

# Topic 02 - About Me

How to build rapport and engage claimants from the start of the conversation

April 2017

# About Me



# What challenges can About Me help with?

I'm not sure what to say to a claimant when they first walk in the door

I don't know much about the claimant and don't know what's important to them



# Overview

- Explanation of About Me
- Practice completing About Me
- How to fill in About Me with claimants
- What About Me can be used for

# What is About Me?

A short form  
with questions

Completed by the  
claimant before starting  
the conversation

Aim is to make  
the conversation  
claimant-led

Completely fine  
not to answer all  
the questions

# Practice: filling in the About Me

Take a few minutes to fill in the About Me on the **Claimant copy** of the Booklet

Fill the About Me in as yourself



# Discussion

**What did it feel like to fill in the form?**

**How could this be useful for working with claimants with a disability or health condition?**

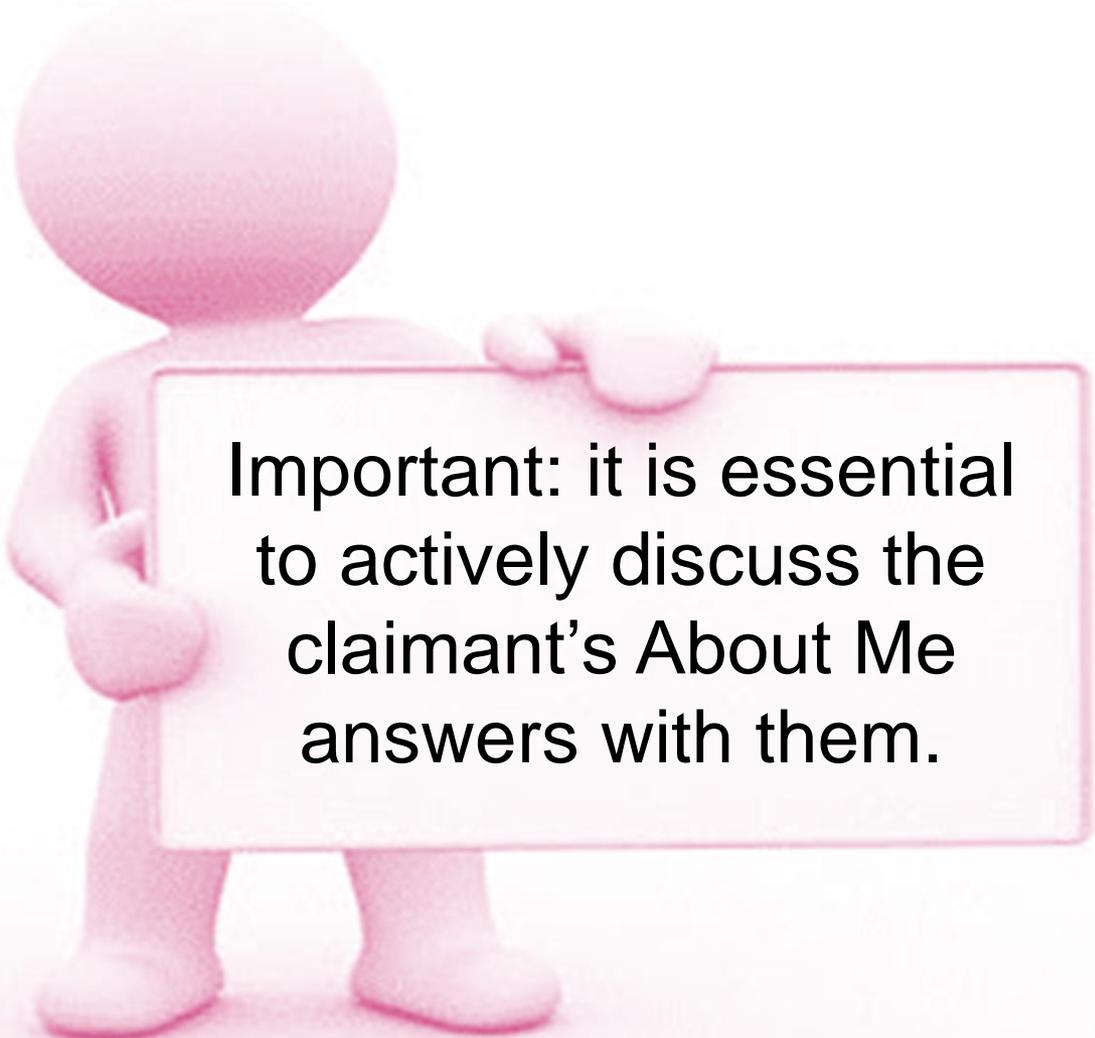
# Benefits of using the About Me

- Helps to break the ice/build rapport
- Provides a starting point for the conversation
- Encourages claimant to open up
- Helps to identify goals the claimant might want to pursue later in the HWC
- Gives an overview of the person as a whole – including things other than health
- Focuses on things a claimant can do/strengths
- Allows the Work Coach to focus on key information

# How to discuss the claimant's answers

- When the claimant has finished completing the About Me, tell them you will take a few moments to look through it
- Start the discussion by acknowledging the claimant's health condition but then quickly move onto something positive they have mentioned
- If you notice any specific support needs (e.g. referrals to mental health services), make a mental note of these and come back to them later (the final part of the HWC is about addressing these specific support needs).
- This only has to take a minute or two.

# Discussing answers

A 3D rendered pink character is holding a white rectangular sign with a pink border. The sign contains the following text:

**Important: it is essential to actively discuss the claimant's About Me answers with them.**



Any Questions

