



# Supporting customers with poor mental health

**Equip your staff with the skills and confidence to provide high quality service to customers experiencing poor mental health.**

## Group booking options:

**Delivery:**

Face-to-face  
Remote

**Participants:**

Up to 12  
Up to 12

**Duration:**

Full day  
Five hours (over two sessions)

Offer high-quality customer service to customers experiencing poor mental health

Equip your customer service advisors with the knowledge, skills and confidence to deal sensitively and effectively with customers struggling with their mental wellbeing

Develop your employees' ability to work with customers who are vulnerable and challenging due to their mental health

*One-in-six people in the UK experience a common mental health problem such as anxiety and depression in any given week, which means a large proportion of your customer group are likely to be affected.*

*This course can give your staff the knowledge and skills to provide high-quality customer service to customers who may be struggling.*

## What you'll learn

- Signs and symptoms of mental health conditions and the effects of stress on individuals and how to spot these in customer interactions on the telephone and/or face-to-face
- How to handle challenging conversations
- How to get support for yourself after difficult interactions with customers experiencing poor mental health
- Key actions if you believe a customer may harm themselves (or is at risk of harm)

## Who this course is for

People working in customer service roles, either face-to-face or by telephone. Sectors could include retail, hospitality, contact centres, utilities, financial services, council and other public bodies or housing associations.



*The presentation by the trainer was first class, interesting and informative. Probably the best training course I have been on in this last year and would highly recommend if anyone wants to know more about this subject.*



**Diane**, St Leger House of Doncaster

## Course summary

This course provides a broad introduction to the topics of stress, mental health and mental wellbeing.

We'll explore how your team can communicate sensitively, positively and effectively with customers - keeping interactions on-track.

We consider how to respond when customers are vulnerable or at risk. We also explore how to handle challenging conversations appropriately.

Time is taken to make sure that participants know how to get support for themselves after potentially difficult conversations.

We can build in your business policies or processes into the course.

There is an option to tailor this course, such as adding new topics, changing the emphasis or adding specific case studies relevant to the challenges your employees are experiencing. There is an additional cost for this service, and it may extend delivery time.

## About us

Our expert team have been delivering workplace training to organisations from all sectors for decades, helping to shape culture and inclusivity of workplaces across the UK. We specialise in helping both employers and employees to develop the knowledge, confidence and capacity to effectively support colleagues and

individuals with a disability or health condition.

All our training is delivered by a team of experienced consultants, who have extensive knowledge and a practical understanding of workplace issues.

## Get in touch

To book, for more information or for a tailored quotation, contact us:



**0300 456 8113**



**training@healthmanltd.com**