

Types of Behaviour – Suggested Responses

Behaviour	Possible explanations for this Behaviour
Customer standing near Internet Access Devices (IADs) for a long time but not using them	This is their first visit to a Jobcentre They do not know what the IADs are or how to use them They need some help They are waiting for someone
Customer waiting, not sitting down even though there are spare seats	Back pain Problems with joints which may seize up after sitting
Customer with hands in pockets, head held low and continually scanning the environment. Avoiding making eye contact with anyone	Lack of confidence Trying to avoid someone Anxious about what 'officials' are going to say
Customer is flustered and trembling	Could be on drugs Nervous about being in a Jobcentre Lack of confidence
Customer can't recall your previous lengthy conversation	Short attention span Poor memory Learning difficulty Brain injury Side effect of medication
Customer rapidly tapping foot on floor	Nervous about being in Jobcentre with 'officialdom' Side effects of medication, Drug withdrawal symptoms Impatience Having a bad day
Customer staring at you blankly/unfocused	'Daydreaming' Effects of medication Poor eyesight
Customer appearing confused and agitated	Impatience Something has just happened which has upset or shaken the customer (nearly run over, someone tried to snatch their bag etc)
Customer is talking to self out loud	Using a hands free phone