

REM makes Microsoft 365 Copilot practical for its workforce

"The training made AI and Copilot easy to understand and relevant to how we work. It addressed concerns, showed real value, and was delivered in a very professional and engaging way."

Darren Brown, REM

As Real Estate Management (REM) prepared to implement Microsoft 365 Copilot across its business, it wanted employees to understand how AI worked, use it responsibly, and recognize how the technology could support their day-to-day work.

REM partnered with Harbor to deliver a practical AI adoption program for approximately 60 employees at its London office.

Addressing questions about AI

Introducing AI and Microsoft 365 Copilot represented a significant change in how people would work. Employees had questions about responsible use, the impact on their roles, and how the technology could provide practical value.

The program needed to be relevant to people with varying levels of experience while reinforcing REM's internal AI policies and guidance.

Turning Copilot into a usable tool

Harbor delivered a series of interactive, one-hour lunch-and-learn sessions over three weeks. The sessions built progressively, using practical workplace examples to make the content accessible and easy to apply.

Topics included:

AI fundamentals

Responsible AI use

Microsoft 365 Copilot capabilities

Copilot in Word, Excel, Outlook, PowerPoint, and Teams

Copilot Chat

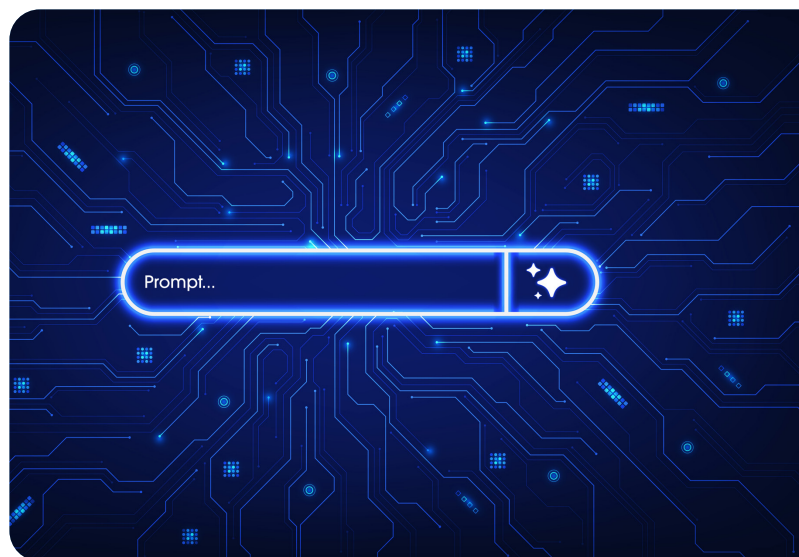
Effective prompting techniques

The sessions were designed to encourage discussion, address concerns, and help employees identify realistic ways to use Copilot in their work.

Establishing responsible adoption

The training gave employees a clearer understanding of AI and Microsoft 365 Copilot. Feedback showed that 80% of attendees believed Copilot would improve their efficiency.

By combining practical guidance with REM's internal policies, the program reduced uncertainty around AI, encouraged positive engagement, and established a foundation for responsible Copilot adoption and ongoing use.



Harbor is a globally integrated team of strategists, technologists and specialists focused on helping law firms, corporations, and their law departments achieve breakthrough outcomes. We are also helping to steer a legal industry in the midst of turbulent change. We navigate alongside our clients and partners, providing salient insights, scalable resources, and seasoned advice.

This engagement was initiated by iTrain, which is now part of Harbor.



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