

# Executive Summary



 AI CERTs®

AI<sup>+</sup>

Microsoft 365 Copilot  
Human Resources Specialty™

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## Introduction

The AI+ Microsoft 365 Copilot HR Specialty certification equips you with the skills to use AI and automation within Microsoft 365 to enhance core HR processes. You learn how AI-driven capabilities support areas like recruitment, employee management, and performance analysis, helping you streamline workflows, improve decision-making, and increase overall productivity.

Through hands-on learning, you work directly with Microsoft 365 Copilot to strengthen communication, analyze workforce data, and make informed HR decisions. This enables you to manage talent more effectively while building a more efficient and productive work environment.

This certification thoroughly covers topics such as:

- Foundations of AI & Microsoft 365 Copilot in HR
- Core Copilot Skills for Everyday HR
- Advanced Copilot Applications in Strategic HR
- Designing HR Agents with Copilot Studio
- Optimizing Prompts & Integrating Copilot with HR Systems
- Responsible AI with Copilot — Policy, Safety & Trust
- Capstone — End-to-End HR with Copilot

## Certification Prerequisites

- **Basic Understanding of HR Processes:** Familiarity with HR functions and workflows.
- **Microsoft 365 Proficiency:** Comfortable using Microsoft 365 apps like Outlook and Teams.
- **Introductory Knowledge of AI Concepts:** Basic understanding of AI and automation principles.
- **Experience with HR Software:** Prior experience using HR management systems.
- **Analytical Mindset:** Ability to interpret and analyze HR data effectively.

## Who Should Enroll?

- **HR Professionals:** Looking to enhance HR processes using AI and Microsoft 365 Copilot
- **HR Managers and Leaders:** Seeking to improve decision-making and workforce strategy with AI-driven insights
- **Talent Acquisition Specialists:** Aiming to streamline recruitment and candidate management
- **HR Operations Teams:** Focused on automating workflows and improving efficiency across HR functions
- **People Analytics Professionals:** Looking to leverage AI for performance analysis and workforce insights
- **HR Tech and Systems Professionals:** Interested in integrating Copilot with HR systems and tools
- **L&D Professionals:** Aiming to improve employee engagement and learning using AI-powered tools
- **Business Leaders Overseeing HR:** Exploring how AI can enhance HR strategy and organizational productivity

## Certification Goals and Learning Outcomes

- **Build a Strong Foundation in AI for HR:** Understand how AI and Microsoft 365 Copilot transform HR functions.
- **Use Copilot for Everyday HR Tasks:** Apply Copilot to streamline communication, documentation, and workflows.
- **Leverage AI for Strategic HR Decisions:** Use Copilot for recruitment, performance insights, and workforce planning.
- **Design AI-Powered HR Agents:** Create intelligent HR assistants using Copilot Studio.
- **Optimize Prompts and Integrate Systems:** Improve Copilot outputs and connect with HRIS platforms.
- **Implement End-to-End HR Automation:** Use Copilot to transform complete HR workflows.

## The Impact of AI on Modern HR with Microsoft 365 Copilot

AI is significantly transforming modern HR practices with Microsoft 365 Copilot across the globe, reshaping how HR functions are managed, coordinated, and optimized. In North America, which commands 28.8% of the AI market, organizations are integrating AI and Copilot into HR processes to enhance coordination across recruitment, employee experience, compliance, and workforce management. This adoption helps optimize resource allocation, anticipate workforce trends, and improve decision-making, making HR operations more agile and efficient.

In the Asia-Pacific region, holding 25% of the market, AI and Microsoft 365 Copilot are enabling more adaptive HR processes, such as real-time workforce insights, streamlined hiring workflows, and improved employee engagement strategies. This allows HR teams to execute talent strategies more effectively while ensuring alignment across departments.

Europe, with 24.3% of the AI market, places strong emphasis on the ethical use of AI in HR, particularly with tools like Microsoft 365 Copilot. Organizations focus on compliance, data privacy, and transparency in HR decision-making, ensuring fairness in areas such as hiring, performance evaluation, and employee communication.

Emerging markets in the Middle East, Africa, and Latin America are steadily adopting AI in HR, with growth rates of 2.4% and 5.4%, respectively. This adoption is enhancing workforce management, improving coordination across HR functions, and enabling better collaboration between HR teams and business units.

Australia, experiencing a growth rate of 14.1%, is increasingly leveraging AI and Microsoft 365 Copilot to streamline HR workflows, enhance talent management, and improve operational efficiency. This reflects the growing role of AI in shaping modern HR practices globally.

This global shift highlights how AI, combined with Microsoft 365 Copilot, is strengthening HR functions by improving flexibility, collaboration, and efficiency across organizations and regions.

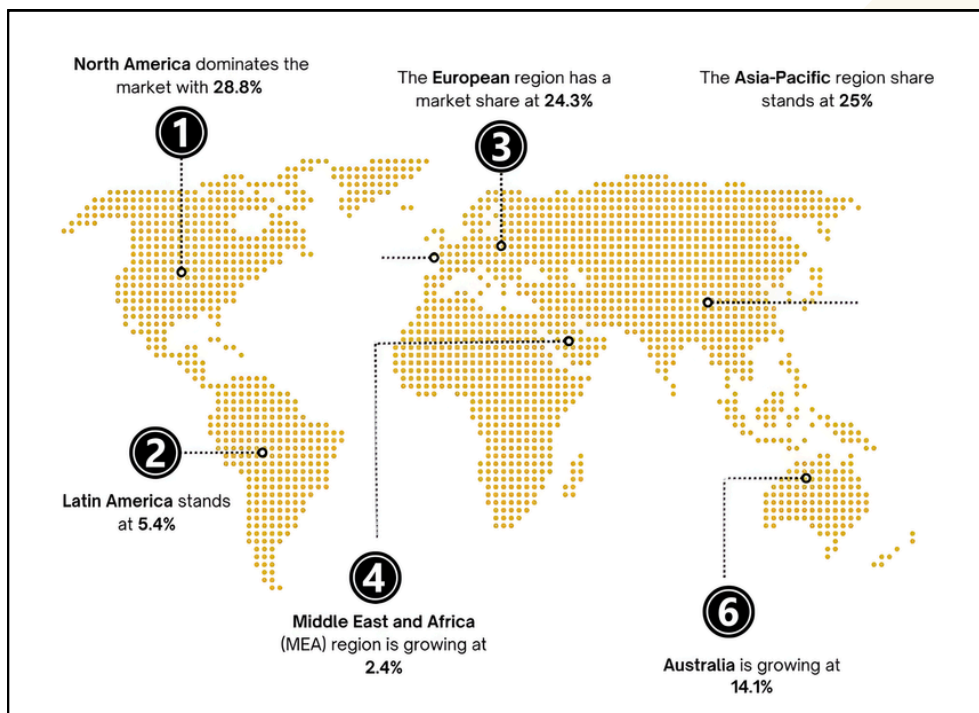


Figure 1: Market Share of AI from a Regional Perspective

## What is Next for AI?

AI in HR is evolving from basic automation to intelligent, context-aware support, with Microsoft 365 Copilot playing a central role in this shift. You will see Copilot becoming more deeply embedded across HR workflows, enabling real-time assistance in areas like recruitment, performance management, employee communication, and workforce planning. It will move beyond task execution to providing predictive insights, helping you anticipate talent needs, identify attrition risks, and make more proactive, data-driven decisions.

At the same time, the integration between Copilot and HR systems will become more seamless, allowing you to work with unified data across platforms such as HRIS, Teams, and Power BI. This will enhance collaboration between HR and business teams while improving accuracy and efficiency in decision-making. As AI adoption grows, there will also be a stronger emphasis on responsible AI, including fairness, transparency, and data privacy. This next phase positions AI and Microsoft 365 Copilot as a strategic enabler in HR, helping you create more agile, personalized, and future-ready workforce experiences.

## How AI Can Transform HR Practices Using Microsoft 365 Copilot

AI is redefining how you approach HR by embedding intelligence directly into everyday workflows through Microsoft 365 Copilot. Instead of relying on manual coordination and fragmented tools, you can use AI to bring together data, communication, and decision-making into a unified experience. This shift enables you to move faster, respond more effectively to workforce needs, and focus more on strategic priorities rather than routine tasks.

Below are a few transformative ways:



Figure 2: How AI Can Transform HR Practices Using Microsoft 365 Copilot

## How AI Can Address the Current HR Challenges with Microsoft 365 Copilot

AI is enabling you to address current HR challenges by embedding intelligent support directly into your workflows through Microsoft 365 Copilot. As HR functions become more complex and data-driven, Copilot helps you simplify processes, reduce inefficiencies, and improve the quality of decisions. This allows you to handle modern HR demands with greater speed, consistency, and control.

Here's an overview of common challenges and how AI offers practical solutions:

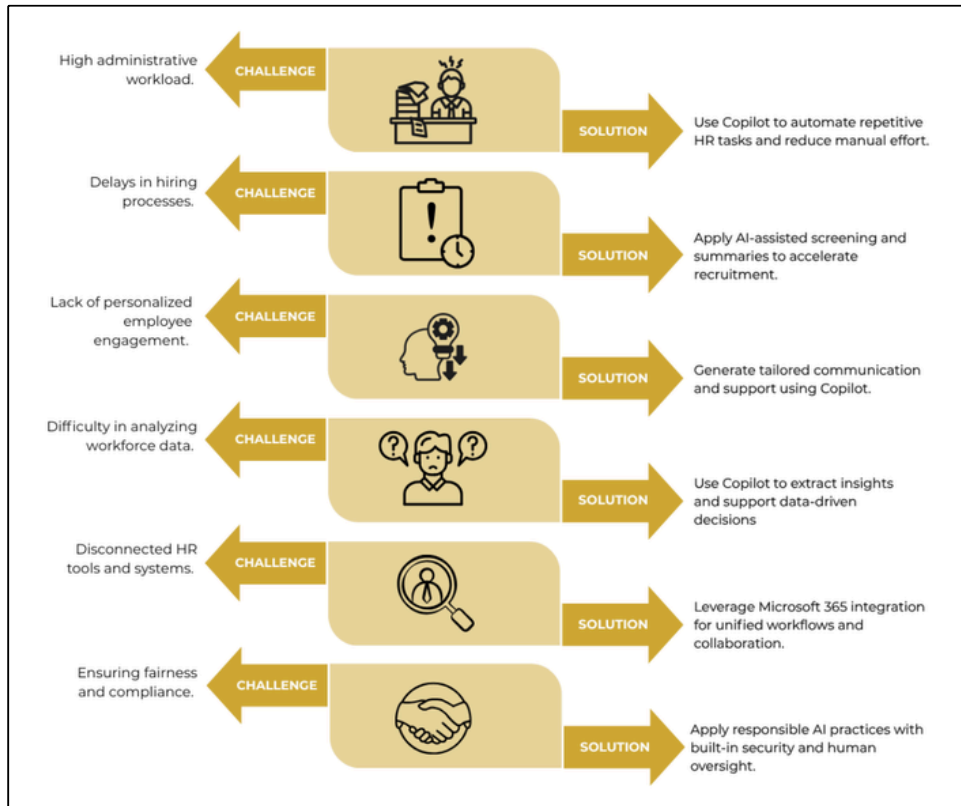


Figure 3: How AI Can Address the Current HR Challenges with Microsoft 365 Copilot

This approach enables you to manage HR challenges more effectively while building a more agile and future-ready HR function.



## How AI Adoption is Transforming HR Across Industries with Microsoft 365 Copilot

AI adoption is transforming HR across industries by enabling you to move from manual, process-heavy operations to more intelligent, streamlined workflows with Microsoft 365 Copilot. In healthcare, manufacturing, retail, financial services, technology, and education, organizations are using Copilot in distinct ways to improve HR outcomes. In healthcare, you can streamline staffing, manage shift planning, and support compliance-heavy documentation. In manufacturing, you can enhance workforce scheduling, safety communication, and onboarding at scale. In retail, Copilot helps you manage high-volume hiring, seasonal workforce planning, and employee engagement. In financial services, you can ensure accurate documentation, maintain compliance, and support performance tracking. In the technology sector, Copilot enables faster hiring, better collaboration, and data-driven talent strategies. In education, you can improve faculty coordination, automate administrative tasks, and enhance communication with staff.

This industry-wide adoption allows you to tailor HR processes to specific operational needs while improving efficiency, consistency, and overall workforce management.

## How to Integrate AI into HR Workflows Using Microsoft 365 Copilot

Integrating AI into HR workflows using Microsoft 365 Copilot allows you to embed intelligence directly into the tools you already use. Instead of adding separate systems, you can enhance existing HR processes with automation, insights, and real-time support. This approach helps you simplify operations, improve accuracy, and make HR more responsive to business needs.

Key Steps:



Figure 4: Key Steps to Integrate AI into HR Workflows Using Microsoft 365 Copilot

## Module 1: Foundations of AI & Microsoft 365 Copilot in HR

Understanding the foundations of AI and its application in HR is crucial as it sets the stage for revolutionizing HR processes. As AI continues to reshape industries, HR professionals must grasp how AI, especially Microsoft 365 Copilot, can enhance efficiency, streamline workflows, and foster more inclusive practices in recruitment, onboarding, and performance management.

In this module, you will explore the evolution of AI in HR, discover Microsoft 365 Copilot's capabilities, and understand how Microsoft Graph ensures secure data use. You will also explore ethical AI considerations, including how Copilot can mitigate hiring bias, and learn from a case study showcasing Copilot's real-world impact in HR.



## Module 2: Core Copilot Skills for Everyday HR

Mastering the core Copilot skills is vital for HR professionals to automate routine tasks, allowing them to focus on strategic decision-making and improve overall efficiency in daily operations. Understanding these tools enhances your ability to use AI for content drafting, communication, and onboarding tasks, ensuring smoother HR processes.

In this module, you will learn to create job descriptions, draft offer letters, handle sensitive HR communications, and build consistent onboarding kits. The hands-on exercises will teach you how to utilize Copilot for generating professional HR documents and emails, while a case study will showcase its impact in a fictional HR company.

## Module 3: Advanced Copilot Applications in Strategic HR

Advanced Copilot applications in HR help you automate complex tasks like recruitment, performance reviews, and workforce planning, freeing up HR teams to make more strategic decisions. Grasping these advanced features is crucial for HR professionals aiming to leverage data and predictive analytics for better decision-making and process optimization.

In this module, you will learn to automate recruitment tasks, summarize performance reviews, schedule meetings with Teams, and design effective surveys. Additionally, you will explore how Copilot helps with workforce planning using predictive analytics and integrates with Power BI to enhance decision-making.



## Module 4: Designing HR Agents with Copilot Studio

Designing HR agents using Copilot Studio empowers HR teams to automate employee interactions and streamline everyday tasks, enhancing both efficiency and user experience. This module is essential for understanding how to create AI-driven solutions tailored to your HR department's specific needs, reducing response time, and improving service delivery. In this module, you will learn to design and deploy HR agents using Copilot Studio, including creating a helpdesk agent for HR queries and a recruitment FAQ agent. A hands-on exercise will give you the practical experience needed to build and implement these agents in a real-world HR context.

## Module 5: Optimizing Prompts & Integrating Copilot with HR Systems

Optimizing prompts and integrating Copilot with HR systems like Workday is key to ensuring accuracy, fairness, and compliance in HR processes. This module is vital for HR professionals to understand how to refine AI outputs and seamlessly incorporate them into their existing HR workflows for more efficient operations. In this module, you will explore advanced prompt crafting techniques to ensure the accuracy and compliance of Copilot's outputs. Additionally, this module covers integrating Copilot with HRIS platforms for automating workflows and demonstrates a case study on improving HR efficiency through automated leave requests.



## Module 6: Responsible AI with Copilot — Policy, Safety & Trust

Understanding responsible AI use is paramount for ensuring ethical HR practices and protecting sensitive employee data. This module teaches HR professionals how to implement AI tools in ways that are fair, transparent, and comply with legal and ethical standards, fostering trust in AI-driven decisions. You will learn about responsible AI principles in HR, focusing on data protection, bias mitigation, and ensuring human oversight in AI-generated outputs. Practical guidelines and real-world scenarios will help you integrate these ethical practices into daily HR operations.

## Module 7: Capstone — End-to-End HR with Copilot

The capstone project is crucial as it brings together all the skills learned throughout the course, allowing you to apply Microsoft 365 Copilot to real-world HR challenges. It demonstrates how AI can enhance HR processes while maintaining the necessary human oversight and compliance. In this final module, you will work on a capstone project where you will apply all Copilot skills to automate a full HR process, from recruitment to onboarding. You will receive guidance on creating workflows and integrating Copilot tools into your HR tasks, ensuring that responsible AI principles are followed throughout the process.

## How Can AI CERTs Help Build an AI-Ready Culture?

While AI offers immense opportunities, businesses frequently encounter obstacles such as skill gaps, managing complex data, and integration challenges. At AI CERTs, we tackle these issues head-on with expertly crafted certifications, empowering organizations to build the expertise needed to overcome these barriers and unlock AI's full potential.

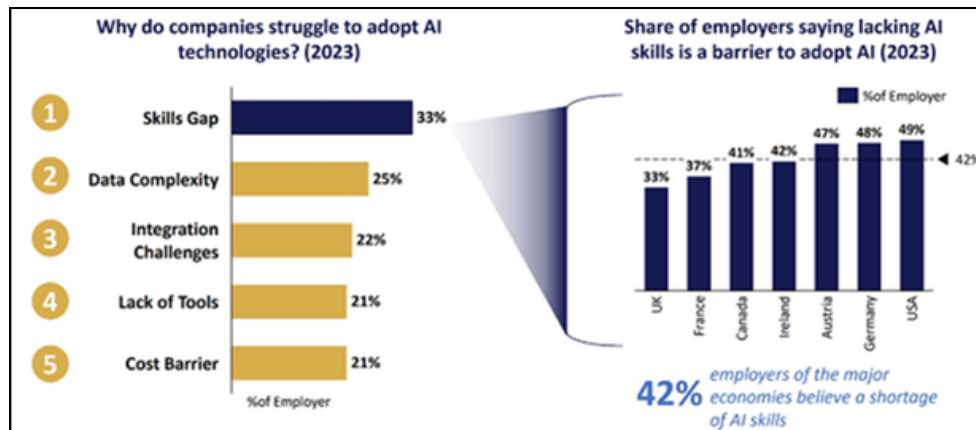


Figure 5: Factors determining the lack of adopting AI Technologies

Source: OCED and IBM

## Bridging the AI Skill Gap

- **Challenge:** Many HR professionals face difficulties integrating AI tools into their daily HR processes due to a lack of technical expertise in AI. This makes it challenging to fully harness AI's potential to streamline tasks like recruitment, employee management, and performance analysis, limiting the overall efficiency and impact of HR operations.
- **Solution:** The AI+ Microsoft 365 Copilot HR Specialty course offers specialized training to bridge this gap. The certification provides HR professionals with the practical knowledge needed to seamlessly incorporate Microsoft 365 Copilot into their HR workflows. This enables them to automate tasks, improve decision-making, and optimize HR processes, from recruitment to performance management.
- **Benefit:** By completing this training, HR professionals gain the skills to effectively leverage AI tools in their daily tasks, resulting in more efficient and accurate HR operations. This leads to improved decision-making, enhanced productivity, and a more streamlined recruitment process. Ultimately, organizations can achieve better talent management, foster a more productive work environment, and ensure more effective use of HR resources.



## Empowering Professionals with AI Skills

- **Challenge:** HR professionals often struggle with accessing and utilizing advanced AI tools and platforms, limiting their ability to enhance HR practices and stay up-to-date with the latest technological advancements in recruitment, employee management, and performance analysis.
- **Solution:** AI CERTs provide comprehensive, up-to-date training on the latest AI tools and platforms, specifically tailored to the needs of HR professionals. This training equips HR teams with the knowledge to integrate AI tools effectively into their workflows, addressing the unique demands of modern HR management.
- **Benefit:** By gaining access to these AI tools and specialized training, HR professionals can seamlessly incorporate AI into their daily tasks, improving operational efficiency, enhancing collaboration across teams, and fostering innovation in talent management. This leads to more streamlined, accurate, and effective HR practices, driving better decision-making and stronger overall workforce management.

**At AI CERTs, we offer a strategic solution, fostering a culture primed for AI integration and innovation.** Our AI certification offers comprehensive training and industry-recognized credentials, empowering employees to lead your company into an AI-driven future.

### AI CERTs Cultivate AI Culture in Several Ways:

1. Our certification provides a clear and comprehensive introduction to AI fundamentals and applications, designed to make the learning experience easy and accessible.
2. We ensure continuous learning opportunities to keep your team updated on emerging AI advancements, empowering your company to lead in the industry.
3. AI CERTs promote teamwork and knowledge sharing, fostering the critical collaboration needed for seamless AI adoption.

## AI CERTs: Your Pathway to Becoming AI-Ready

The future of business belongs to those who harness the power of AI.

**Tailored for Success:** Our certifications are crafted to address your team's unique requirements, offering specialized training to equip them with the vital skills needed for key AI roles.

**Actionable Expertise:** Through hands-on learning with real-world projects and case studies, we enable your team to gain practical expertise and implement AI effectively to foster innovation and progress.

**Become an AI Leader:** Empower your team with AI CERTs to build an AI-driven culture, unlock cutting-edge technology, and drive your organization's success.

The logo for AI CERTs features the word "AI" in a bold, yellow, sans-serif font. The letter "I" is stylized with three horizontal lines extending from its right side, resembling a circuit board or neural network. To the right of "AI" is the word "CERTs" in a white, bold, sans-serif font. A registered trademark symbol (®) is positioned at the top right of the "s".

**AI CERTs<sup>®</sup>**

aicerts.ai

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