



Course outline: Customer support and mental health

Format: face to face delivery led by a trainer

Duration*: 6 hours, 50 minutes (including breaks and lunch)

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 to and support your customers
- Understand how to care for your own mental health and wellbeing at work
- Provide sources of support and information
- Share practical tips for supporting people.

Outline and schedule

Welcome – 20 – 25 minutes

- Learning agreement
- Ice breaker: emotional weather forecast
- Aims of the course, and self-care reminder.

What does mental health mean to you? – 30 minutes

- Discussion: What does mental health mean to you?
- Mental health and mental wellbeing (the continuum)
- Quiz
- Activity: Inequality in mental health support (protected characteristics).

Stigma – 15 minutes

- Definition: What do you think stigma is?
- Activity: How can stigma affect our mental health?
- Discussion: How can we tackle stigma?

Stress – 20 minutes

- Discussion: What is stress?
- Video: Stress versus pressure
- Activity: How might stress feel?
- Managing stress.

Comfort break = 10 minutes



Depression - 15 minutes

- What is depression?
- Activity: How might depression feel?

Anxiety - 20 minutes

- What is anxiety?
- What can cause anxiety?
- Activity: How might anxiety feel?

Mental health continued – 25 minutes

- Schizophrenia, bipolar disorder and borderline personality disorder
- PTSD, eating disorder and obsessive-compulsive disorder
- Activity: Supporting distressed customers.

Suicide - 30 minutes

- Who can be at risk?
- How can I help someone who is feeling suicidal?
- If someone needs help urgently
- Look after yourself
- Scenario: 'What processes do you have in place?'

Lunch = 45 minutes

Energiser! Recapping learning – 5 minutes

Customer support and mental health – 55 minutes

- Activity: Who are our customers?
- Activity: Why is good customer service so important?
- Activity: What is meant by vulnerable customers
- Consumer vulnerability in the UK
- How can people be at risk?
- Relationship between mental health and money
- Consumer duty
- Signs that a customer may need support.

Safeguarding and capacity – 20 minutes

- What is safeguarding?
- Supporting a customer: Helpful boundaries
- What is mental capacity?

Comfort break = 10 minutes



Responding to the needs of our customers – 30 minutes

- How can we respond to customer needs?
- Empathy
- Scenarios: What would be your approach?
- Guidance: Facing challenging situations.

Supporting someone experiencing a mental health problem – 20 minutes

- How to support someone
- LEGS
- Active listening.

Look after yourself – 15 minutes

- Looking after yourself tips
- Work and life boundaries.

Support for you – 10 minutes

- Sources of support at work
- Sources of support from Mind.

Learning from today – 10 minutes

- Recap and questions
- Feedback
- Thank you and course ends!

***A note on our schedules**

We estimate our timings based on how much content and activity there is to cover – we aim to balance this throughout the course to ensure an engaging pace. We include as much as we can, and although we know we cannot cover all aspects of this complex and fascinating subject, we will always share as much practical and inspiring information as is possible.

Schedules may on occasion be subject to slight adjustments during delivery – this can be due to attendee numbers (the bigger the group, the slower the pace), attendees joining late, discussions or simply, any unexpected interruptions.

Our trainers will cover all that is set out in our outlines, but if you are interested in any other mental health topics or training, please do get in touch, as we have more to offer.

mind.org.uk/workplace