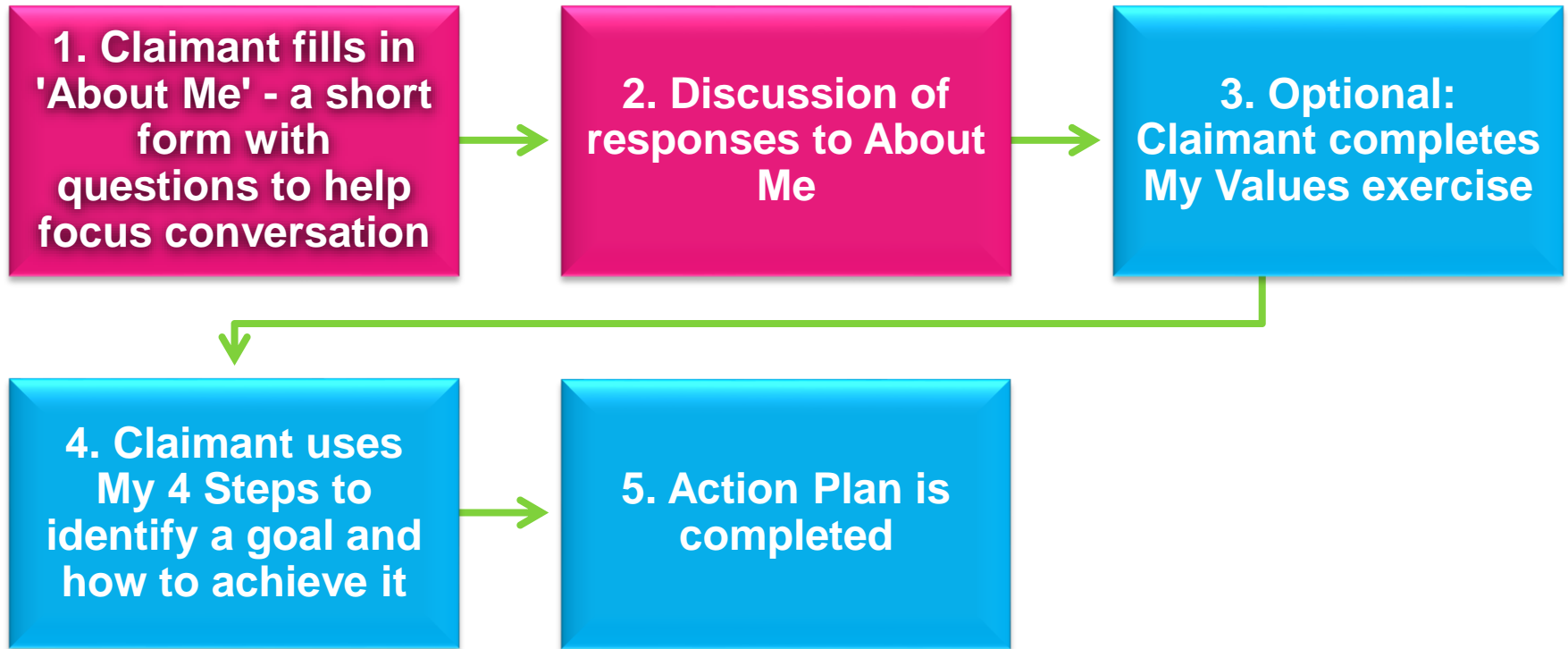


Topic 02 - About Me

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?**

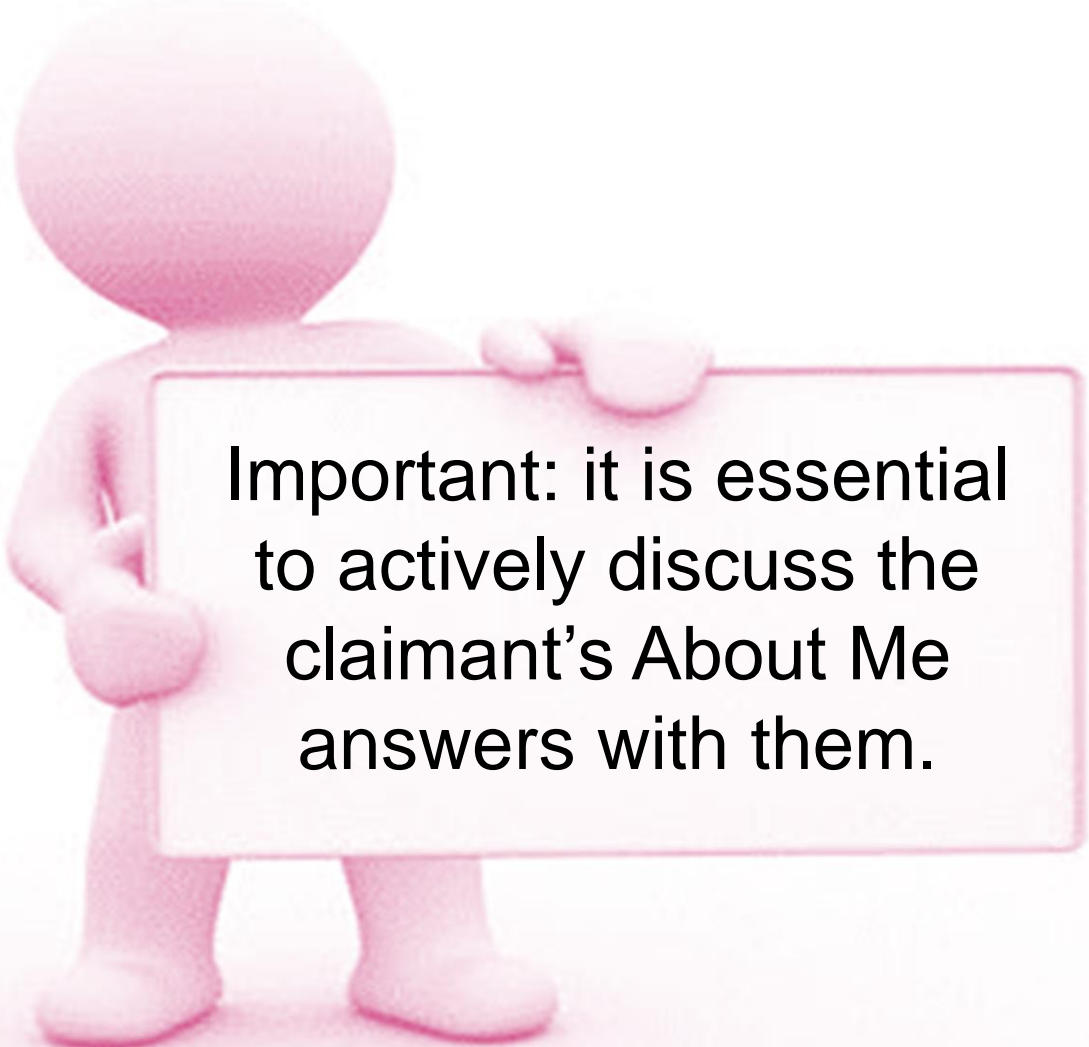
Benefits of using the About Me

- 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

