

# Employment and Support Allowance

## Health and work conversation

Please ask your work coach if you need this booklet in braille, large print or audio.

### What is the health and work conversation?

The health and work conversation is a type of work-focused interview. This isn't your Work Capability Assessment.

The conversation isn't about you looking or applying for work now, it's about helping you get into work when you're able to in the future. It can help you get to know your work coach and plan simple steps to help build your confidence and motivation.

You and your work coach will use simple tools to talk about an action that you want to do, and plan how you can do it. You'll be able to talk openly to your work coach who can put together a plan of support for you.

### Please fill in the *About me* section

**Before you see your work coach**, please have a go at answering the questions in the **About me** section on page 2. The answers you give will help you have a better conversation with your work coach and help them find the best support for you.

There are no right or wrong answers – just think about what matters to you. If you feel uncomfortable answering any of the questions, you can stop and come back to them later.

**Please only fill in page 2**, because your work coach will talk you through the rest of the booklet.

### Do you need to take part in the health and work conversation?

**Yes.** The health and work conversation is part of your claim to ESA. Your ESA payments could be reduced if you don't take part in your conversation.

### Is this your Work Capability Assessment?

**No.** The health and work conversation isn't a Work Capability Assessment. The details of this health and work conversation will not be shared with the healthcare professional that carries out your assessment.



Department  
for Work &  
Pensions

# About me

Please fill in your details below:

**First name**

**Last name**

Please answer the following questions honestly, as this will help you and your work coach have a good, open conversation and focus on the things that matter to you.

**What kinds of things do you like doing in your life and at work?**

For example, cooking, speaking to people, being outside.

**What are you good at?**

For example, working with others, computer skills or being patient.

**How does your health affect your life and your ability to work?**

For example, you cannot sit for a long time, or you are nervous in some situations.

**What work have you done in the past, if any?**

**What are some of the things that have made you proud in your life or at work?**

For example, helping someone, being thanked or doing something for charity.

**Is there anything else in your life that makes it difficult for you to work?**

For example, housing or debt issues, you are a carer for someone or you are having relationship problems.

**What help do you need to get back to work?**

Tell us how and what you want to do and if you need support.

**Please do not fill in any more of this booklet.**

**Your work coach will speak to you about your 'My 4 steps' on the next page.**

# My 4 steps

## What are the **My 4 steps**?

One of the side effects of having a disability, illness or health condition, can be loss of confidence and motivation. The **My 4 steps** exercise in this booklet can help you talk about taking steps to move forward in the future, looking at any challenges or problems that you may have.

You and your work coach will use your answers from the **About me** section to talk about your **My 4 steps**.

You and your work coach will fill in one of the **My 4 steps**, but there are more you can do yourself at home.

*See how **My 4 steps** can help you.*

## My 4 steps continued

Fill in this section of the booklet with your work coach. Look at what you want to do and how you can do it.

### Step 1 – Want (This means ‘what would you like to happen’)

This should be something that is important to you, that you really care about or are excited to do. It should be something that is not too easy, but still something you think you can do.

Write your answer here:

### Step 2 – Outcome (This means ‘what do you believe can happen’)

This is about how you would feel (for example, excited, proud or happy) or what you would be able to do if you get what you want in **Step 1**.

Take a moment to imagine how you would feel.

Write your answer here:

### Step 3 – Obstacle (This means ‘what is stopping you’)

This is about what is stopping you from getting what you want in **Step 1**. It’s something within you that you have some control over, and you’re able to do something about it, even though it is difficult. It could be a habit, something you believe in, or a feeling you have.

Take a moment to imagine what is stopping you.

Write your answer here:

### Step 4 – Plan (This means ‘what you are going to do’)

This should be something that helps you get over the obstacle in **Step 3**. Your plan should be something that you can do, and that you believe will be helpful to you.

Write your answer here:

Write down your answers from your **Obstacle** in **Step 3** and from your **Plan** in **Step 4**.

	<b>Obstacle from Step 3</b>		<b>Plan from Step 4</b>
<b>If</b>	<input type="text"/>	<b>then I will</b>	<input type="text"/>

## My 4 steps continued

### You can fill in this My 4 steps at home, if you want to.

Think about how your health and work conversation helped you understand what is important to you. Use the **My 4 steps** you filled in with your work coach as a guide. You could also ask a friend, family member or carer to help you.

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