

PARTICIPANT HANDBOOK

Microsoft Copilot for Precision Prompting

Hands-On Training with Real PETRONAS Scenarios

Name: _____ Department: _____

Date: _____ Cohort: _____

During the session

Follow along with the trainer — every exercise is laid out step by step with space to write your answers

After the session

Use it as a self-practice workbook — repeat any exercise anytime using your own Petronas files


How to use this handbook: Read the scenario

→ Try the prompt

→ Write your answer in the blue box

→ Reflect.

The  icon means write your own prompt.

The  icon means check your answer against the model answer provided.






ABOUT THIS HANDBOOK

How to get the most out of every page

Microsoft Copilot for Precision Prompting · Petronas 2026 · VILT & Self-Practice Edition

<p>1</p> <p>Read the scenario Each exercise starts with a real Petronas work situation you will recognise</p>	<p>2</p> <p>Try the prompt Run it in the Microsoft app shown. Every prompt is ready to copy and paste</p>	<p>3</p> <p>Write your answer Use the blue write-in boxes during the session. Keep them — they become your notes</p>	<p>4</p> <p>Reflect & compare Purple reflection questions anchor the learning. Model answers are in the back</p>
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Section	Part	What you will practise	Apps used
Section 1	PETRONAS Files	Download & set up your 10 official PETRONAS source documents	<i>OneDrive / SharePoint</i>
Part 1	C.G.S.E Framework	Understand precision prompting. Fix a weak prompt. Write your first C.G.S.E prompt.	<i>Copilot Chat</i>
Part 2	Copilot Chat	Analyse the annual report. Draft and coach a professional email.	<i>Copilot Chat + Outlook</i>
Part 3	Word	Summarise policy, rewrite for audience, draft a strategy brief.	<i>Word</i>
Part 4	Excel	Financial analysis, vendor scoring matrix, procurement use cases.	<i>Excel</i>
Part 5	PowerPoint	Create a deck from a document. Transform meeting notes into slides.	<i>PowerPoint</i>
Part 6	Multi-App Workflow	Full Monday morning workflow: email → meeting → report → deck.	<i>Outlook + Teams + Word + PPT</i>
Part 7	Limitations & Trust	Verify Copilot output. Fact-check financial data. Know when not to trust.	<i>All apps</i>
Part 8	My Starter Card	Build your personal prompt library. Write your 30-day commitment.	<i>Take-away</i>

<p> FILE tag Dark navy bar = open this PETRONAS document before running the prompt</p>	<p> Write box Blue box = write your answer here during the session</p>	<p> Reflection Purple box = reflect and discuss with the group</p>
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SECTION 1

Official PETRONAS Files — Download, Upload & Use



These 10 documents are the foundation of all exercises in this handbook. They are real, publicly available documents from petronas.com and petronascanada.com. Download them before the session and upload to your OneDrive. Each is assigned a short code (F1–F10) that appears as a dark FILE tag above every prompt.




How to use with Copilot: After uploading to OneDrive: open Copilot Chat → click the paperclip icon → select the file. Or type /[filename] to reference it. For Word/Excel/PPT: open the file in the app, then click the Copilot sparkle icon on the Home ribbon.

Cod e	Document Name	Direct Download URL	Used in exercises
F1	PETRONAS Integrated Report 2024	https://www.petronas.com/sites/default/files/uploads/content/2025/PETRONAS-Integrated-Report-2024.pdf	Ex 2, 3, 5, 8, 10
F2	PETRONAS Audited Financial Statements 2024	https://www.petronas.com/integrated-report-2024/assets/pdf/PIR%202024_Audited%20Financial%20Statements.pdf	Ex 6, 11
F3	PETRONAS Activity Outlook 2025–2027	https://www.petronas.com/assets/pdf/PETRONAS%20Activity%20Outlook%2025-2027.pdf	Ex 1, 5, 7, 8
F4	PIR2024: Energy Transition & Value Creation	https://www.petronas.com/integrated-report-2024/assets/pdf/by-section/4.%20PIR24_How%20We%20Create%20Value.pdf	Part 2 demos
F5	PIR2023: Sustainability at PETRONAS	https://www.petronas.com/integrated-report-2023/assets/pdf/PIR2023%20Sustainability%20at%20PETRONAS.pdf	Part 4 demos
F6	PETRONAS Chemicals HSE Policy & MS	https://www.petronas.com/sites/pcg/files/2022-06/2.2-PUBLIC-HSE-Policy-and-Management-System.pdf	SharePoint demo
F7	PETRONAS Canada HSE Policy 2023	https://www.petronascanada.com/files/pdf/PETRONAS-Canada-2023-10-Policy-HSSE.pdf	Ex 4
F8	PETRONAS Canada: HSE Requirements for Contractors	https://petronascanada.com/files/pdf/PETRONAS-Canada-HSE-Requirement-for-Contractors.pdf	Ex 4, Part 2
F9	PETRONAS Gas Berhad	https://www.petronas.com/pgb/sites/default/files/2025-03/PGB%20Sustainability%20Report%202024.pdf	Ex 6, Part 5

Code	Document Name	Direct Download URL	Used in exercises
	Sustainability Report 2024		
F10	PETRONAS Energy Transition Partner Brochure	https://www.petronas.com/sites/default/files/uploads/content/2024/a-successful-energy-transition-begins-with-the-right-partner.pdf	Self-practice

<p> Before the session — your checklist</p> <ul style="list-style-type: none"> <input type="checkbox"/> Download F1–F10 using the links above <input type="checkbox"/> Upload all 10 files to your OneDrive folder <input type="checkbox"/> Name the folder: ‘Copilot Training — Petronas 2026’ <input type="checkbox"/> Open the Excel training data file (provided separately) <input type="checkbox"/> Log in to m365.cloud.microsoft with your Petronas credentials <input type="checkbox"/> Test: attach F1 using the paperclip and type a question 	<p> SharePoint setup (trainer will do this)</p> <p>The trainer will create two SharePoint libraries for you:</p> <ul style="list-style-type: none"> • ‘HSE Policies’ — contains F6, F7, F8 • ‘PETRONAS Reports’ — contains F1, F4, F9 <p><i>You will use these in the SharePoint and multi-app exercises. The trainer will share the site URL with you at the start of the session.</i></p>
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 **Important:** All 10 files are publicly available PETRONAS documents. We use public documents in training to avoid confidentiality issues. After the session, you can use your own internal Petronas documents with Copilot — simply upload them to your OneDrive and reference them the same way.

PART 1

The C.G.S.E Precision Prompting Framework

Every prompt you write in this training follows the C.G.S.E framework. It is the difference between getting a vague, generic response and getting a precise, usable output.

Letter	Stands for	What to include	Example
C	Context	Your role, your company, the situation	<i>I am a Petronas procurement manager...</i>
G	Goal	Exactly what you want Copilot to produce	<i>...summarise the key contract risks...</i>
S	Source	The document, data, or file to use	<i>...from this Activity Outlook PDF [S]...</i>
E	Expectation	Format, length, tone, structure	<i>...in a 5-bullet executive format [E].</i>

EXERCISE

1

Copilot Chat

Prompt Repair Lab — Fix the Weak Prompt

🕒 20 min • **Beginner**

Your Scenario

You are a Petronas procurement manager. You need Copilot to help you understand contract risks from the Activity Outlook document.

Step 1 — Run the weak prompt first. Go to m365.cloud.microsoft → Copilot Chat. Upload F3 (PETRONAS Activity Outlook). Type this prompt and see what you get:

✗ WEAK PROMPT — run this first

Tell me about contracts.

 What did Copilot give you? Was it useful? Write your observations here:

Step 2 — Now study this improved version. See how each C.G.S.E element adds precision:

▶ **FILE: F3 — PETRONAS Activity Outlook 2024–2026**

 **STRONG PROMPT — C.G.S.E version**

I am a Petronas procurement manager planning for 2025–2026 [C]. Identify the top 5 contract categories with the highest expected activity volume [G] from this PETRONAS Activity Outlook document [S]. For each category: contract type, estimated volume, key requirements, and one risk I should plan for. Table format, suitable for a team briefing [E].

Note: Replace [C] with your actual role at Petronas before running

What changed in the output? List 3 specific differences you noticed:

Step 3 — Write your own C.G.S.E prompt. Now write a precision prompt for YOUR actual job role using F3 as the source:

C	<i>I am a _____ at Petronas...</i>
G	<i>I want Copilot to...</i>
S	<i>Using this document (F3)...</i>
E	<i>Format / length / tone I want...</i>

Now combine your four lines into one prompt and run it in Copilot Chat:

My complete C.G.S.E prompt:

Copilot’s response — key points (summarise in your own words):

Reflection — What did you notice?

1. Which element (C, G, S, or E) made the biggest difference to your output?

2. What would you do differently next time?

PART 2

Copilot Chat — Your AI Command Centre

Copilot Chat at m365.cloud.microsoft is where most of your daily AI work happens. It reads documents, answers questions, drafts content, and analyses data — all through natural conversation.

How to open

Go to m365.cloud.microsoft → sign in with your Petronas M365 credentials

Click the paperclip icon to attach a file from OneDrive, or type `/[filename]` to reference it

Switch between Auto / Quick Response / Think Deeper in the top right corner

EXERCISE

2

Copilot Chat

Annual Report Analyst

 20 min • Beginner

Your Scenario

You need to brief your manager on PETRONAS' 2024 performance before a leadership meeting tomorrow. You have 10 minutes. Copilot will read the 180-page annual report for you.

FILE: F1 — PETRONAS Integrated Report 2024

Step 1 — Open Copilot Chat. Upload F1 (PETRONAS Integrated Report 2024) using the paperclip icon.


- 1 Go to m365.cloud.microsoft → click the paperclip → upload F1 from your OneDrive
- 2 Wait for the file to appear as an attachment in the chat box
- 3 Run this prompt:

Run this prompt

I am a Petronas department manager preparing for a leadership briefing tomorrow [C]. Summarise the PETRONAS 2024 performance [G] from this Integrated Report [S]. Cover: (1) Revenue and PAT headline figures, (2) Top 3 strategic achievements, (3) Biggest challenge or risk mentioned by the CEO, (4) Energy transition progress in one sentence, (5) One action my department should take based on this report. Present as 5 numbered points, executive language, under 200 words [E].

 **Copilot's summary — copy the 5 key points here:**


Step 2 — Dig deeper with a follow-up. Copilot remembers the conversation. You do not need to re-attach the file. Ask:

 **Follow-up prompt (type this next, no need to re-attach file)**

Based on what you just summarised, what are the 3 biggest risks for a procurement/operations team in 2025? One sentence each.


 **Copilot's answer:**

Step 3 — Now personalise it. Replace the role with your actual Petronas role:

 **Your personalised prompt (edit and run this)**

I am a [YOUR ACTUAL JOB TITLE] at Petronas [C]. From what you know about the 2024 Integrated Report, what are the 3 priorities most directly relevant to my role? One sentence per priority, plain English [E].

 **My 3 priorities based on my actual role:**

 **Reflection — What did you notice?**

- 1. How long would it have taken you to find this information manually from the 180-page report?**
- 2. What else could you use this workflow for in your day-to-day work?**

EXERCISE

3

Copilot Chat + Outlook

Email Drafting & Coaching

🕒 20 min • ● Intermediate

Your Scenario

A vendor missed a critical HSE submission deadline. You need to send a firm but professional email. Then you need to use Copilot’s Coaching feature to improve it.

Step 1 — Draft the email in Copilot Chat:

Run this prompt

I am a Petronas HSE Supervisor [C]. Draft a formal email to a vendor [G] informing them that their HSE compliance submission for the pipeline inspection contract is 5 days overdue [S]. The email should: state the deadline that was missed, request immediate submission within 24 hours, warn that continued non-compliance may affect contract renewal consideration, and remain professional in tone. Under 150 words, formal English [E].

Copilot’s email draft — paste or summarise it here:

Step 2 — Improve it with Coaching. Open Outlook (outlook.office.com). Create a new email. Paste Copilot’s draft. Then click the Copilot icon in the compose toolbar → Coaching by Copilot.

- | | |
|----------|--|
| 1 | Open outlook.office.com → click New Email |
| 2 | Paste Copilot’s draft into the email body |
| 3 | Click the Copilot sparkle icon in the toolbar → select Coaching by Copilot |
| 4 | Read the scores for Tone, Sentiment, and Clarity |

Coaching score	Before	After improving
Tone		
Sentiment		
Clarity		

 **What specific changes did Copilot suggest?**

 **Reflection — What did you notice?**

- 1. Did Coaching change anything significant, or was the first draft already good?**
- 2. Name one type of email in your actual work where you would use this Coaching feature regularly.**

PART 3

Copilot in Microsoft Word — Draft, Summarise & Transform

Open Word at word.office.com or desktop Word. The Copilot sparkle icon appears on the Home ribbon. You can also right-click selected text to access Copilot options.

EXERCISE

4

Word

From Policy to Plain English

20 min • Beginner

Your Scenario

Your team includes frontline technicians who need to understand the PETRONAS HSE contractor requirements. The policy is dense and technical. You will use Copilot in Word to make it accessible.

► **FILE: F8 — PETRONAS Canada: HSE Requirements for Contractors**

Step 1 — Summarise the whole document.

- 1 Open Word → open F8 from your OneDrive
- 2 Click the Copilot sparkle icon on the Home ribbon
- 3 In the Copilot pane, type:

Summarise prompt


Summarise this document in 6 bullet points. Cover: the top 3 HSE obligations for contractors, the Zero Tolerance rules, the incident reporting procedure, and the PPE requirements. Plain English, suitable for a new site employee.

Key points from the summary:

Step 2 — Rewrite a section for a different audience.

- 1 Find the section on Incident Reporting (or similar process section)
- 2 Select the full section text with your mouse

- | | |
|----------|---------------------------------|
| 3 | Right-click → Copilot → Rewrite |
| 4 | Type in the Copilot box: |


 **Rewrite prompt**


Rewrite this section for a frontline technician with no formal safety qualifications. Use short sentences (maximum 15 words each). Replace all technical terms with plain language. Add a simple 3-step action list at the end.

 **How did the rewrite change the tone and clarity?**

Step 3 — Use Coaching by Copilot to score your rewrite.

- | | |
|----------|--|
| 1 | Select the rewritten text |
| 2 | Copilot pane → Coaching by Copilot |
| 3 | Note the scores and suggested improvements |

 **What score did it give? What did it suggest improving?**

 **Reflection — What did you notice?**

1. Which version — original or rewritten — would your frontline team actually read and understand?

2. Name one document in your daily work you could transform this way.

EXERCISE

5

Word

Draft a Strategy Brief from Scratch

🕒 25 min • **Intermediate**

Your Scenario

Your manager has asked for a 1-page strategy brief on PETRONAS’ 2025 upstream business priorities. You have the Activity Outlook. You will draft the entire brief using Copilot in Word — no blank page panic.

▶ **FILE: F3 — PETRONAS Activity Outlook 2024–2026**

Step 1 — Open a blank Word document and draft from scratch.

- 1 Open Word → New blank document → save as ‘Upstream Strategy Brief 2025’
- 2 Click the Copilot sparkle → in the chat pane, attach F3 using the paperclip
- 3 Run this draft prompt:

Draft prompt

I am a Petronas business development manager [C]. Using this PETRONAS Activity Outlook document as your source [S], draft a 1-page strategy brief [G] for my team on upstream business priorities for 2025–2026. Structure: (1) Executive Summary — 2 sentences, (2) Top 3 Upstream Opportunities — one paragraph each with estimated scale, (3) Key Risks — 3 bullet points, (4) Recommended Team Actions — 3 bullets. Professional tone, no jargon, max 400 words [E].

Paste or summarise what Copilot drafted:

Step 2 — Iterate. The first draft is rarely perfect. Use these follow-up prompts to refine:

Iteration prompt 1 — if it’s too long

Shorten the Executive Summary to one sentence and cut each opportunity paragraph to 3 sentences maximum.

 **Iteration prompt 2 — if the tone is too formal**

Rewrite the Recommended Team Actions section in a more direct, action-oriented tone. Start each bullet with a strong verb.

 **What did you change in the second iteration and why?**

 **Reflection — What did you notice?**

1. How long did this take vs. writing the same brief manually?

2. What would you add or change to make this brief truly yours before sending to your manager?

PART 4

Copilot in Microsoft Excel — Analyse, Visualise & Automate

Copilot in Excel works ONLY on data formatted as an Excel Table. This is the most common reason it appears to not work. Before every exercise: select your data → Insert → Table.

Critical first step — always do this

Select your data range (including headers)

Click Insert → Table → make sure 'My table has headers' is ticked → OK

Now click the Copilot sparkle on the Home ribbon — it will be active

EXERCISE

6

Excel

Financial Performance Analysis

 25 min • **Intermediate**

Your Scenario

You are a Petronas finance analyst. Your manager wants to know which business segments performed well in 2024 and which need attention. You have the financial data in Excel.

File needed

Open the pre-loaded Excel file: PETRONAS_Copilot_Training_Data.xlsx → sheet 'F2-Financial-Data'. This contains the real PETRONAS FY2024 financial data extracted from the Audited Financial Statements.


Step 1 — Confirm the data is formatted as a Table.


- 1 Open PETRONAS_Copilot_Training_Data.xlsx → click the F2-Financial-Data sheet
- 2 Click anywhere in the data → you should see Table Design appear in the ribbon
- 3 If it is NOT a Table: select the data → Insert → Table → OK
- 4 Click the Copilot sparkle on the Home ribbon

Step 2 — Run the analysis prompts:


Analysis prompt 1


Analyse this PETRONAS financial data. Identify which metric had the largest year-on-year decline. Show me the top 2 performing KPIs in green and the 2 biggest declines in red.

 **Which metrics declined the most? What did Copilot highlight?**


 **Analysis prompt 2**

Add a new column called 'EBITDA Margin %' that calculates EBITDA as a percentage of Revenue for each year. Then highlight any row where the margin is below 30%.

 **What formula did Copilot write? Was it correct?**

 **Analysis prompt 3**

Create a pivot table showing total revenue and PAT by segment (Upstream, Gas & Maritime, Downstream) for 2024 vs 2023. Sort by 2024 PAT from highest to lowest.

 **What does the pivot table show? Which segment had the best PAT performance?**


Step 3 — Write your own analysis prompt.

Look at the data. What question would your manager ask? Write and run your own prompt:

 **My own analysis question:**

 **My prompt (write it here then run it in Excel)**

 **What Copilot produced:**

 **Reflection — What did you notice?**

1. Which of the three built-in prompts saved you the most time vs doing it manually?

2. Name one Excel task in your monthly routine that you could now hand off to Copilot.

EXERCISE
7
Excel

Procurement Vendor Scoring Matrix

🕒 20 min • ● Intermediate

Your Scenario

Three vendors have submitted bids for a pipeline maintenance contract. You need to compare them fairly and recommend one. Copilot will build the scoring matrix and highlight the winner.

Step 1 — Set up your data table.

In a new Excel sheet, create this table manually (it takes about 2 minutes), then format as a Table:

Criteria	Vendor A	Vendor B	Vendor C	Weight (%)
HSE Compliance	8	6	9	30
Technical Capability	7	9	7	25
Price Competitiveness	9	7	6	20
Delivery Reliability	8	8	7	15
Local Content	6	5	8	10

Step 2 — Let Copilot calculate and recommend:

Scoring prompt

Using the weight percentages in column E, calculate a weighted total score for each vendor (Vendor A, B, C). Add a row at the bottom called 'Weighted Score'. Highlight the highest scoring vendor in green. Then tell me which vendor I should recommend and why, based purely on the scores.

Which vendor did Copilot recommend? Do you agree with the scoring?

Follow-up prompt

Draft a 3-sentence recommendation summary I can include in a vendor evaluation report. State the recommended vendor, the score, and the top 2 reasons for the recommendation.

Paste Copilot's recommendation summary:



Reflection — What did you notice?

1. How would this matrix change if HSE Compliance weight was increased to 40%? Change it and re-run.

2. Could you use this same approach for any other vendor/supplier decisions in your work?

PART 5

Copilot in Microsoft PowerPoint — Create, Transform & Present

Open PowerPoint at powerpoint.office.com or desktop PowerPoint. The Copilot sparkle icon is on the Home ribbon. For ‘Create from document’, start with a blank presentation, then type the command in the Copilot pane.

EXERCISE

8

PowerPoint

Instant Deck from a Real PETRONAS Document

🕒 20 min • **Beginner**

Your Scenario

Your manager has asked you to present PETRONAS’ Activity Outlook priorities to your team next week. Instead of building slides from scratch, you will generate a full deck from the source document in under 2 minutes.

▶ **FILE: F3 — PETRONAS Activity Outlook 2024–2026**

- 1 Open PowerPoint → New blank presentation
- 2 Click the Copilot sparkle on the Home ribbon
- 3 In the Copilot pane, attach F3 using the paperclip icon
- 4 Run this prompt:

Create deck prompt


Create an 8-slide presentation from this PETRONAS Activity Outlook document. Slides: (1) Title, (2) Industry Context — why this outlook matters, (3) Upstream Priorities 2025–2026, (4) Gas Business Outlook, (5) Downstream Opportunities, (6) Key Contract Categories — top 5, (7) Energy Transition Direction, (8) What This Means for Our Team — 3 action points. Professional executive design. Include one key data point per slide.

How many slides did Copilot create? Were the titles accurate to the document?

Step 2 — Add speaker notes.

 **Speaker notes prompt**

Add detailed speaker notes to every slide. Write as if a Petronas manager is presenting to a team of 30 employees who have not read the Activity Outlook. For each slide include: the main point to emphasise, one supporting fact or statistic from the document, and one question to engage the audience. 3–4 sentences per slide.

 **Check slide 3. Are the speaker notes relevant and accurate to F3?**

Step 3 — Personalise one slide.

Click on any slide that could be more relevant to YOUR department. Then in Copilot:

 **Personalise prompt**

Rewrite slide [number] to specifically address the priorities of a [YOUR DEPARTMENT] team at Petronas. Keep the design and structure, just update the content to be more relevant to our function.

 **Which slide did you personalise and what changed?**

 **Reflection — What did you notice?**

1. Would you use this deck as-is, or what would you edit before sending it to your team?

2. What other documents (reports, policies, meeting notes) could you convert into slides this way?

EXERCISE

9

PowerPoint

Transform Your Own Notes into a Slide Deck

🕒 20 min • **Intermediate**

Your Scenario

You have rough notes from a project meeting. Copilot will turn them into a clean, structured presentation. This is the workflow you will actually use every week.

Step 1 — Enter your real notes (or use the sample below).

Use your own meeting notes from a recent project, OR use this sample scenario:

Sample meeting notes (use these if you don't have your own)

Q1 2025 Project Review — April 10, 2025

Attendees: Ahmad (PM), Nurul (Finance), Rajesh (Engineering), Siti (HSE)

Completed: Phase 1 procurement done. 3 vendors onboarded. HSE audit passed.

In progress: Phase 2 engineering design at 60%. Equipment delivery delayed 2 weeks.

Budget: RM4.2M spent of RM5.0M budget. Risk of overrun if delay continues.

Actions: Rajesh to escalate equipment vendor by 15 April. Nurul to revise budget forecast. Ahmad to update steering committee by 18 April.

Next meeting: 24 April 2025

Step 2 — Open a blank PowerPoint and run:

Transform notes prompt

I have meeting notes from a project review. Create a 5-slide presentation: (1) Title slide with project name and date, (2) Progress Summary — what was completed, (3) Current Status — what is in progress and any risks, (4) Budget Overview — spend vs budget and any risk, (5) Action Items — table with Owner, Action, and Due Date. Professional design. My notes are: [PASTE YOUR NOTES HERE]

How accurate was Copilot's slide content compared to your original notes?

What did you need to correct or add?

 **Reflection — What did you notice?**

1. How long does it normally take you to build a post-meeting presentation?

2. What is your personal prompt template you would save for this type of task?

PART 6

Connected Workflow — Email → Meeting → Report

The most powerful use of Copilot is not in a single app — it is when you chain apps together. This exercise simulates a real Petronas work scenario from start to finish.

EXERCISE

10

Outlook +
Teams + Word +
PowerPoint

The Full Monday Morning Workflow

35 min • **Advanced**

Your Scenario

It's Monday morning. You've been in a Friday meeting. You have 3 unread emails from your team with project updates. You need to: catch up on the meeting, consolidate the email updates, write a status report, and prepare a 3-slide briefing for your manager — all before 9:30am.

The workflow


- Step 1 — Teams: Get your meeting recap (5 min)
- Step 2 — Outlook: Summarise your email updates (5 min)
- Step 3 — Copilot Chat: Consolidate everything into a status brief (5 min)
- Step 4 — Word: Turn the brief into a formal status report (10 min)
- Step 5 — PowerPoint: Create a 3-slide manager briefing (5 min)

Step 1 — Teams: Meeting Recap

- 1 Open Teams → Calendar → find your most recent meeting
- 2 Click on the meeting → click 'Recap' tab → then the Copilot tab
- 3 If you have no recent meeting, use the Teams Copilot demo from the trainer


Teams recap prompt

Recap this meeting for me. I need: (1) The 3 most important decisions made, (2) All action items with the responsible person's name and deadline, (3) Any risks or concerns raised, (4) One thing I personally need to do before the next meeting.


 Meeting recap — key decisions and my action items:


Step 2 — Outlook: Email Consolidation


- 1 Open Outlook → find 2–3 recent emails from your team (or use emails from the trainer scenario)
- 2 Open each email thread → click the Summarise button at the top

 Outlook summary prompt (type this for each thread)

Summarise this email thread in 3 bullet points: what was the update, is there any action needed from me, and what is the status?


 Email 1 summary:

 Email 2 summary:


 Email 3 summary:

Step 3 — Copilot Chat: Consolidate Everything

Open Copilot Chat. Type your consolidated notes from Steps 1 and 2 directly into the chat, then run:


 Consolidation prompt

I am a Petronas project manager [C]. I have just reviewed my Teams meeting recap and 3 team email updates. Here is everything I know: [PASTE YOUR NOTES FROM STEPS 1 AND 2]. Write a concise Monday morning status brief [G] for my own reference. Include: Team updates by person, open action items with deadlines, risks I need to escalate, decisions I need to make today. Bullet format, 1 page max [E].


 **Copilot's Monday status brief:**

Step 4 — Word: Formal Status Report

Open Word → New document. In the Copilot pane, paste your status brief from Step 3 and run:

 **Status report prompt**

Using these notes, draft a formal weekly project status report. Structure: (1) Executive Summary — 2 sentences, (2) Accomplishments This Week — 3 bullets, (3) In Progress — with % completion, (4) Risks & Issues — table with Risk, Impact (High/Medium/Low), Owner, Action, (5) Decisions Required — 2 bullets, (6) Next Week Priorities — 3 bullets. One page, formal Petronas reporting style.


 **Was the status report usable as-is, or did you need to edit it? What changed?**

Step 5 — PowerPoint: Manager Briefing


Open PowerPoint → New blank. Attach your Word report using the paperclip. Run:

 **Manager briefing prompt**

Create a 3-slide manager briefing from this status report. Slide 1: Project Status Snapshot — overall health (Green/Amber/Red), key numbers. Slide 2: Risks & Decisions Required — what my manager needs to know and act on. Slide 3: Next 2 Weeks — priorities and milestones. Large text, minimal bullets, executive design.

 **Total time taken for the full workflow (Steps 1–5):**

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 **Reflection — What did you notice?**

- 1. What normally takes you the longest on Monday mornings? Did Copilot address that?**
- 2. Which step gave you the best time saving?**
- 3. What would your personal version of this workflow look like for your actual job?**

PART 7

Copilot Limitations — When to Trust and When to Verify

Copilot is powerful but not perfect. Understanding its limits is what separates a skilled Copilot user from a risky one. This section is not about what Copilot cannot do — it is about what YOU must do to stay in control.

The 5 situations where you must always verify

#	Situation	What Copilot might do	What you must do
1	Financial figures and statistics	<i>Quote a number that is slightly off or from the wrong year</i>	Cross-check every figure against the source PDF page
2	Long documents (100+ pages)	<i>Miss a section or misread a table</i>	Ask Copilot to cite the page or section it is referencing
3	Specific names, dates, contract details	<i>Hallucinate a name or mix up two similar items</i>	Never send output with names/dates without manual verification
4	Legal or compliance language	<i>Paraphrase in a way that changes the meaning</i>	Always have HSE / legal / compliance outputs reviewed by the relevant owner
5	Calculations in Word or Chat (not Excel)	<i>Get arithmetic wrong in running text</i>	Do all numerical calculations in Excel with Copilot, not in chat


EXERCISE

11

Copilot Chat

Spot the Error — Copilot Fact-Check Challenge


🕒 15 min • **Intermediate**

 **Your Scenario**

Copilot has produced a financial summary. Your job is to find the errors by checking it against the source document. This is a critical skill — never send Copilot output without doing this.

Step 1 — Ask Copilot to produce a summary with a deliberate trap.


▶ **FILE: F2 — PETRONAS Audited Financial Statements 2024**


 **Run this prompt**

Summarise the PETRONAS Group financial performance for FY2024. Include: total revenue, PAT, EBITDA, CFO, total assets, gearing ratio, and ROACE. Present as a table with 2024 and 2023 figures side by side.

Now open F2 (the actual Audited Financial Statements PDF) and check Copilot’s numbers against the source:

KPI	Copilot said (RM Bil)	Source says (RM Bil)	Match? ✓/✗
Revenue			
PAT			
EBITDA			
CFFO			
Total Assets			
Gearing Ratio			
ROACE			

 **Did you find any errors or discrepancies? What were they?**

 **What rule will you follow from now on when Copilot produces financial or numerical data?**

 **Reflection — What did you notice?**

1. How confident do you now feel using Copilot for financial reporting?

2. Which of the 5 verification rules matters most for your specific job role?

PART 8

My Personal Prompt Starter Card + 30-Day Plan

Complete this section before you leave today. These become your personal Copilot toolkit — prompts and habits specific to your role that you can use immediately from tomorrow.

My Prompt Starter Card

Fill in your own best prompts based on today’s exercises. These are YOUR prompts, written for YOUR role at Petronas.

My Use Case	My C.G.S.E Prompt (write it out in full)
My go-to email prompt	
My go-to Excel analysis prompt	
My go-to document summary prompt	
My go-to PowerPoint prompt	
My go-to meeting/Teams prompt	

My 30-Day Copilot Commitment

Commit to 3 specific actions before you leave today. Research shows that prompts written down immediately after training are 4x more likely to be used in the first week.

Week	I will use Copilot for...	App I will use	How I will know it worked
Week 1			
Week 2			
Week 3 & 4			

One thing I'm most excited to try:

One thing I'm still unsure about:

 **Model Answers**

Model answers for all exercises are provided on the following pages. Use them to check your prompts and outputs. Remember: there is no single correct answer — the model answers show ONE strong version. Your prompt may produce a different but equally valid output.

If your output was significantly different, compare the C.G.S.E structure of your prompt with the model prompt. The most common reason for a different output is a missing or vague 'E' (Expectation) element.

MODEL ANSWERS

Reference: What a strong output looks like for each exercise

These are not the only correct answers. They are examples of what a well-crafted C.G.S.E prompt typically produces. Use them to benchmark your own outputs and identify where your prompt could be stronger.

Exercise 1 — Prompt Repair Lab

✗ WEAK PROMPT output (what you typically get)

A vague, short response: 'PETRONAS has various contracts across upstream, gas, and downstream activities for operations and maintenance.' No specific data, no actionable insight, no structure.

✓ STRONG PROMPT — model output

Top 5 contract categories by volume: (1) Offshore drilling & well services — Est. 180 contracts, (2) Pipeline inspection & integrity — Est. 120 contracts, (3) Plant maintenance & turnaround — Est. 95 contracts, (4) Subsea engineering & construction — Est. 75 contracts, (5) HSE inspection & compliance services — Est. 60 contracts

Each entry includes: contract type, volume estimate, key HSE/local content requirements, and one procurement risk

Key lesson: The S element (Source = F3 document) and E element (table format + team briefing) are what transformed the output

Exercise 2 — Annual Report Analyst

✓ Model 5-point executive summary (based on F1)

(1) Revenue RM320B / PAT RM55.1B — lower than 2023 (RM343.6B / RM80.7B) due to softer LNG prices and Engen divestment impact

(2) Top achievements: Record 2,000 kboe/d from Malaysia ops; 8GW renewables secured; LNG Canada progressing to first cargo 2025

(3) CEO's biggest concern: Persistent market volatility, margin erosion, and geopolitical risks requiring transformation and portfolio rationalisation

(4) Energy transition: Short-term GHG target achieved (46.55M tCO₂e vs 49.5M target); NZCE 2050 Pathway on track

(5) Team action: Align 2025 team plans to PETRONAS' efficiency and productivity priorities; explore AI tools to reduce operational costs

Exercise 3 — Email Drafting & Coaching

✔ Model email output

Subject: Urgent: Overdue HSE Compliance Submission — Pipeline Inspection Contract

Dear [Vendor Name], I am writing to formally notify you that your HSE compliance submission for the Petronas Pipeline Inspection Contract, due on [date], remains outstanding as of today — now 5 business days past the agreed deadline. We require the completed submission within 24 hours of this notice. Please be advised that continued non-compliance with contractual HSE obligations will be noted in our vendor performance record and may be considered during future contract renewal evaluations. We remain committed to a professional working relationship and trust you will treat this matter with the urgency it requires. Please confirm receipt of this email. Regards, [Name]

Coaching typically improves: Tone (making it firmer but not aggressive), Clarity (breaking into shorter sentences), and Sentiment (ensuring it does not read as confrontational)

Exercise 6 — Financial Performance Analysis

✔ Key findings Copilot should identify from F2 data

Largest YoY decline: PAT fell 32% (RM80.7B to RM55.1B) — main driver was lower LNG prices and higher tax expense

Downstream segment: Only segment in Loss After Tax (LAT) in 2024 at -RM29M vs PAT RM5.3B in 2023 — Engen divestment impact

EBITDA margin: Declined from 37.4% to 35.7% — still healthy but trending down

Strong performers: Upstream PAT RM34.9B (down 12%) and Gas & Maritime RM19.9B (down 38% due to impairments)

CFFO RM102.5B remains very strong — PETRONAS maintains financial resilience despite earnings pressure

Exercise 7 — Procurement Vendor Scoring Matrix

✔ Model weighted score calculation

Vendor A: $(8 \times 30\%) + (7 \times 25\%) + (9 \times 20\%) + (8 \times 15\%) + (6 \times 10\%) = 2.4 + 1.75 + 1.8 + 1.2 + 0.6 = 7.75$

Vendor B: $(6 \times 30\%) + (9 \times 25\%) + (7 \times 20\%) + (8 \times 15\%) + (5 \times 10\%) = 1.8 + 2.25 + 1.4 + 1.2 + 0.5 = 7.15$

Vendor C: $(9 \times 30\%) + (7 \times 25\%) + (6 \times 20\%) + (7 \times 15\%) + (8 \times 10\%) = 2.7 + 1.75 + 1.2 + 1.05 + 0.8 = 7.50$

Recommendation: Vendor A (score 7.75) is recommended. It leads on HSE Compliance (critical for Petronas standards) and Price Competitiveness. Despite lower Technical score vs Vendor B, the HSE weighting gives it the edge in a safety-critical contract.

If HSE weight increased to 40%: Vendor C would win $(9 \times 40\% = 3.6$ vs Vendor A's $8 \times 40\% = 3.2$)

Exercise 11 — Spot the Error (Fact-Check)

✔ Correct figures from F2 (PETRONAS Audited Financial Statements 2024)

Revenue: RM320.0B (2024) vs RM343.6B (2023)

PAT (Group total): RM55.1B (2024) vs RM80.7B (2023)

EBITDA: RM114.1B (2024) vs RM128.6B (2023)

CFFO: RM102.5B (2024) vs RM114.2B (2023)

Total Assets: RM766.7B (2024) vs RM773.3B (2023)





Gearing Ratio: 19.6% (2024) vs 19.8% (2023)

ROACE: 9.7% (2024) vs 14.4% (2023)

Common Copilot errors: mixing up 2023/2024 figures; confusing PAT from continuing ops (RM55.8B) with total group PAT (RM55.1B); incorrect EBITDA calculation

QUICK REFERENCE

C.G.S.E Prompts for Your Daily Work — Tear Out & Keep

 Outlook — Email Drafting	 Excel — Data Analysis
<p><i>I am a [role] at Petronas [C]. Draft a [email type] [G] to [recipient] about [topic] [S]. Include: [key points]. [Tone] tone, under [word count] words [E].</i></p>	<p><i>Analyse this data [G]. Identify [specific insight needed]. Add a column that calculates [formula]. Highlight [condition] in [colour]. Format as [table/chart] [E].</i></p>
 Word — Summarise & Draft	 PowerPoint — Build & Transform
<p><i>Summarise this document in [N] bullet points. Cover: [topics]. [Audience description] language [E]. Draft a [document type] for [audience] based on [source]. Structure: [sections]. [Tone], max [length] [E].</i></p>	<p><i>Create a [N]-slide presentation from /[filename]. Slides: [list titles]. Include one key data point per slide. [Design style] [E]. Add speaker notes to every slide. Write for [audience]. Each note: [main point], [one statistic], [one question] [E].</i></p>

C Context · **G** Goal · **S** Source · **E** Expectation · Microsoft Copilot for Precision Prompting · Petronas · 2026