



Introduction to Working with Customers with a Mental Health Condition

Topic 06 – Applying What you have Learned

May 2014

Time

Approximately 1 hour

Objectives

At the end of this topic learners will be able to:

- state the action to take when working with a customer who is distressed or who has a mental health condition; and
- give responses to the issues they raised around contact with customers who have a Mental Health Condition.

Learning Point

This event will cover the following learning points:

- Best practice when working with a customer who has a mental health condition.

Support Material

- Case Studies 06.01 – 06.05
- FRN 06.01 - Discussion Points for Case Studies.
- FRN 06.02 - Customer Contact - Notes to Support Discussion

Validation

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

Method of Delivery

This topic is facilitator led. It also uses discussion.

Introduction

In this topic you will have the opportunity to put what you have learned into practice.

Applying what you have Learned



For the following exercise, learners should work in groups to discuss the case studies and the questions.

You may wish to conduct the first discussion as a whole group, then give each group one of the other case studies to discuss before sharing their responses with the rest of the group.

The case studies can be done in any order.



Issue Case Studies 06.01 – 06.04 to the groups as required.



Refer to FRN 06.01 – Discussion points for Case Studies and ensure all these points are covered during the discussions.



Ask if there are any questions about the exercise you have just done and discuss before continuing.

Customer Contact



Refer the learners to the flip from Topic 02 the concerns and issues they raised about working with customers with a mental health condition.



In groups of two or three, ask the learners to work through each issue raised and come up with solutions based on what they have learned so far today.

Allow 10 minutes for discussion before bringing the group back together to share their responses.



Refer to FRN 06.02 for suggestions that should be covered during the discussion. They are based on the suggested issues from Topic 02. The learners may have raised further issues, if so the group should respond to all the suggestions raised.



Ask if there are any questions and discuss before continuing.

Summary

In this topic we have:

- shared good practice when working with customers who have a mental health condition; and
- discussed solutions to the issues around customer contact from Topic 02



Ask the learners if they have any questions before moving on to the next topic.

End of Topic

[Need to look at the case studies and consider if this is sufficient to apply what has been learned.](#)