

Topic 03 - My Values

A quick but effective way to help claimants feel more open to challenges, during the HWC and beyond

April 2017

My Values



What sort of challenges can the My Values exercise help with?

The claimant is quite defensive – they aren't really engaging with me

The claimant just doesn't want to open up to me at all and have this conversation

I think the claimant would benefit from spending some time thinking about what's important to them

Overview

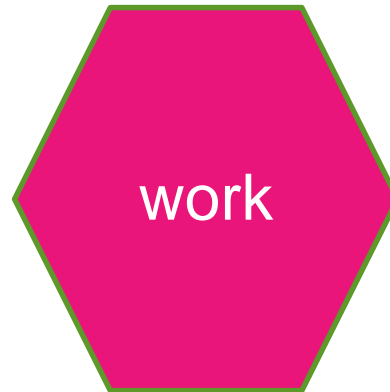
- Review the e-learning material as a refresher.
- Try the My Values exercise yourself to see what it involves and what it feels like.
- Understand how to use My Values with claimants in the HWC.

Background to My Values

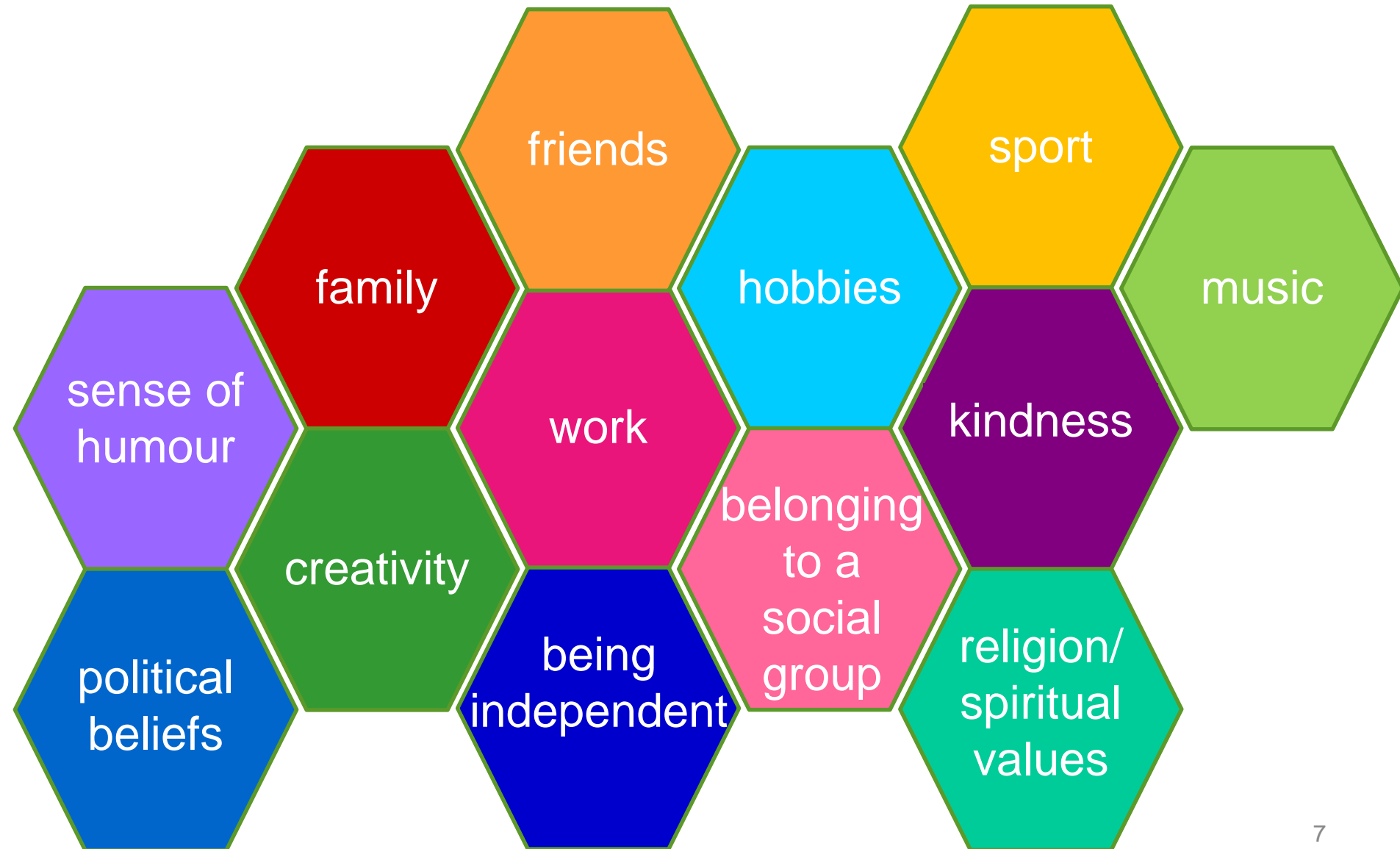
Challenges can feel threatening, which can lead people to withdraw from the challenge rather than facing it and working through it.



Work



Values



The evidence



How does it feel to do the My Values exercise?

Take 10 minutes to fill in the My Values exercise for yourself.

You will not have to share your responses with others if you don't want to.



My Values

The conversation today will be focussed on your goals and the things that are important to you. One way of thinking about what goals you would like to work towards and achieve is to consider your personal values – the things that matter the most to you and give you a sense of meaning and satisfaction, or make you happy. We'd like to ask you to complete this personal values exercise. It will help you think about what things matter the most to you, and this will help you later in the conversation when coming up with goals that you want to achieve.

You will not be asked to show this sheet to anyone so you can be as open about your feelings as you'd like.

Please read the list of values below. Then choose the 2 or 3 values that are most important to you. Even if you feel that many of the values are important, please pick only 2 or 3 of them below.

- Being good at art
- Being creative
- Relationships with friends or family
- Following government or politics
- Being independent – having the freedom to do what I want
- Learning new skills
- Enjoying sports
- Belonging to a social group (such as your community, culture, or a club)
- Listening to music or playing music

The basics of My Values

1. Introduce the exercise

Explain to the claimant that this is a quick exercise that will help them think about what they value in life beyond health and work.

The basics of My Values

2. Explain the option for privacy

Values can be very personal things and some people might not want to share them. Tell the claimant they don't have to share their responses with you. That way they can feel as comfortable as possible when filling out the form.

The basics of My Values

3. Ask the claimant to do the exercise

Ask them to complete the exercise. Tell them that it should take about 10 minutes.

While you wait for them to do the exercise, you can get on with other things.

The basics of My Values

4. Ask the claimant if they want to discuss their answers with you

Tell the claimant that if they're happy to share their answers, you'd like to hear them (if they do want to share, talk about their answers for just a couple of minutes).

However, remind them that if they want to keep their answers private, that's fine too.

Summary

1. Introduce the exercise

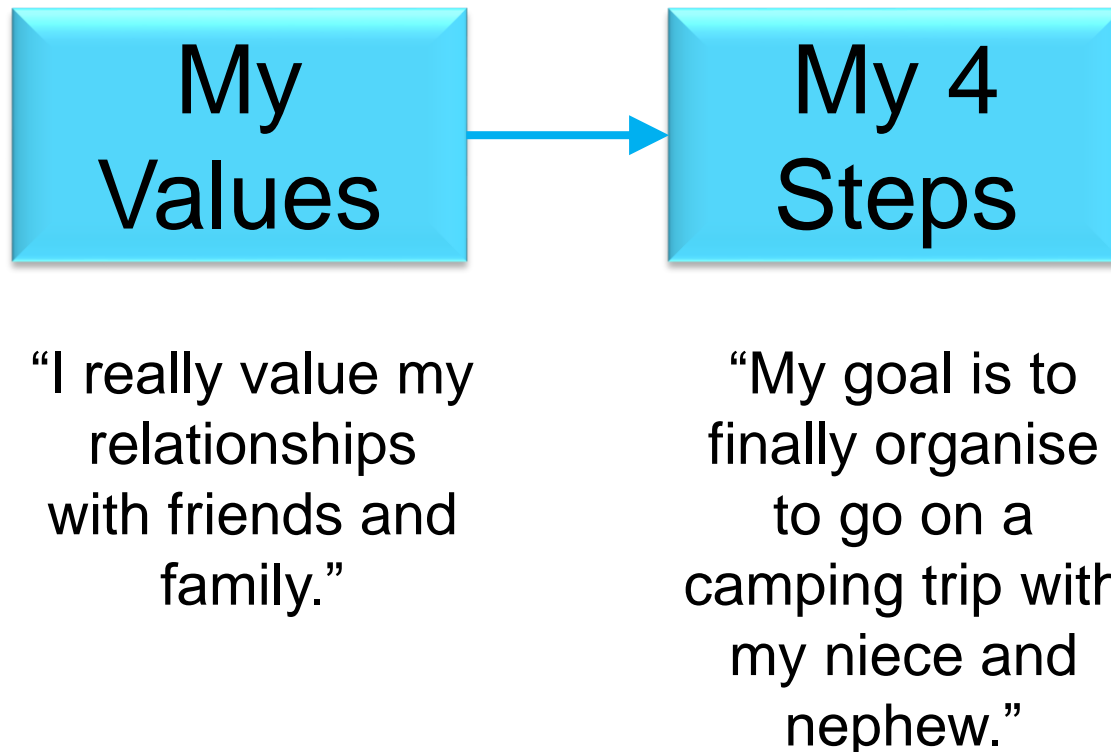
2. Explain the option for privacy

3. Ask the claimant to do the exercise

4. Ask the claimant if they want to discuss their answers with you

Guiding a claimant through the exercise

If they're happy to discuss what they wrote, you could have a brief conversation about their chosen values.



What if...

What if English isn't the claimant's first language and they seem to be struggling to do the exercise?

- The exercise is most effective if the claimant does it in the language they're most comfortable with.
- The exercise can be done with the help of a translator.
- If the claimant does the exercise in another language and isn't comfortable discussing it, or doesn't want their translator to discuss it with you, that's fine.



What if...

What if the claimant seems to be struggling with reading or understanding the instructions?

- The exercise can be done verbally instead. You could read out the instructions and then ask the claimant to think about their answers. The claimant can then choose to share their answers verbally with you, or keep their answers private.



What if...

What if the claimant doesn't want to do the exercise at all?

- Explain to them that a lot of different kinds of people find the exercise helpful, even if the exercise seems a bit strange to be doing in a JobCentre, and that it's worth giving the exercise a go.
- If they still don't want to do it, they don't have to. It would not be helpful to force the claimant to do the exercise. If they don't want to do it, you can just move on to the next part of the HWC.



Summary

- My Values is a brief, evidence-based exercise
- It helps people feel more open to taking on challenges by placing those challenges in the broader context of the other things that matter to them in their lives
- You've experienced the exercise yourselves
- You've learned how to guide claimants through the exercise, and how to adapt the exercise to ensure claimants are as comfortable with it as possible

Questions?



Any Questions