Human Impact of Copilot

Workplace Ninja

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Experienced digital leader, with almost 20 years experience of working with Microsoft collaborative technologies, & 8+ years experience of growing, managing & leading high-performing technical consulting teams

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What we'll cover today

01 – Levelling the playing field

02 – Benefits of Copilot

03 – ~~Real life examples~~

04 – ~~Demos~~

05 – The Future

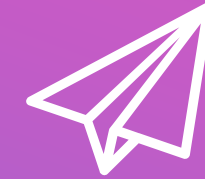# Work has accelerated faster than employees' ability to keep up

68%

Of people say they struggle with the pace & volume of work

46%

Of people feel burned out

Email Overload

85% of emails are read in under 15 seconds & 4 emails read for every 1 sent

60%

Of time spent in M365 Apps is spent on emails, chats & meetings

40%

Of time spent in M365 Apps spent in creation apps like Word & PowerPoint

Impact of Work Amplified

For those who are neurodivergent or physically disabled – requiring more effort, more focus, more time to achieve same outcomes

https://www.microsoft.com/en-us/worklab/work-trend-index/ai-at-work-is-here-now-comes-the-hard-part/

"

Accessibility means that all people can use a technology without being excluded… and is important for social equality and inclusion.

WHY DOES
ACCESSIBILITY
MATTER

- ✓ EVERYONE **BENEFITS**
- ✓ EQUAL **ACCESS**
- ✓ LEVELS THE **PLAYING FIELD**
- ✓ RIGHT THING **TO DO**

Accessibility Benefits of Copilot

Copilot in many products is already
driving significant benefits for people
with accessibility needs

90%

Say AI helps them save time

85%

Allows them to focus on most important work

84%

Allows them to be more creative

83%

Enjoy their work more

11 mins

A day is what it takes to see value from AI

85%

Get to a good first draft faster

https://www.microsoft.com/en-us/worklab/work-trend-index/ai-at-work-is-here-now-comes-the-hard-part/

How does M365 Copilot alter cognitive experiences?

Daily M365 Copilot users

- were **66%** more successful in finding work-related answers.
- were **50%** more adept at switching to new tasks.
- resolved blockers **40%** more quickly
- experienced **31%** less cognitive fatigue.
- were able to focus **30%** better.

Improve your cognitive experience with M365 Copilot...

>

Source: Avanade EAP Research

avanade

Do what matters

Closing the Skills Gap

People are telling us that Copilot is making it easier for them to do the "smart things" their colleagues know how to do

ADHD

People with ADHD are reporting that Copilot in Teams meetings helps them keep focus

Neurodiversity

People who are neurodivergent tell us that Copilot helps with blank page paralysis, & better focus

Physical Disabilities

People with mobility issues are reporting significant time saving benefits with Copilot

Dave Dame, who has **Cerebral Palsy**, reported significant time-savings for tasks that many of us take for granted

Dave Dame ♿ ✓
@DDame

I have Cerebral Palsy...But it doesn't have me! #Product Leader who loves his wife, #Design, #Agile, #Technology, #Accessibility, #Diversity, and #Inclusion

Prior to using Copilot, Dave reported:

- Authoring an email = 8 mins

- Creating slides in PowerPoint = 45 mins

With Copilot:

- Authoring an email = 3 mins

- Creating slides in PowerPoint = 8 mins

Reducing total time from 53 minutes for these 2 tasks down to **11 minutes**!

Watch the video here:
Https://twitter.com/DDame/status/1744760979261420018?s=48&t=T_UsQjGMhGGOFKsyPDAf2g

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Levelling the Playing field – Neurodiversity & Executive Functioning

Based on Avanade Early Access Program research for Neurodiversity

Life before Copilot for Microsoft 365

- Days are often a whirlwind of meetings and emails
- Constantly trying to stay on top of to-do list while juggling tasks
- It gets overwhelming
- Challenge to keep everything organised
- Huge cognitive load

Life After Copilot for Microsoft 365

- Copilot for M365 has significantly influenced work
- Eased the integration of daily activities
- Streamlining activity management
- Optimising my to-do list
- Made daily tasks more manageable
- Brought a noticeable improvement in handling my workload
- Greatly improved focus and engagement at work

Anton Mirhorodchenko, a software developer with Cerebral Palsy, reports significant benefits from GitHub Copilot

ANTON MIRHORODCHENKO

Improving accessibility through AI
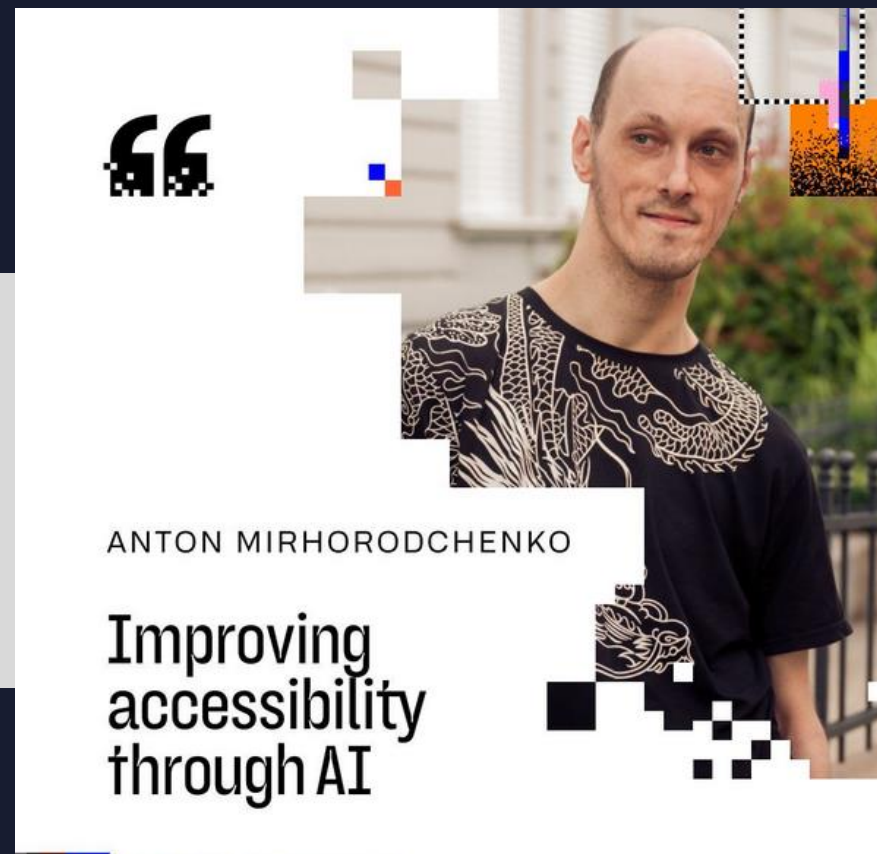
Due to Anton's disability:

- He finds complex physical actions difficult to perform

- Typing & speaking are difficult, which limits how much he can write or communicate with people

- He used to abandon ideas because Cerebral Palsy stopped him working fast enough

Using GitHub Copilot:

- Anton is able to write code much more easily and quickly

- Suggests code that he hasn't thought of yet

- Helps him document his code which is something he would have previously struggled with

- Finds Copilot helps him overcome his natural pessimism

"With AI, with Copilot, I can code my intention more precisely"

Watch the video here: https://www.youtube.com/watch?v=Me2Kc75UiWs

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Levelling the Playing Field – Other Examples

Dyslexia – example prompt "summarise this document in 5 actionable bullet points"

People writing in their non-native language are using Copilot to improve readability / grammar in their second language

ADHD – "Copilot in Teams meetings helps me keep focus – if I get distracted and miss a few minutes, I can ask Copilot to catch me up, rather than losing focus altogether or having to embarrass myself asking for someone to repeat what they said"

People need to build & train their Copilot muscle...

...but people with accessibility needs may require a different way of driving adoption

Information Overload

User onboarding can be challenging for neurodiverse people, due to overwhelming information

Patience is Key

Mastery of Copilot takes time – focus on smaller tasks, allocate time for learning & avoid temptation to explore all features at same time

Learning Techniques

Focus on different learning techniques – visual aids, short video / audio exercises, and focus on role-specific benefits

Key Considerations for a People-First AI Strategy

Adoption
Copilot adoption isn't like any other product

Build the Copilot Muscle
Focus on change enablement, helping people to develop consistent habits

Not One-Size-Fits-All
Ensure approach to learning supports ALL employees in developing the right skills

Leadership Buy-in
Lead by example, and ensure you position Copilot correctly – it's a tool to augment, not replace!

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THE COPILOT CONNECTION

A PODCAST ABOUT GENERATIVE AI IN THE WORKPLACE

www.copilotconnection.com

Thank you!

Questions?

Links:

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