ACTIVE LISTENING
IN THE WORKPLACE

eLearning reimagined
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The MicroLearn Story

We are MicroLearn, a team of passionate digital learning creators developing cutting edge microlearning resources for learners across different sectors. Launching at the Learning Technologies Conference in 2017, our approach to instructional design is both innovative and responsive.

We see the future of workplace learning being focused on top quality content that is rapidly created to meet the demands of today’s busy learners. That’s why we’ve made it our mission to help businesses effectively take that step away from traditional (and often lengthy) click-next-to-continue eLearning which can be a serious time-stealer and instead implement a blended microlearning approach to combat your organisation’s learning challenges.
What We Do

No matter what your eLearning objectives, we have a quick and easy solution to help you reach your organisation's goals. Our cost-effective, off-the-shelf library is growing rapidly. Whether you're looking for a compact learning module, or only have time for a 2 minute video, we've got it covered!

As a dedicated microlearning provider, we listen to our customers and develop the content you actually want and need to tackle your learning challenges. We encourage our customers to drive the roadmap development, in our quest to create a library that’s relevant and accessible for today's busy learners.

Our talented team of content developers are committed to designing resources which support key learning initiatives within organisations and the wider L&D community, utilising expertise and insight from industry luminaries and SMEs.

With us, you’re sure to find the right resources to help you deliver top-class workplace performance.
Our Formats

Our ethos is simple – we believe that learning is personal, so why should all learning be the same?

We understand that one size doesn’t fit all, which is why we’ve developed a multi-modal solution to offer a wide and growing variety of learning resource formats to support both continuous professional development and learning opportunities in the flow of work.

Our resources include:

- Animated whiteboard style video
- Expanded interactive learning
- Knowledge checks
- Assessments
- Case studies
- Infographics
- Fact sheets
- Workbooks

Our 3 SCORM compliant formats include the Module, Video Plus and Video. Each resource is expertly designed to promote workplace productivity by making learning convenient, accessible and relevant.

**Module**

The 15-minute Module is our flagship product, designed to seamlessly take the place of traditional eLearning, but in a bite-sized microlearning resource.

- Whiteboard Video
- Expanded Learning
- Check My Understanding
- Additional Resources

**Video Plus**

The Video Plus is a shorter, video-centric format which can act as a handy refresher tool or is perfect as a standalone resource for learners who are pushed for time!

- Whiteboard Video
- Check My Understanding
- Additional Resources

**Video**

Our talented in-house team produce high quality video assets which are at the heart of MicroLearn’s instructional approach. The colourful whiteboard-style videos either stand alone, or support blended programs offering learners engaging bite-sized, SCORM compliant learning experiences.
What’s New?

5 brand new titles and 2 suites updated, in January!

The team have produced 5 brand new courses, added to the library in January. We’ve introduced new titles to our Customer Service and Finance suites, as well as introducing two new titles to our Health & Safety range. We have also added to our popular Workplace Wellbeing range, created in collaboration with global best-selling author and behaviour specialist Liggy Webb. What’s more, we’ve updated over 10 titles across 2 existing suites to include all new video and module elements.

**Finance**
- New! Managing Personal Finances

**Workplace Wellbeing**
- New! Winter Wellbeing

**Customer Service**
- New! A Balancing Act

**Social & Corporate Responsibility**

**Health & Safety**
- New! Office Health & Safety
- New! Remote Health & Safety

Updated 8 titles
The MicroLearn Library

With more than 160 titles across 16 ranges, the MicroLearn library is growing rapidly, with brand new content added every quarter.

Our roadmap is driven by our customers, taking client feedback and requests on board in our mission to create a library which really meets the needs and expectations of our learners.

Compliance Titles

Equality & Diversity

12 courses
Managing equality and diversity in today’s workplace is a very real challenge for both employers and employees. The Equality & Diversity range covers the Protected Characteristics identified by the Equality Act 2010, using case studies and questions to help you to understand and prevent discrimination at work.

- Introduction
- Age
- Race
- Religion or Belief
- Gender Reassignment
- Sex Discrimination
- Sexual Orientation
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Disability
- Unconscious Bias
- Workplace Bullying

Health & Safety

13 courses
Health & Safety compliance in the workplace is the responsibility of both employers and employees and is essential for protecting the workforce from the risk of accident and injury. This range explores Health & Safety regulations and provides information and guidance on creating a safe working environment.

- Updated! Introduction
- Updated! Fire
- Updated! First Aid
- Updated! Dangerous Substances
- Updated! Display Screen Equipment
- Updated! Electricity
- Updated! Manual Handling
- Updated! Slips & Trips
- Updated! Moving or Falling Objects
- Updated! Vehicles In & Around the Warehouse
- Work at Height
- New! Office Health & Safety
- New! Remote Health & Safety
# Social & Corporate Responsibility

6 courses  
Every company has certain social and corporate responsibilities which must be maintained. These range from sustainability to ethical trading, and help to protect your social, economical and environmental interests.

- **Updated! Sustainability**  
- **Updated! Cyber Security**  
- **Updated! Anti-Slavery**  
- **Updated! Driving at Work**  
- **Updated! Whistleblowing**  
- **Right to Work**

# Data Protection

6 courses  
Most areas of business require the disclosure of some type of personal data, with all organisations collecting and analysing this data for a variety of purposes. This range explores the regulations set out under the GDPR and the Data Protection Act 2018 provides information and guidance on the protection of personal data and compliance with the law.

- **GDPR Compilation**  
- **An Introduction to GDPR**  
- **Lawful Basis for Processing**  
- **Individual Rights**  
- **Accountability & Governance**  
- **Data Protection Act 2018**

# Food Safety & Hygiene

9 courses  
When storing or preparing food, it is essential that Food Standards are achieved and maintained. The Food Safety & Hygiene range covers everything from Food Law through to Allergies and Personal Hygiene.

- **Introduction**  
- **Food Law**  
- **Food Safety Hazards**  
- **Food Safety Management**  
- **Food Allergy**  
- **Food-Borne Illness**  
- **Personal Hygiene**  
- **Hygienic Premises**  
- **Temperature Control**
Safeguarding

6 courses
Safeguarding is everybody’s responsibility, with each of us having a moral duty to recognise, record, report and respond to any concerns about harm and abuse. This suite explores a range of safeguarding issues related to Children and Vulnerable Adults for England and Wales, Scotland, and Northern Ireland.

<table>
<thead>
<tr>
<th>Safeguarding Children (England &amp; Wales)</th>
<th>Safeguarding Adults at Risk (England &amp; Wales)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safeguarding Children (Northern Ireland)</td>
<td>Safeguarding Adults at Risk (Northern Ireland)</td>
</tr>
<tr>
<td>Safeguarding Children (Scotland)</td>
<td>Safeguarding Adults at Risk (Scotland)</td>
</tr>
</tbody>
</table>

Finance

9 courses
All organisations are exposed to the growing threat of financial crime, which ranges from bribery and fraud to money laundering and terrorist financing. Our Finance range is designed to improve your understanding of these wide-scale financial risk areas as well as exploring techniques used in day to day workplace financing.

<table>
<thead>
<tr>
<th>Bribery Act 2010</th>
<th>Insider Trading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeting Basics</td>
<td>PCI-DSS</td>
</tr>
<tr>
<td>Anti-Money Laundering</td>
<td>Bribery &amp; Corruption</td>
</tr>
<tr>
<td>Competition Law</td>
<td>New! Managing Personal Finances</td>
</tr>
<tr>
<td>Finance For Non-Financial Managers</td>
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</tbody>
</table>
MICROLEARN: LEARNING THEORY

Accessibility is paramount, allowing busy learners to engage with content on any device, no matter where they are. The MicroLearn courses are fully responsive to support just in time learning opportunities.

MicroLearn's impressive portfolio has been carefully designed, following a microlearning methodology to create the popular and ever-expanding range of OTS content...

THE ‘WOW’ FACTOR!

MicroLearn combines popular colourful whiteboard videos with interactive expanded learning to bring learning to life through memorable and eye-catching visual design.

RIGHT-SIZED LEARNING

Never scrimping on substance in pursuit of compact resources, MicroLearn blends bite-sized with right sized, to create content that's just right. What's more, the content comes in dual formats to offer ultimate flexibility.

MODERN DESIGN

Developed with a scroll-down, web page format, this modern content design offers today's fast-passed learner an innovative yet simple user experience.

NEVER A TIME STEALER!

With just 10-15 minutes to make an impact, the MicroLearn content looks to maximise retention through short videos and quick-fire knowledge checks, whilst minimising unnecessary padding!

“Our staff love MicroLearn content. It’s sharp, snappy, succinct, engaging and works perfectly with the busy schedules we all have.”

Senior L&D Manager, Global Payments
### Workplace Wellbeing

**24 courses**

The health and wellbeing of individuals within your organisation is vital, both in and out of the workplace. This range, created in collaboration with Liggy Webb, is designed to promote positive working cultures and highlight the risks and warning signs of poor mental health, stress, sickness and more.

<table>
<thead>
<tr>
<th>Everyday Energy</th>
<th>Creativity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>Personal Agility</td>
</tr>
<tr>
<td>Healthy Living</td>
<td>Managing Emotions</td>
</tr>
<tr>
<td>Impact &amp; Influence</td>
<td>Mindset</td>
</tr>
<tr>
<td>Value &amp; Purpose</td>
<td>Great Conversations</td>
</tr>
<tr>
<td>Positive Thinking</td>
<td>Better Judgements</td>
</tr>
<tr>
<td>Resilience</td>
<td>Mindfulness</td>
</tr>
<tr>
<td>Empathy</td>
<td>Letting Go</td>
</tr>
<tr>
<td>Life Balance</td>
<td>Ambiguity</td>
</tr>
<tr>
<td>Relationship Building</td>
<td>Critical Thinking</td>
</tr>
<tr>
<td>Relaxation</td>
<td>Curiosity</td>
</tr>
<tr>
<td>Changing Behaviours</td>
<td><strong>New!</strong> Winter Wellbeing</td>
</tr>
</tbody>
</table>
## Teamwork

### 7 courses
Effective teamwork is an essential part of any working environment. The Teamwork range is designed to help staff become more effective team players and leaders, playing an active role in the success of the team. Our Teamwork series will help you to understand the different stages of a team, to find your role and to run a productive meeting.

<table>
<thead>
<tr>
<th>Working in Teams</th>
<th>Effective Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with Conflict</td>
<td>Performance Troubleshooting</td>
</tr>
<tr>
<td>Effective Delegation</td>
<td>Collaborative Working</td>
</tr>
<tr>
<td>Find Your Role</td>
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</tbody>
</table>

## Personal Development

### 10 courses
Personal development is about maximising strengths and improving areas of weakness. This range is designed to help develop potential and improve employment skills through interactive online learning.

<table>
<thead>
<tr>
<th>Making Objectives Happen</th>
<th>Planning Your Own Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Solving</td>
<td>Negotiation Skills</td>
</tr>
<tr>
<td>Setting Objectives</td>
<td>Decision Making</td>
</tr>
<tr>
<td>Dealing with Stress</td>
<td>Confidence</td>
</tr>
<tr>
<td>Time Management</td>
<td>Remote Working</td>
</tr>
</tbody>
</table>
# Literacy Skills

**4 courses**

Our Literacy Skills series has been designed to help you understand how to prepare and write an effective report. The range explores a variety of literary features, which add structure and style to your writing, whilst reinforcing the fundamental rules of spelling and grammar.

<table>
<thead>
<tr>
<th>The English Sentence</th>
<th>Planning Your Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spelling &amp; Punctuation</td>
<td>Writing Your Report</td>
</tr>
</tbody>
</table>

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# Communication & Social Skills

**13 courses**

The Communication and Social Skills range is designed to help employees become more confident and effective in their workplace communication, when speaking, listening and writing.

<table>
<thead>
<tr>
<th>How to be Assertive</th>
<th>Presenting with Confidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Language</td>
<td>Presenting Data</td>
</tr>
<tr>
<td>What’s Not Being Said?</td>
<td>Communicating with Emotional Intelligence</td>
</tr>
<tr>
<td>Effective Writing</td>
<td>Social Media Awareness</td>
</tr>
<tr>
<td>Asking the Right Questions</td>
<td>Communicating Under Pressure</td>
</tr>
<tr>
<td>Expressing Yourself</td>
<td>Workplace Diplomacy</td>
</tr>
<tr>
<td>Active Listening</td>
<td></td>
</tr>
</tbody>
</table>
Change Management

6 courses
Change is an important part of any organisation’s success, but it can be overwhelming. That’s why we’ve created this suite of titles to help employees recognise why change is vital and how to accept and adapt to change.

- The Need for Strategy
- Challenging the Status Quo
- Making the Change
- Thriving in Change
- Experiencing Change
- Seeing Change Through

Career Development

7 courses
Whether you are conducting a recruitment interview, carrying out an appraisal interview with your team or you are the interviewee, this range offers tips and techniques to ensure a successful interview process!

- Tips for the Interviewee
- Hiring Right First Time
- Appraisal Interviews
- Career Planning
- First Impressions
- Inducting A New Team Member
- Networking
### Management & Leadership

**18 courses**

Accelerate your managers’ development with motivational, effective and engaging online training. Designed to improve the skills and confidence of managers and leaders, the range covers everything from coaching and mentoring to giving feedback.

<table>
<thead>
<tr>
<th>Developing Leadership</th>
<th>Managing Virtual Teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training for Non-Trainers</td>
<td>Flexible Leadership</td>
</tr>
<tr>
<td>Project Management</td>
<td>Coaching</td>
</tr>
<tr>
<td>The Effective Leader</td>
<td>Mentoring</td>
</tr>
<tr>
<td>Coaching &amp; Mentoring</td>
<td>Operational Agility</td>
</tr>
<tr>
<td>Giving &amp; Receiving Feedback</td>
<td>Planning for a Crisis</td>
</tr>
<tr>
<td>Taking Action</td>
<td>Taking the Lead</td>
</tr>
<tr>
<td>Planning &amp; Monitoring Team Performance</td>
<td>Performance Management</td>
</tr>
<tr>
<td>Motivation &amp; Effective Feedback</td>
<td>Workplace Ethics</td>
</tr>
</tbody>
</table>

### Customer Service

**8 courses**

The Customer Service range offers staff insights into appropriate and effective customer service, from sending emails to handling complaints. The range is designed to offer useful advice for approaching new customers and maintaining existing ones.

<table>
<thead>
<tr>
<th>Handling Complaints</th>
<th>Approaching New Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Etiquette</td>
<td>Know Your Customer</td>
</tr>
<tr>
<td>Telephone Manner</td>
<td>Brand &amp; Reputation</td>
</tr>
<tr>
<td>Maintaining Existing Customers</td>
<td><strong>New!</strong> A Balancing Act</td>
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</table>