

Mind Training:

Customer support and mental health

Format: face-to-face delivery by a Mind Trainer

Duration: Full-day

Aims:

- Increase understanding of mental health problems
- Provide an understanding of how mental health problems can impact on clients, customers and contacts.
- Able to respond to challenging customers / callers
- Have an understanding of different approaches to help manage expectations appropriately
- Able to describe what support and treatments are available for mental health problems

Course outline with suggested timings:

Start, e.g. 9:30

Welcome and introduction – 15 minutes

- Welcome, introduction, housekeeping and safeguarding, ice breaker, learner agreement
- What are you hoping to get out of today?
- Course aims

Customer Support – Why is it important? 25 minutes

- Customer support – why is it important?
- Who are vulnerable customers and what do we mean by this?
- What is mental health? Signs and symptoms

Break – 10 minutes, e.g. 10:40-10:50

Handling challenging situations – 40 minutes

- Considerations
- Mind's 3-pronged approach

Lunch – 45 minutes, e.g. 12:25-1:10
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Energiser - 5 minutes

Continued – 40 minutes

- Conversation checklist
- Active listening
- Support options

Break – 10 minutes, e.g. 2:15-2:25

Supporting yourself – 1h 10 minutes

- Supporting yourself at work
- 5 Ways to wellbeing
- Creating a supportive workplace culture

Learning from today and close - 20 minutes

- Learning from today
- Actions for you?
- Recap of sources of support and information
- Final questions
- Thank you

Feedback – 5 minutes

Close, e.g. 3:50