Introduction to Working with Customers with a Mental Health Condition Exercise 02.02

Types of Behaviour

Behaviour	Possible explanations for this Behaviour
Customer standing near	
Internet Access Devices	
(IADs) for a long time but not	
using them	
Customer waiting, not sitting	
down even though there are	
spare seats	
Customer with hands in	
pockets, head held low and	
continually scanning the	
environment. Avoiding	
making eye contact with	
anyone	
Customer is flustered and	
trembling	
Customer can't recall your	
previous lengthy conversation	
Customer rapidly tapping foot	
on floor	
Customer staring at you	
blankly/unfocused	
Customer appearing	
Customer appearing confused and agitated	
Comused and agreated	
Customer is talking to self out	
loud	

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