



Addressing Barriers

How do you address customer negativity?

- Focus on career History
- Look at long term plans as well as short term ones.
- Use a scale of 0-10 on how they feel about work.
- Ask customer what difference financially would benefit with working
- If customer mentions health tell them about specific people who work. Concentrate on what they can do. Use examples (without using names) of customers you have personally dealt with.
- Explain what WRAG means – How working can benefit health
- Discuss options for Goals for the Future (alleviate anxieties, coming into JCP initially)
- Explain process and try to put them at ease
- Go to meet and greet them with a smile – don't just shout them over.
- Explain our role in process
- Use of good questioning techniques – 70% of ESA customers want to work – You?
- Use softeners - we are here to help. You might be on JSA soon – lets start working now
- Get customer to remember previous work and the positives from it -“What did you enjoy about work?”
- Keeping busy to take mind off Health
- Make the first comment count – build a rapport
- Use of time framing questions
- Small steps
- Consider small group sessions to inform about the JCP Offer process
- Find out what support, if any they are receiving
- Open with “Why do you think you’ve been asked to come in?”
- Not there to assess their condition but to support them towards work.
- Fair but Focused
- Acknowledge concerns and explain not a quick win.



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How do you influence/challenge your customers?

- “Tell me something positive that has happened to you since I last saw you”
- “Tell me how we can help move you closer to work”
- To look at self assessment or CV to make customer think about the positives not negatives.
- Remaining positive with customer – looking at what they can do rather than what they can’t do.
- Ask how they get through the day i.e. shopping, housework, going to GP
- Ask what they would like to change
- Ask about transferable skills – let them acknowledge what they have to offer
- Use BOC
- Use Assessment Checklist



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- Discuss voluntary work/permitted work lower/higher levels/Work Experience
- Identify barriers
- Maintain ongoing contact
- Use 1-10 tool
- “I’d love a job BUT”…… – what is the BUT?
- Silences/Advisory skills
- Don’t be afraid to challenge in a positive way “would you like to work?”
“There are disability Friendly Employers”
- Use end of ESA© to work harder towards getting into work.
- Explain WRA – small steps – can you manage this? Challenge as to why not.
- Use the letter they received to talk through the process
- Ring customers before the interview to check they are okay. Explain what will happen to put them at ease.
- Making sure Change of Circs is notified so we know the whole picture.



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What tools do you use to influence your customers to consider the world of work?

- Set a positive task e.g. look at voluntary/permitted work
- Consider your own and look at body language
- Explain to customers that ESA is time limited and to consider what steps are needed to try and get them into work
- Use “Do-It.org” – vol work website
- DEA referral
- Financial incentives i.e. WTC
- Refer to Skills Healthcheck
- BOC/Jobgrants/Hobbies
- Encourage to take things on board – Question “Why do you think you can't work”
- ESA© with no future entitlement to ESA(IR) – use time to help back into work.
- Fear – confidence and financially – benefit is a comfort blanket
- Consider part-time work – e.g. Mon – Wed – splitting up the week
- Provision/outside organisations/Talking Changes
- Voluntary sector
- Examples of success in the past
- Use case conferencing – CPN/Family, etc
- Good use of action planning & gaining commitment
- Keep same Adviser
- Point out their Retirement Age e.g. 2046!!
- Remind/ask about benefits of being in work – what do they remember
- Online support for claimants who won't leave the house.