

Conversation Designer Learning Path (Microsoft Learn)

This free learning path is based on resources available on Microsoft Learn and Copilot Studio. It is designed for aspiring Conversation Designers who want to understand the principles of conversational UX, ethical and inclusive design, and practical skills using Microsoft tools such as Copilot Studio.

Stage	Focus / Goal	Key Resources
1. Fundamentals of Conversational UX	Understand conversational UX, design basics, and foundational principles	- Principles of conversational experience design - Conversation design fundamentals - Research and design principles for conversation design
2. Ethics, Empathy, and Inclusive Design	Design ethical, accessible, and necessary conversational experiences	- Design ethical & empathetic experiences - Accessibility & inclusive conversation design
3. Tool-Specific Skills (Copilot Studio)	Learn Microsoft Copilot Studio fundamentals	- Create and publish agents - Build effective agents - Work with variables
4. Prompting & Dialogue Crafting	Design prompts, handle flows, branch, and interrupt conversations	- Build effective agents – design flows - Control conversation flow (Azure Bot Service)
5. Testing, Iteration & Analytics	Validate designs, collect feedback, and use analytics to improve agent performance	- Validate & iterate designs - Use analytics to improve agent performance
6. Applied Projects & Use Cases	Apply knowledge to real-world projects with Microsoft Copilot Studio	- Explore Microsoft Copilot use cases - Modules like 'Enhance teaching & learning' - Design Copilot scenarios for creative project