION | MOBILE | EMAIL |
|---|---|---|---|---|---|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |

Please scan and email this registration form to **academy.skillsfuture@gmail.com**
or WhatsApp it to **Fariz +6016 2402 246** | **Farven +6014 7043 566**

## REGISTRATION GUIDELINES

**Step 1** Download the brochure from our website: skillsfuture.com.my

**Step 2** Fill in the registration form and send it to our team via email or WhatsApp.

**Step 3** After receiving our email confirmation (including the proforma invoice and HRD Corp supporting documents), apply for the HRD Corp grant and email us the grant approval. No pre-payment is required for HRD Corp-registered companies.

**Step 4** Non-HRD Corp registered companies: make payment directly to us and email the proof of payment.

**Step 5** Upon training completion, we will submit the claim to HRD Corp.

### PAYMENT

Bank: **OCBC Bank (Malaysia) Berhad**

Account No: **7041338275**

Account Name: **SKILLS FUTURE & ARTIFICIAL INTELLIGENCE AI ACADEMY**

Please email or WhatsApp us the payment proof and registration form.

**Cancellation Policy:** Any cancellation within one (1) week before the event is not refundable. Course fees are non-refundable once a reservation has been confirmed. Cancelled unpaid registrations will be liable for full payment of the course fees.

**Replacements:** Registrations are not interchangeable, but replacements are accepted. Please notify us at least five (5) days before the event.

**Recording:** Video / sound recording is strictly prohibited.

**Disclaimer:** All information contained in this brochure is correct and accurate at the time of printing. The Course Organiser reserves the right to cancel, amend and/or change the programme if warranted by circumstances beyond its control, and to make alternative arrangements without prior notice should it be necessary. Upon signing the registration form, you are deemed to have read and accepted these terms and conditions.

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