



## Course outline for Customer support and mental health

**Format:** virtual delivery led by one of our trainers

**Duration:** three and a half hours

**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
- Build skills to look after your mental health and wellbeing at work
- Share practical tips for supporting people
- Provide sources of support and information.

### Course schedule

**Welcome** – 10 minutes

- Learning agreement
- Ice breaker
- Aims.

**What does mental health mean to you?** – 13 minutes

- What are mental health problems?
- Mental health and mental wellbeing (the continuum)

**Mental health problems** – 22 minutes

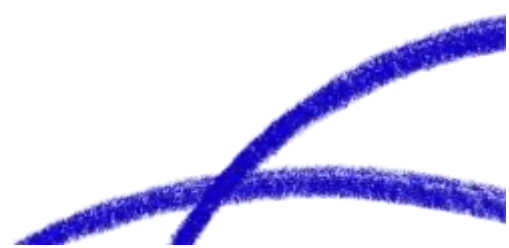
- Stress versus pressure
- Common mental health problems: anxiety and depression

**Suicide** – 15 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?

**Comfort break** – 10 minutes

**Mental health and customer support** – 40 minutes





- What is meant by vulnerable?
- Customer vulnerability in the UK
- How can people be at risk?
- Relationship between mental health and money
- Signs that a customer may need support.

**Supporting someone experiencing a mental health problem – 20 minutes**

- Guidance: How to support someone
- Guidance: LEGS / listening
- Active listening
- Empathy.

**Comfort break – 10 minutes**

**How can we respond to customer needs? – 40 minutes**

- Guidance: Facing challenging situations
- Guidance: Supporting a customer: Helpful boundaries
- Scenarios and roleplays
- Look after yourself
- Guidance and tools: Look after yourself
- Maintaining healthy and helpful boundaries.

**Learning from today – 10 minutes**

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

[mind.org.uk/workplace](https://mind.org.uk/workplace)

