

Case Study 06.03

You are an Assistant Work Services Coach. While talking with a customer, Tony, you notice he appears tired. He is a little vague and seems to be finding it hard to concentrate on what you are saying.

When discussing his jobsearch he comes over as being very negative. You ask what he thinks would help him progress into work. He begins to tell you that he has had depression for a number of years ranging in severity and was once hospitalised for a short time. He was recently diagnosed as Bi polar.

Tony is quite open about his condition and responds to your brief question with a lot of detail about his condition. He explains he has recently changed his medication to a new drug but has not fully adjusted to this change yet. He seems positive that with time he will be used to it – the side effects are gradually reducing and is confident that it will be prove to be more effective than his previous medication.

The main occasional problem he experiences is difficulty in concentrating and some memory lapses. This usually follows problems with his sleep pattern. He is currently experimenting with a self – hypnosis CD and a change in routine to improve his sleep, such as cutting out caffeine. He tells you he did not sleep well last night and apologises for his negativity – lack of sleep tends to have that effect on him.

Discuss in your group:

- How you should approach working with this customer
- How can you help this customer progress into work?