Introduction to Working with Customers with a Mental Health Condition Facilitator Running Note 02.01

Types of Behaviour – Suggested Responses

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 is talking to self out loud Customer is talking to self out loud 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 Back pain Problems with joints which may seize up after sitting Lack of confidence Trying to avoid someone Anxious about what 'officials' are going to say Anxious about being in a Jobcentre Lack of confidence Could be on drugs Nervous about being in a Jobcentre Lack of confidence Short attention span Poor memory Learning difficulty Brain injury Side effect of medication Nervous about being in Jobcentre with 'officialdom' Side effects of medication, Drug withdrawal symptoms Impatience Having a bad day Customer appearing confused and agitated Customer is talking to self out loud Using a hands free phone	Behaviour	Possible explanations for this Behaviour
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