

	Training Guide: January 2020 version 1
Produced by	Leeds Poverty Truth Commission: System Barriers Group
Title	Breaking Down Barriers Helping Service Providers Transform Customer Interactions
Introduction & Context	The film is intended to be used with frontline staff in a training context to get them thinking about how to best help and support customers who are experiencing various struggles against poverty. Sharing stories of positive engagements will enable understanding of how seemingly small behaviour changes can have a significant impact on the experience of service users whose lives are in some way shaped by the struggle against poverty. This will also allow some of those underlying struggles to be understood by service providers.
	This training guide provides opportunity for ‘pause-points’ with suggested questions for trainers to stop the film for discussion. Please do consider your own questions to support your own training programmes.
Dawn After 3 mins 10 secs, pause the film to pose some or all of the questions on the right.	What things did the driver do that made this interaction so memorable? How might you have helped Dawn if you didn’t know the answer to her query? <i>A great example of customer care and going the extra mile, but if you didn’t know it was 8 stops away, how could you have helped Dawn?</i> What things did the driver do that made this interaction so memorable? <i>If I told you Dawn has a disability would that surprise you? What disability do you think she is affected by?</i> Have you heard of the sunflower lanyard and who can tell me what it is about?
Christine After 5 mins 12 secs, pause the film to pose some or all of the questions on the right.	How do you feel about letting strangers into your home? If the fault wasn’t apparent when the engineer visited, how could he have better addressed this? <i>What could the engineer have done differently when he entered the house?</i> What impact has it had on Christine? <i>Thoughts on Christine’s idea about having pictures of the engineers and a brief company CV about them available for her to look at?</i> And what about sending a female engineer to visit a single female occupant? <i>Why do you think that Christine would like to know a little about the person that is going to be entering her home?</i>

<p>Brian</p> <p>After 9 mins 33 secs, pause the film to pose some or all of the questions on the right.</p>	<p>How would you feel if you were struggling to get what you need and receiving no empathy from the person you were dealing with?</p> <p>How would you manage a customer in the distressed state that Brian was in?</p> <p><i>Do we as individuals and equally as organisations appreciate mental health or hidden disabilities, as much as we do for people with physical ones? If not, why?</i></p> <p>So to be empathetic to someone like Brian, what do we have to do?</p> <p><i>How do we handle someone that is shouting and how does it make us feel?</i></p> <p>How do we distinguish between anger & frustration and continued unreasonable behaviour?</p> <p><i>And how long would we tolerate that?</i></p> <p>How could we deal with Brian more successfully?</p> <p><i>How does Brian want people to react to him?</i></p> <p>And finally, How do we all, Brian included, want to be treated?</p>
<p>H.A.L.T.</p> <p>Conclusion, have this written on a flipchart and reveal as you go through it.</p>	<p>Humanise the person in front of you - treat each person with the dignity and respect you yourself would hope for.</p> <p>Appreciate that their life experience may be very different to yours, that their circumstances might lead to different reactions to your own.</p> <p>Listen – sometimes all that people need is to be listened to, to be properly heard.</p> <p>Take Time to really understand what is going on for the person in front of you before jumping to conclusions or dismissing what they have to say.</p>