

Aim and Objectives of this Learning

Aim

This product aims to increase the learner's level of confidence about working with customers who have a mental health condition.

Objectives

By the end of this event, the learners will be able to:

- explain how mental health conditions may affect customer contact
- state the appropriate mental health terminology
- set straight some of the myths around mental health conditions
- explain the potential impact of mental health conditions on the ability to work
- describe some of the mental health conditions they may come across
- state their role in working with customers with a mental health condition
- give examples of good practice when working with customers who may have a mental health condition; and
- state where to find further information on mental health conditions.