

Learning & Development Specialist

PEOPLE & HR · O*NET 13-1151.00 · TRAINING AND DEVELOPMENT SPECIALISTS

DESIGN AND BUILD LEARNING FASTER, SO MORE TIME GOES ON THE ROOM.

1 YOUR ROLE TODAY

Learning and development specialists work out what people need to know and build the way they learn it. The facilitation and the read of a room stay yours. The content drafting, needs-analysis write-ups and material production are where AI shifts the workload.

WHAT THE JOB INVOLVES

- Assess training needs through analysis and consultation.
- Design and develop learning programmes and materials.
- Deliver and facilitate training sessions.
- Evaluate training effectiveness and report on outcomes.
- Maintain records and learning-management content.
- Keep methods and content current.

SKILLS THAT MATTER MOST

- Instructing
- Learning strategies
- Speaking
- Active listening
- Writing
- Social perceptiveness

O*NET job zone: Job Zone 4 — considerable preparation.

2 THE FOUR COPILOT TOOLS

COPILOT CHAT	Free, secure chat. Works from the open web and anything you paste or upload. No access to your internal files unless you give it.
M365 COPILOT	Sits inside Word, Excel, PowerPoint, Outlook and Teams. Works on your own emails, files and meetings (only what you already have permission to see).
COPILOT COWORK	You hand over a longer job and it works through the steps, showing progress so you can steer. Good for multi-stage work that used to eat an afternoon.
COPILOT AGENTS	A custom helper you (or IT) set up once to handle a specific, repeatable job — answering a common question, triaging a queue, drafting from a template.

3 AI OPPORTUNITY MAP

Where the four tools fit the real work — with a practical example for each.

TASK	BEST TOOL	PRACTICAL EXAMPLE
Draft a course outline or lesson plan	M365 COPILOT	Turn learning objectives into a structured outline in Word, then shape it.
Build slides and a workbook from a script	M365 COPILOT	Generate a first-draft deck in PowerPoint from your outline.
Write knowledge-check questions	COPILOT CHAT	Draft multiple-choice questions from the material, then mark them for quality.
Produce a full module from a transcript	COPILOT COWORK	Delegate: turn a recorded session into outline, slides and a handout for review.
Summarise a needs-analysis interview	M365 COPILOT	Pull the themes and gaps from your interview notes in Teams or Word.
Answer learners' common questions	COPILOT AGENTS	An agent that answers FAQs about a course, freeing you for the harder questions.

4 SKILLS TO BUILD

The AI-literacy habits this role needs.

- Writing clear objectives so AI builds to the right target.
- Checking generated content for accuracy and your house style.
- Designing assessment that AI can't simply answer for the learner.
- Keeping the human moments — feedback, practice, encouragement — front and centre.

5 GETTING STARTED — 3 QUICK WINS THIS WEEK

- ✓ Draft your next course outline from objectives in Copilot.
- ✓ Generate a first-draft slide deck from an existing script.
- ✓ Turn one set of interview notes into a needs summary.

6 GETTING AHEAD — YOUR 90-DAY PLAN

Days 1–30 · Get started	Draft outlines, slides and questions in M365 Copilot. Always edit generated content for accuracy and voice.
Days 31–60 · Build the habit	Hand transcript-to-module builds to Cowork. Build a reusable prompt for your course format.
Days 61–90 · Get ahead	Set up a course-FAQ agent. Measure design time saved per module and reinvest it in facilitation.

7 WHERE TO LEARN NEXT

Four short intro courses, in order. Start at the top.

- 01** Start with Copilot Chat
The no-risk way in. Ask, draft, summarise, compare. One hour.

02 Work inside M365 Copilot
Use it in the apps you already live in: Outlook, Word, Excel, Teams.

03 Delegate with Copilot Cowork
Hand over the multi-step jobs. Learn to brief, check and steer.

04 Build a Copilot Agent
Turn your most repeated task into a helper that runs itself.

Sources — Occupation overview: O*NET 30.2, occupation 13-1151.00 (onetonline.org/link/summary/13-1151.00) and the ESCO occupational profile (esco.ec.europa.eu). Copilot tool descriptions: Microsoft 365 Copilot and Copilot Cowork product documentation, Microsoft, May 2026. AI mapping and pathways: Craig Stanley Studio. Verify figures and policy against your own systems before acting.

