

Introduction to Working with Customers with a Mental Illness

Topic 07 – What Happens Next

May 2014

V2.0a

Time

Approximately 15 minutes

Objectives

At the end of this topic learners will have:

- reviewed the aims and objectives of this learning
- updated their Action Plans
- discussed what they need to do next.

Learning Points

This event will cover the following learning points:

- Review of the learning
- Next steps.

Topic Preparation

- Generic Facilitator Support Pack.

Support Material

- Handout 01.01 Aim and Objectives, or prepared flip.

Validation

The topic will be validated by question and answer and discussion.

Method of Delivery

This topic is facilitator led. It also uses discussion.

Introduction



Further details on how to facilitate this topic can be found in the Generic Facilitator Pack.

Review of Aim and Objectives



Refer the learners to the aim and objectives discussed at the beginning of this learning.

Lead a discussion as outlined in the Generic Facilitator Support Pack, ensuring the following points are covered:

- Have the aim and objectives been met?
- If any have not been met, explore through discussion to resolve it.

Action Plans



Ask the learners to revisit their Action Plan.

Facilitate a discussion around how they are going to complete the tasks they have set themselves.



Can you think of any further ways in which you could consolidate this learning and acquire further experience and skills in this area?



Learners' suggestions may include:

- Research other relevant learning available
- Shadow a DEA
- Meet with Work Psychologists - possibly ask them to provide upskilling for the team
- Opportunities to participate in case conferences.

Next Steps



Remind the learners that when they return to their office they will meet with their line manager. They should be prepared to discuss:

- this learning
- how they will complete their action points; and
- any further developmental needs that have arisen from this learning.

Summary

In this topic we have:

- revisited the aims and objectives of this learning;
and
- revisited our Action Plans.



Ask the learners if they have any questions.



Thank the learners for their participation in this learning
and close the event.

End of Topic and Event

[Consider if some of this learning could be adapted to
include some digitalisation.](#)