

Helping customers who need additional support

It's important to remember that not all customers are the same. Some may need more support than others. Working with customers who need additional support either because they are in a vulnerable situation, are disabled or suggest suicide or self-harm requires particular processes and additional customer service skills. It requires patience, empathy and compassion and also the ability to identify when a customer needs to be referred to another agency. After providing a customer with additional support you also need to have strategies in place to take care of yourself.

Description

This course explores the types of customers you may encounter who need additional support and the skills you'll need to deal with them. You'll learn about the reasonable adjustments you might be expected to make to deliver an excellent customer experience. You'll also consider the importance of empathy and compassion in helping to better understand the customer's perspective, making sure they feel listened to and understood.

Conversations when customers hint at being suicidal or prone to self-harm are rare but this course will provide practical advice on how best to respond. Such interactions can be distressing, which is why this you'll also consider strategies for maintaining personal wellbeing and resilience.

What does it involve?

This course features online learning and a half-day workshop all with practical advice on providing additional customer support. You'll be introduced to techniques for ascertaining customers' individual difficulties and the specific assistance they might need from you.

You'll be shown a six-step process for responding to customers who suggest suicide or self-harm.

You'll have the opportunity to consider the effect that providing additional support can have on you in both the short and long term and encouraged to devise a plan for protecting your wellbeing. The course also explores the importance of being able to direct customers to more appropriate sources of support if you're unable to provide them with what they need.

What's the outcome?

Completing this course will show you how to make reasonable adjustments for customers who need additional support, remaining empathetic and compassionate as you do so. You'll practise the skills required and take away documents with practical steps and advice for helping customers.

Acknowledging the stress that can arise from dealing with customers who require additional support, this course provides a workbook which offers insights and strategies to reduce your stress and maintain your emotional health.

Learning activities



Online
resources





Online
tutorial




Workshop

Delivery method:

F2F 

VLE 

DGTL 

Estimated learning time:

7 hours (3 hours 30 mins workshop)
3 hours 45 mins digital version

How to book

learn.civilservice.gov.uk

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