

# Health and Work Conversation

## Topic 02 – About Me

February 2017

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## Time

20 Minutes

## Objectives

At the end of this event learners will be able to:

- Explain what the About Me is and how it can be used.
- Describe the benefits of using the About Me.
- Know how to discuss a claimant's responses to the About Me.

## Learning Points

This event will cover the following learning points:

- The About me Booklet.

## Support Material

- HO 01.02 – Claimant version of the About Me booklet.
- Topic 02 Power Point Pack.

## Validation

Successful completion of this event will be measured by:

- Questions and answer session.

## Method of Delivery

This event is facilitator led.

It includes:

- Activities and discussion.

## The About Me Booklet



Show ppt slide 01 – About Me

How to build rapport and engage claimants.

The first part of the booklet is the About Me form which you will ask the claimant to fill in when they first arrive.

The aim of the form is provide you with some basic information to start the conversation.

The questions in the About Me are things that many of you would cover anyway during an interview, but the idea is to save you some time by getting the claimant to answer them up front.



Show ppt slide 02 – About Me

This slide has 5 boxes.

As you can see here, the About Me is the first part of the HWC.



Show ppt slide 03 – What challenges can About Me help with?

Here are some examples of situations that the About Me booklet can help with.

For example, it can help you if you're not sure what to say to a claimant when they first walk in the door.

Or it can help if you don't know much about the claimant or what's important to them.



Show ppt slide 04 – Overview

In this module you find out what the 'About Me' form is and have a go filling it out yourself to step into the shoes of a claimant.

Then we will discuss how the About Me can be used effectively with claimants as part of the Health and Work conversation.



Show ppt slide 05 – What is About Me?

Now, what is the About Me?

About Me is a short form which asks a range of questions about different areas of a claimant's life.

When the claimant comes in, you hand them the HWC Booklet, explain briefly what the HWC is about and ask them to take about 10 minutes to fill in the About Me.



It's worth noting that this time isn't part of the 40 minutes allocated to the HWC so you can use it to do other admin tasks on your computer.

Depending on what your office decides, it may also be that the Booklet is handed to the claimant by an admin person and the claimant comes to you once they've already filled in the About Me.

The idea is that the claimant fills it in independently, but you should be nearby in case they have questions or they need help.

If the claimant has literacy issues, it's fine to start the conversation by briefly discussing the questions verbally instead of the claimant having to write the answers down.

The important thing to note is that, much as the rest of the booklet, we aren't asking the claimant to fill in the booklet for the sake of filling in a form but with the aim to give the claimant a chance to tell you what is important to them.

In line with this approach, it's totally fine if the claimant doesn't answer all the questions. It's really about giving them a chance to tell you what they wish to bring up.



Show ppt slide 06 Practice filling in About Me

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In order to understand how it feels for a claimant, we would like you to have a go at filling in the 'About Me' yourself.



To make this realistic, please fill in the About Me honestly as yourself. For example, if you don't have a health condition, it's fine to leave this question empty.



Make sure Work Coaches fill in their answers in the Claimant copy of the booklet, NOT the Work Coach copy. Give the Work Coaches 5 minutes to fill in the form.



Show ppt slide 07 – Discussion

Many thanks for having a go.



- 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?



Spend about 5 Minutes discussion the group's responses to the above questions.





Show ppt slide 08 – Benefits of using the About Me booklet.

Here is a summary of the benefits that come from using the About Me. It:

- Helps to break the ice/build rapport
- Provides a starting point for the conversation
- Encourages claimant to open up
- Helps to identify wishes for My 4 Steps which we will talk about more in a moment
- Gives an overview of the person as a whole – including things other than their health
- Focuses on things the claimant can do/strengths – in a similar way to solution focused interviewing
- Allows you to focus on key information about the claimant

In sum, once you have discussed the About Me with the claimant you should have an overview of their strengths, as well as some of the obstacles they face.



Show ppt slide 09 – How to discuss the claimant's answers.

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Now let's take a moment to think about how to discuss the claimant's answers to the About Me.

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, such as an activity they enjoy doing.

If you notice any specific support needs (such as a need to refer the claimant to mental health services), make a note of these and come back to them in the My Actions section at the end of the HWC

The entire discussion regarding the About Me shouldn't take more than 5 minutes.

It's just a start to the conversation and you can come back to any support needs later in the conversation.

Avoid getting side-tracked discussing the About Me for too long!



Show ppt slide 10 – Any Questions?

## Summary

In this topic you have learnt how to use the About Me booklet to support the Health and Work Conversation (HWC).

