



eLearning reimaged





# Contents

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The MicroLearn Story.....	1
What We Do .....	2
Our Formats .....	3
What's New?.....	5
The MicroLearn Library.....	6

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# The MicroLearn Story

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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. In December 2019, we joined the Access Group family as part of the Digital Learning & Compliance division to deliver MicroLearn content to even more businesses and sectors worldwide.

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

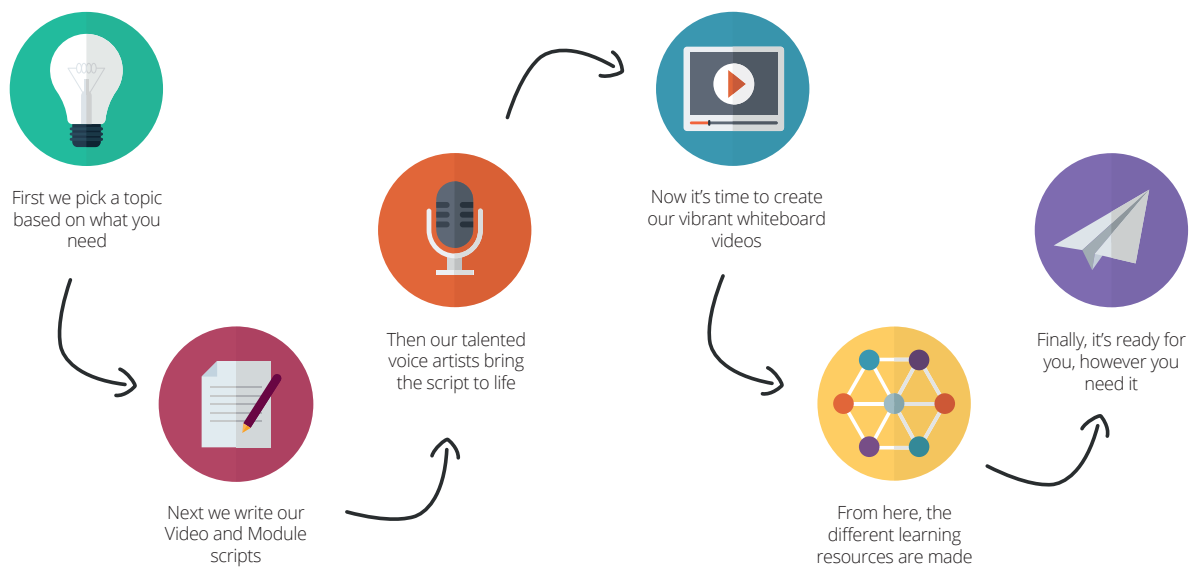
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No matter what your eLearning objectives, we have a quick and easy solution to help you reach your organisation's goals. Our cost-effective, off-the-shelf library is growing rapidly. Whether you're looking for a compact learning module, or only have 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
- Check My Understanding
- Expanded Learning
- 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
- Additional Resources
- Check My Understanding

## 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?

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## 1 brand new title, 1 suite updated, and 7 new normal course updates in October!

2020 has been quite the year, and just like the rest of the world, we've adjusted our approach to better support our clients as we navigate this New Normal. As such, we've focused on updating and adapting a further 15+ courses in the library this quarter to ensure our content remains relevant and up to date for our learners, in light of the changing workplace. We've also created 1 brand new course, focusing on the importance and value of Company Culture, joining the Management & Leadership suite. What's more, we've introduced the more downloadable Infographics and Factsheets to the ranges, available via the Download feature within each course!

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### Management & Leadership

**New!** Company Culture

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### Career Development

Updated 3 titles

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### New Normal Course Updates

Inducting a New Team Member

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Managing Virtual Teams

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Remote Health & Safety

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Communicating Under Pressure

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Planning for a Crisis

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Flexible Leadership

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Operation Agility

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### Additional Resources

Infographics & Factsheets added to:

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Career Development

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Management & Leadership

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Personal Development

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Teamwork

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# 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.

Introduction

Fire

First Aid

Dangerous Substances

Display Screen Equipment

Electricity

Manual Handling

Slips & Trips

Moving or Falling Objects

Vehicles In & Around the Warehouse

Work at Height

Office Health & Safety

**Updated!** Remote Health & Safety



## Social & Corporate Responsibility

### 10 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.

Sustainability

Cyber Security

Anti-Slavery

Driving at Work

Whistleblowing

Right to Work

Absence Management

Fair Treatment of Customers

Fraud Awareness

Workplace Security



## Information & Security

### 8 courses

Information & Security covers a set of strategies for managing the processes and policies necessary to prevent and protect against threats to digital and non-digital information. This range explores the protection, access and storage of information and data, offering guidance to ensure compliance with the law.

GDPR Compilation

An Introduction to GDPR

Lawful Basis for Processing

Individual Rights

Accountability & Governance

Data Protection Act 2018

Freedom of Information UK

Freedom of Information Scotland



## 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.

Safeguarding Children  
(England & Wales)

Safeguarding Children  
(Northern Ireland)

Safeguarding Children  
(Scotland)

Safeguarding Adults at Risk  
(England & Wales)

Safeguarding Adults at Risk  
(Northern Ireland)

Safeguarding Adults at Risk  
(Scotland)



## 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.

Bribery Act 2010

Budgeting Basics

Anti-Money Laundering

Competition Law

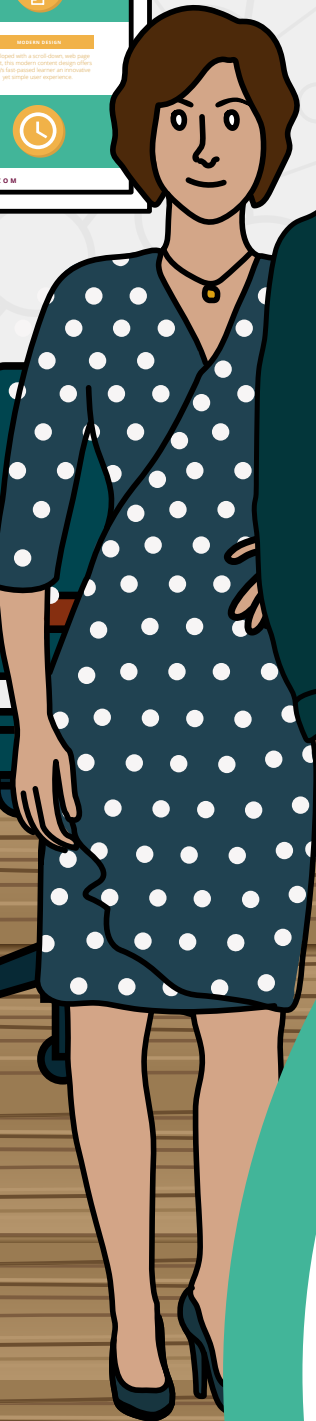
Finance For Non-Financial Managers

Insider Trading

PCI-DSS

Bribery & Corruption

Managing Personal Finance



“ 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  
Global Payments

## Soft Skills Titles

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### Workplace Wellbeing

#### 25 courses

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

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Everyday Energy

Mental Health

Healthy Living

Impact & Influence

Value & Purpose

Positive Thinking

Resilience

Empathy

Life Balance

Relationship Building

Relaxation

Changing Behaviours

Creativity

Personal Agility

Managing Emotions

Mindset

Great Conversations

Better Judgements

Mindfulness

Letting Go

Ambiguity

Critical Thinking

Curiosity

Winter Wellbeing

Benefits of Good Sleep

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## 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.

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Working in Teams

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Effective Meetings

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Dealing with Conflict

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Performance Troubleshooting

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Effective Delegation

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Collaborative Working

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Find Your Role

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## 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.

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Making Objectives Happen

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Negotiation Skills

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Problem Solving

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Decision Making

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Setting Objectives

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Confidence

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Dealing with Stress

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Remote Working

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Time Management

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Productivity

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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.

How to be Assertive

Body Language

What's Not Being Said?

Effective Writing

Asking the Right Questions

Expressing Yourself

Active Listening

Presenting with Confidence

Presenting Data

Communicating with Emotional Intelligence

Social Media Awareness

**Updated!** Communicating Under Pressure

Workplace Diplomacy



## 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.

The English Sentence

Spelling & Punctuation

Planning Your Report

Writing Your Report



## 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!

**Updated!** Tips for the Interviewee

**Updated!** Hiring Right First Time

**Updated!** Appraisal Interviews

Career Planning

First Impressions

**Updated!** Inducting A New Team Member

Networking



## 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



## Management & Leadership

### 19 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.

Developing Leadership

Training for Non-Trainers

Project Management

The Effective Leader

Coaching & Mentoring

Giving & Receiving Feedback

Taking Action

Planning & Monitoring Team Performance

Motivation & Effective Feedback

**Updated!** Managing Virtual Teams

**Updated!** Flexible Leadership

Coaching

Mentoring

**Updated!** Operational Agility

**Updated!** Planning for a Crisis

Taking the Lead

Performance Management

Workplace Ethics

**New!** Company Culture



## Customer Service

### 12 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.

Handling Complaints

Email Etiquette

Telephone Manner

Maintaining Existing Customers

Approaching New Customers

Know Your Customer

Brand & Reputation

A Balancing Act

A Positive Perspective

Communicating with Respect

Caring for Vulnerable Customers

Managing Expectations



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