About CN eLearning

Cambridge Network, the leading technology business membership organisation, introduces CN eLearning – a range of cutting edge, bite-sized digital learning resources designed to meet the needs of learners across every sector.

CN eLearning courses, delivered in partnership with MicroLearn, will provide a quick and easy solution to help you reach your organisation’s goals. Whether you’re looking for a compact learning module, or only have time for a 2 minute video, we have it covered!

All the courses are developed by a talented team of content developers who 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.
Our Formats

The ethos is simple - learning is personal, so why should all learning be the same?

One size doesn’t fit all when it comes to learning, which is why MicroLearn delivers 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.

Resources include:

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

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

The 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.
The MicroLearn Library

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

The development roadmap is driven by MicroLearn course users and customers, taking client feedback and requests on board in our mission to create a library which really meets the needs and expectations of all 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.

<table>
<thead>
<tr>
<th>Introduction</th>
<th>Sexual Orientation</th>
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</thead>
<tbody>
<tr>
<td>Age</td>
<td>Marriage &amp; Civil Partnership</td>
</tr>
<tr>
<td>Race</td>
<td>Pregnancy &amp; Maternity</td>
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<tr>
<td>Religion or Belief</td>
<td>Disability</td>
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<tr>
<td>Gender Reassignment</td>
<td>Unconscious Bias</td>
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<tr>
<td>Sex Discrimination</td>
<td>Workplace Bullying</td>
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</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Introduction</th>
<th>Slips &amp; Trips</th>
</tr>
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<tbody>
<tr>
<td>Fire</td>
<td>Moving or Falling Objects</td>
</tr>
<tr>
<td>First Aid</td>
<td>Vehicles In &amp; Around the Warehouse</td>
</tr>
<tr>
<td>Dangerous Substances</td>
<td>Work at Height</td>
</tr>
<tr>
<td>Display Screen Equipment</td>
<td>Office Health &amp; Safety</td>
</tr>
<tr>
<td>Electricity</td>
<td>Remote Health &amp; Safety</td>
</tr>
<tr>
<td>Manual Handling</td>
<td></td>
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</table>
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.

**8 courses**

- GDPR Compilation
- An Introduction to GDPR
- Lawful Basis for Processing
- Individual Rights
- Accountability & Governance
- Data Protection Act 2018
- New! Freedom of Information UK
- New! Freedom of Information Scotland

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

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
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

**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.

| Updated! Everyday Energy             | Updated! Personal Agility             |
| Updated! Mental Health               | Updated! Managing Emotions            |
| Updated! Healthy Living              | Updated! Mindset                      |
| Updated! Impact & Influence          | Updated! Great Conversations          |
| Updated! Value & Purpose             | Updated! Better Judgements            |
| Updated! Positive Thinking           | Mindfulness                            |
| Updated! Resilience                  | Letting Go                             |
| Updated! Empathy                     | Ambiguity                              |
| Updated! Life Balance                | Critical Thinking                      |
| Updated! Relationship Building       | Curiosity                              |
| Updated! Relaxation                  | Winter Wellbeing                       |
| Updated! Changing Behaviours         | New! Benefits of Good Sleep            |
| Updated! Creativity                  |                                        |
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.

- Working in Teams
- Dealing with Conflict
- Effective Delegation
- Find Your Role
- Effective Meetings
- Performance Troubleshooting
- Collaborative Working

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.

- Making Objectives Happen
- Problem Solving
- Setting Objectives
- Dealing with Stress
- Time Management
- Negotiation Skills
- Decision Making
- Confidence
- Remote Working
- New! Productivity
The 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

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
- Communicating Under Pressure
- Workplace Diplomacy
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
- 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.

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<tr>
<td>Coaching &amp; Mentoring</td>
<td>Operational Agility</td>
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<tr>
<td>Giving &amp; Receiving Feedback</td>
<td>Planning for a Crisis</td>
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<tr>
<td>Taking Action</td>
<td>Taking the Lead</td>
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<tr>
<td>Planning &amp; Monitoring Team Performance</td>
<td>Performance Management</td>
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<td>Motivation &amp; Effective Feedback</td>
<td>Workplace Ethics</td>
</tr>
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# 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.

<table>
<thead>
<tr>
<th>Handling Complaints</th>
<th>Brand &amp; Reputation</th>
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<td>Telephone Manner</td>
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<tr>
<td>Maintaining Existing Customers</td>
<td>Communicating with Respect</td>
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<td>Approaching New Customers</td>
<td><strong>New!</strong> Caring for Vulnerable Customers</td>
</tr>
<tr>
<td>Know Your Customer</td>
<td><strong>New!</strong> Managing Expectations</td>
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