

MCI eLearning Courses

Catalogue of Titles

WELCOME TO THE MCI ELEARNING CATALOGUE

Discover Our Courses! Explore our comprehensive eLearning catalogue and empower your team to achieve their full potential!

Click on the name below to access the course outline.

DISABILITY AWARENESS	MENTAL HEALTH AND WELLBEING
Serving People with Disability	Living a Resilient Life
Understanding and Respecting Disability: A User-Informed Approach	A Guide to Monitoring and Enhancing Mental Health
Understanding Diversity: Embracing Disability	Use Micro-Habits to Develop Mental Wellness Every Day
Disability Awareness: Introduction	Workplace Mental Health Essentials
Disability Awareness, Accessibility and Inclusion	Navigating Mental Health as a Manager
Facilitating an Inclusive Environment	Mastering Stress Management: Techniques for a Healthier, Happier Life
Navigating Anxiety	Burnout and How to Avoid it
CHALLENGING CONVERSATIONS	Navigating a Major Life Event
Managing Unreasonable Behaviour and De-Escalation	NEURODIVERSITY AWARENESS
Handling Challenging Customer Behaviours - Call Centre	Understanding Neurodiversity
Handling Challenging Customer Behaviours - Customer Facing	Neurodiversity within the Workplace
FINANCIAL AWARENESS	WORKPLACE INDUCTION
Financial Literacy	Workplace Bullying, Harassment and Discrimination

Serving People with Disability

Did you know 1 in 5 Australians, more than 4 million people, live with a disability?

If your organization is not appropriately engaging people with disability, your customer experience strategy is incomplete. And if your team isn't able to interact with different people effectively, you may risk providing your customers a bad experience.

At MCI Solutions, we can help your employees confidently deliver great service to your customers, including people with disability, and enhance your business' reputation.

We have designed the Serving People with Disability program in collaboration with small and medium businesses and APM – Australia's largest Disability Employment Services provider.

Our training looks at the common challenges people with disability face so your employees can better understand the needs of your customers. This includes people with physical or visible disability and disabilities which may not be obvious when you first meet a customer.

The modules are between 30-60 minutes.

Scenarios:

The immersive scenarios engages our emotional and cognitive learning processes.

- Scenario 1: A person with Anxiety
- Scenario 2: A person with Post Traumatic Stress Disorder
- Scenario 3: A person experiencing Depression
- Scenario 4: A person with Bipolar Disorder
- Scenario 5: A person with Schizophrenia
- Scenario 6: A person who uses a wheelchair
- Scenario 7: A person who has a hearing impairment
- Scenario 8: A person with a vision impairment
- Scenario 9: A person with an intellectual impairment
- Scenario 10: A person with Autism

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Understanding and Respecting Disability: A User-Informed Approach

This module has been carefully designed after insightful dialogues with individuals experiencing a range of disabilities, both visible and non-visible. Our goal? To foster understanding, empathy, and inclusivity.

In our interconnected world, each one of us has the potential to make a significant difference in the lives of others. More specifically, in the lives of those who experience disability, where our actions, language and attitudes can either become barriers or bridges.

This e-learning module guides you through five proactive steps that you can embrace to encourage inclusivity and mutual respect. The modules are between 30-60 minutes.

Microlearning Modules:

- Responses to people with a disability
- 5 tips to follow
- Module wrap-up

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Understanding Diversity: Embracing Disability

In this module we delve into the diverse world of disability. Our purpose is to challenge stereotypes and broaden our perspectives.

Whether visible or invisible, every disability has its unique narrative. Let's debunk the myths, overcome the misconceptions to foster an inclusive environment where every individual thrives.

This isn't just another elearning module - it's an opportunity to champion understanding. Ready to challenge your perceptions? Dive in and let's create a culture that truly values diversity!

The modules are between 30-60 minutes.

Microlearning Modules:

- Introduction
 - Introduction to working with people with a disability
 - Different forms of disability
- Getting Started
 - Communicating with people with a disability
 - Dispel myths associated with disability
 - Your legal and ethical obligations
- Conclusion
 - Module wrap-up

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Disability Awareness: Introduction

Develop your awareness of disability, including how it's defined and related legislation. The modules are between 30-60 minutes.

Microlearning Modules:

- No need to be awkward
- Disability defined
- Legislation
- References

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Disability Awareness, Accessibility and Inclusion

Explore the topic of disability, accessibility and inclusion. Learn about what you can do as an employee of the NDIA to remove barriers and create a 'business as usual' approach to inclusion for people with disabilities.

The modules are between 30-60 minutes.

Microlearning Modules:

- DISABILITY
 - Disability Awareness
 - Legislation
- THE NDIA WORKPLACE
 - About the NDIA
 - Workplace Accessibility
 - Workplace Adjustments
 - Sharing Information and Privacy
- Accessibility And Inclusion
 - Barriers and Solutions
 - Experiences of Disability
 - Language and Terminology
 - Communicating Inclusively
 - Discrimination

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Facilitating an Inclusive Environment

Learn about what you can do as an employee to facilitate business as usual. The modules are between 30-60 minutes.

Microlearning Modules:

- BUSINESS AS USUAL
 - Equality, inclusion and inequity
 - Inclusive environment
- Conducting Inclusive Meetings
 - Inclusive meetings
 - Meeting activities
- Resources, Support And References
 - Resources
 - References

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Navigating Anxiety

Join this module to learn more about anxiety. We provide you with practical tools and techniques to manage anxiety. There are also useful guidelines for supporting someone with anxiety. The modules are between 30-60 minutes.

Microlearning Modules:

- Understanding anxiety
- Managing anxiety
- Support someone with anxiety
- Module wrap-up

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Managing Unreasonable Behaviour and De-Escalation

In this course, we'll be providing people with some role plays that have been designed to give them context and practice the material they've just learned. Their trainer will tell them when they should be doing each of the role plays, which they'll complete strategically during their training. The modules are between 30-60 minutes.

Microlearning Modules:

- Managing Unreasonable Behaviour
 - Aggression Defined
- De-Escalation Defined
 - De-Escalation Techniques
 - The Appropriate Response
 - Options and Next Steps
 - De-Escalation Techniques
- Confronting Conflict
 - Disengage Activity

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Handling Challenging Customer Behaviours - Call Centre

Distinguishing what is "acceptable" customer behaviour, such as when individuals are angry or frustrated, and what is "unacceptable" customer behaviour, such as threatening or attempting to dominate or harm the employee, is a difficult task. Individuals vary in what they might see as acceptable versus unacceptable customer behaviour. They also may not be fully aware of the causes or factors influencing these behaviours. Furthermore, they vary in their skills to deal with and bounce back from being exposed to aggressive customer behaviours.

This course will introduce people to some strategies to assist them in identifying customer aggression, and techniques that can be used to de-escalate stressful interactions. The modules are between 30-60 minutes.

Microlearning Modules:

- What Is Aggressive Behaviour
 - What is Aggressive Behaviour
 - Factors Influencing Aggressive Behaviour
- Preparing For Safety
 - Prevention of Aggressive Behaviour
- Techniques For De-Escalating Aggression
 - Jenny Rohan and the Missing Dress
 - Outcome of Call with Paul
- Supporting Yourself After a Challenging Interaction
 - Immediately Afterwards
 - Post-Incident Self-Care
 - In Following Weeks

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Handling Challenging Customer Behaviours - Customer Facing

Distinguishing what is "acceptable" customer behaviour, such as when individuals are angry or frustrated, and what is "unacceptable" customer behaviour, such as threatening or attempting to dominate or harm the employee, is a difficult task. Individuals vary in what they might see as acceptable versus unacceptable customer behaviour. They also may not be fully aware of the causes or factors influencing these behaviours. Furthermore, they vary in their skills to deal with and bounce back from being exposed to aggressive customer behaviours.

With this course people will be able to review and revisit some of the strategies to assist them in identifying customer aggression. The modules are between 30-60 minutes.

Microlearning Modules:

- What Is Aggressive Behaviour
 - What is Aggressive Behaviour
 - Factors Influencing Aggressive Behaviour
- Preparing For Safety
 - Prevention of Aggressive Behaviour
 - Personal Duress Alarm
- Techniques For De-Escalating Aggression
 - Jenny Rohan and the Missing Dress
 - Outcome of Call with Paul
- Supporting Yourself After a Challenging Interaction
 - Immediately Afterwards
 - Post-Incident Self-Care
 - In Following Weeks

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Financial Literacy

Our Financial Literacy microlearning course, through plenty of practical activities, helps staff build capability to make informed commercial decisions to the betterment of not only themselves but also their organisations. The modules are between 30-60 minutes.

Microlearning Modules:

- Module 1 - Performing Mathematical Calculations
 - Performing Accurate Manual Calculations | Tip Sheet
 - Performing Mathematical Calculations | Practice Sheet
 - Using Excel as a Calculator
 - Improving your Focus | Brain Teasers
- Module 2 - Calculating Percentages and Interest
 - Simple vs Compound Interest Defined
 - Calculating Percentages 1 | Practice Sheet
 - Calculating Percentages 2 | Practice Sheet
 - Calculating Compound Interest 1 | Customer Scenarios
 - Calculating Compound Interest 2 | Customer Scenarios
 - Calculating Compound Interest 3 | Customer Scenarios
 - Using Excel to Calculate Percentages
 - Using Excel to Calculate Loan Repayments
 - Scientific Calculator Keys and Functions
- Module 3 - Creating and Using Budgets
 - The Concept of Budgeting
 - Creating a Personal Budget
 - Managing a Personal Budget | Tip Sheet
 - Using the ASIC Budget Planner
- Module 4 - Understanding Financial Statements
 - Financial Reporting Terminology
 - Balance Sheets
 - Profit and Loss Statements
 - Cash Flow Statements

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Living a Resilient Life

Resilience is a very personal concept. One of the many dimensions of positive mental health is resilience. Teaching methods to enhance resilience signifies a move towards a prevention and strength-building model of mental health.

MCI adopts a building block approach, using a wide range of innovative modality to develop a unique and blended solution to this personal concept. This solution is customised to your specific needs and is as effective as it is practical for your organisation to roll out. The modules are between 30-60 minutes.

Microlearning Modules:

- Living a Resilient Life
- Element 1: Health and Wellbeing
- Element 2: Connections and Support
- Element 3: Self-efficacy and Self-worth
- Element 4: Optimism and Perseverance
- Element 5: EQ and Emotional Awareness
- Element 6: Self-regulation
- Element 7: Stress Management Element
- Element 8: Control and Problem-solving
- Element 9: Purpose and Congruence

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A Guide to Monitoring and Enhancing Mental Health

Your mental health is just as crucial as your physical health. Yet it often goes unnoticed or is under-prioritised.

In this module, we empower you with the knowledge and tools needed to monitor, maintain and enhance your mental health. We share practical steps to ensure you're on a robust path towards mental wellbeing.

Whether you are just embarking on your mental health journey or seeking to expand your current understanding, this course is designed for you. By taking charge of your mental health today, you are investing in a happier, healthier tomorrow. So, let's begin this journey together.

The modules are between 30-60 minutes.

Microlearning Modules:

- Introduction
 - What is Mental Health?
- Your Top 8 Tips For Mental Health Self-Care
 - Tips 1 to 4
 - Tips 5 to 8
- Conclusion
 - Module wrap-up

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Use Micro-Habits to Develop Mental Wellness Every Day

Micro-habits are small yet meaningful practices, tips and ideas to help you beat stress, boost your energy and lift your mood daily. These simple actions, when practised daily, can achieve big results and help you transform your life.

Join this module to learn more about the micro-habits you can adopt to infuse positive mental health practices into your daily routines. The modules are between 30-60 minutes.

Microlearning Modules:

- Introduction
 - Why adopt micro-habits
- Adopt These Habits
 - Micro-habits to beat stress
 - Micro-habits to boost energy
 - Micro-habits to lift your mood
- Conclusion
 - Module wrap-up

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Workplace Mental Health Essentials

This learning resource is here to help people within organisation understand how to proactively build & maintain workplace mental health and how to intervene if people are concerned for someone's mental wellbeing in the workplace. The modules are between 30-60 minutes.

Topics covered:

- The importance of workplace mental health and wellbeing
- The responsibilities as employees in contributing to a psychologically safe & healthy workplace
- Common signs of distress and initiating conversations about mental health issues

Microlearning Modules:

- Mental Health at Work
 - Investing In Mental Health
 - Work's Contribution to Mental Health
 - Unhealthy Workplaces
 - Flourishing Workplaces
- Mental Health & Mental Illness
 - What Is Mental Health And Mental Illness?
 - The Mental Health Continuum
- Self Care
 - Self Care Strategies
- Early Identification
 - Common Signs of Distress
- Practical Skills
 - How To Approach a Conversation
 - Confidentiality
 - My Responsibilities

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Navigating Mental Health as a Manager

Welcome to our eLearning module – Navigating Mental Health as a Manager. This journey is about empowering you to lead a healthier and more productive team.

We define mental health, explore your role as a manager and discuss why investing in mental wellness is good business. We also equip you with skills to recognise early signs of compromised mental health. You'll learn how to initiate crucial wellbeing conversations and when it's necessary to seek professional help.

It's time to transform your understanding and approach towards mental health. Let's create positive change, starting now!

The modules are between 30-60 minutes.

Microlearning Modules:

- An introduction to Mental Health as a leader
- Stress in the workplace
- Your responsibilities as a people leader
- Module wrap-up

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Mastering Stress Management: Techniques for a Healthier, Happier Life

Join this module to learn 5 practical tips to help you to manage your stress. Managing stress is vitally important for our overall health – both mental and physical. The modules are between 30-60 minutes.

Microlearning Modules:

- Introduction
 - Why do you need to manage your stress?
- 5 Tips For Stress Management
 - 1 - Use Meditation
 - 2 - Watch your diet
 - 3 - Positive mindset
 - 4 - Don't overthink
 - 5 - Get professional help
- Conclusion
 - Module wrap-up

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Burnout and How to Avoid it

Join this module to learn more about what burnout is and what proactive steps you can take to avoid burnout. We share effective tips and strategies that you can apply in your personal and professional life.

We also provide you with an insight into how you can build resilience to get through stressful times. The modules are between 30-60 minutes.

Microlearning Modules:

- What is burnout?
- Steps you can proactively take to avoid burnout
- Achieve work-life balance
- Wrap up

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Navigating a Major Life Event

Join this module to learn more about responding and reacting to major life events.

We explore how to take care of yourself during major life events. We also look at how to go about supporting others through a major life event. The modules are between 30-60 minutes.

Microlearning Modules:

- Responding and reacting to major life events
- Taking care of yourself during major life events
- Supporting others through a major life event
- Module wrap-up

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Understanding Neurodiversity

Join this module to learn more about what neurodiversity is. We explore learning and thinking differences and we give you a foundational understanding of Autism.

Attention Deficit Hyperactivity Disorder (ADHD), Dyslexia and Dyspraxia. We wrap the module up by giving you further websites to explore and further your knowledge.

The modules are between 30-60 minutes.

Microlearning Modules:

- Introduction to neurodiversity
- Learning And Thinking Differences:
 - Autism
 - ADHD
 - Dyslexia and Dyspraxia
- Conclusion
 - Module wrap-up

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Neurodiversity within the Workplace

Join this module to learn more about the benefits of a neurodivergent workplace and what can be done to accommodate all.

Build a set of strategies to help you to reduce the number of challenges that neurodivergence creates in a working environment. Gain insights into how to set social boundaries within the workplace, use your communication skills and calming strategies.

The modules are between 30-60 minutes.

Microlearning Modules:

- Benefits of a neurodivergent workplace
- Challenges in the workplace
- Supporting all in the workplace
- Communication within the workplace
- Set Social Boundaries
- Set Social Boundaries
- Wrap-up

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Workplace Bullying, Harassment and Discrimination

This learning program is designed to support the development of people understanding of their role and responsibilities in creating a psychologically safe and healthy workplace. The modules are between 30-60 minutes.

The key learning objectives are:

- To understand what constitutes appropriate and inappropriate behaviours in workplace
- Enhance the understanding of bullying, harassment and discrimination
- How to prevent, report, escalate and get the necessary support in situations of bullying, harassment and/or discrimination

Microlearning Modules:

- Psychologically Safe and Healthy Workplaces
- Psychologically Safe & Healthy Workplace: Our Responsibility
- Inappropriate Workplace Behaviours
- Proactively Addressing Inappropriate Behaviour
- Workplace Bullying, Harassment and Discrimination
- Bullying: Introduction
- How Bullying is Different to Harassment and Discrimination
- Harassment (Including Sexual Harassment)
- Discrimination
- Reasonable Management vs Bullying, Harassment & Discrimination
- Reporting Inappropriate Behaviour, Bullying, Harassment & Discrimination
- Other Inappropriate & Unsafe Workplace Behaviours
- Where to Go for Support

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