

# Mind training: Customer support and mental health

**Format:** Virtual training led by one of our expert Mind trainers

**Duration:** 3 hours 15 minutes (estimated timings for each section are included below)

## **Aims:**

- Raise awareness of mental health and how it can vary
- Explain how mental health problems can impact us and our customers
- Understand how best to respond and support your customers
- Build skills to look after your mental health and wellbeing at work while supporting customers
- Share practical tips for supporting people
- Provide sources of support and information.

## **Course outline with recommended durations**

### **Welcome and introduction – 10 minutes**

- Welcome, introduction, learner agreement and safeguarding
- What we will cover today
- Course aims.

### **Introduction to mental health – 10 minutes**

- What does mental health mean to you?
- What are mental health problems?
- Mental health, wellbeing and the continuum.

### **Stigma – 8 minutes**

- What is stigma?
- How can stigma impact mental health?

### **Mental health problems – 30 minutes**

- Mental health statistics
- Stress versus pressure
- Common mental health problems: anxiety and depression
- Other mental health problems: schizophrenia, bipolar disorder, post-traumatic stress disorder (PTSD), obsessive-compulsive disorder (OCD) and eating problems.

## **Suicide - 20 minutes**

- Who can be at risk of suicide?
- How can I help someone who is feeling suicidal?
- What should I do if someone needs help urgently?
- Looking after yourself.

<b>Break – 10 minutes</b>
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## **Mental health and customers – 25 minutes**

- What is meant by vulnerable customers?
- Consumer vulnerability in the UK
- How can people be at risk?
- The relationship between mental health and money
- Signs that a customer may need support
- 'Don't make assumptions' and other good practice.

## **Safeguarding and capacity – 15 minutes**

- Safeguarding customers at risk
- What is mental capacity?
- Supporting someone who needs support or lacks capacity.

## **Supporting someone experiencing a mental health problem – 46 minutes**

- How to support someone
- Listen, empathise, give reassurance, signpost (LEGS)
- Active listening
- Empathy
- How can we respond to customer needs?
- Facing challenging situations and things to avoid
- Helpful boundaries
- Looking after yourself.

## **Support for you – 8 minutes**

- Sources of support at work
- Sources of support – how Mind can help.

## **Learning from the session and close – 7 minutes**

- Recap learning
- Feedback.