



# Mental health and wellbeing in customer service roles

---

- Suitable for: Customer service advisors working both face-to-face and on the telephone
- Equip your staff with the skills and confidence to provide high quality service to customers experiencing poor mental health



### Duration, delivery and cost

We can deliver this training as a four-hour course, online or face-to-face, to suit your needs.

**Group size:** 8 to 12 participants

**Cost:** Remote delivery £799 + VAT\*, face-to-face £1,699 + VAT\*

\* There will be an additional cost if you require specific changes to the content

One-in-four people in the UK will experience a mental health problem each year and one-in-six people experience a common mental health problem such as anxiety and depression in any given week.

This means a large proportion of your customer group are likely to be affected, so it is really important to equip your staff with the knowledge, skills and confidence in order to provide high quality customer service to those experiencing poor mental wellbeing.

#### Do you:

- Want to be able to offer high quality customer service to those customers experiencing poor mental health?
- Want to equip your Customer Service Advisors with the knowledge, skills and confidence to deal sensitively and effectively with customers struggling with their mental wellbeing?
- Want to develop your Customer Service Advisors' ability to work with customers who are vulnerable and challenging due to their mental health?

“

I learnt about different types of mental health conditions and am now better able to identify and support customers and colleagues with a mental health condition. The group exercises were invaluable.

Amanda, delegate

”

## Course summary

This four or six-hour course provides a broad introduction to the topics of mental health, mental wellbeing and stress and how to adapt your customer service for customers displaying signs of poor mental health.

We begin by considering the signs and symptoms of a range of mental health conditions and the main effects of stress; and how to spot these signs in our interactions with customers. We then take a look at why people with mental health issues might find using the company's services challenging. In session two, we cover how to deal sensitively and effectively with customers who become vulnerable or challenging due to their mental health; before finishing with an overview of support services for mental health.

The topics are explored using a variety of group and individual activities to ensure delegates understand the content fully and can change their practice as a result.

In the face-to-face full day session we are able to spend more time discussing each topic. We are able delve deeper into signs and symptoms to look out for. We can also explore your processes and policies in more depth, and include a scenario exercise which can be tailored to your organisation.



## Key topics

- The main signs and symptoms of mental health conditions and the main effects of stress on individuals
- Identifying signs that a customer is experiencing mental health issues or acute stress, in person and on the telephone
- Understanding how to ensure communication is sensitive, positive and effective during interactions with customers experiencing poor mental health
- Key actions if you believe a customer may harm themselves (or is at risk of harm)
- The best approach to handling customers who are challenging due to their mental health
- Overview of the main support services available to colleagues and customers.

### Each delegate will get:

- An overview of the effects of a range of mental health conditions and stress
- Suggested practical strategies that can be implemented at work.

### Your organisation gets:

- A summary of feedback in order to show its impact and to identify any further learning needs.

There is an option to purchase the comprehensive in-course workbook which accompanies the full day programme for a small additional charge.

### Design and methodology

The course has been developed by qualified training designers in line with the Training Accreditation Programme methodology. This is an industry recognised standard with the aim of ensuring all training activity is structured effectively and learning is embedded.

### Complimentary courses

- Personal resilience
- Mental Health First Aid (MHFA)
- Mental wellbeing in the workplace



### About us

We specialise in helping both employers and employees to develop the knowledge, confidence and capacity to support colleagues, and to manage their own wellbeing. All of our training is delivered by a team of experienced consultants who have extensive knowledge and a practical understanding of workplace issues.

### Get in touch

If you would like to book, need more information or a tailored quotation, we can help you at:

-  0300 456 8113
-  [training@healthmanltd.com](mailto:training@healthmanltd.com)
-  [www.healthmanagement.co.uk](http://www.healthmanagement.co.uk)



Ref:R534-0222-V1