

# Health and Work Conversation

## Topic 03 – My Values

February 2017

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## Time

30 Minutes

## Objectives

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

- Explain the background behind My Values.
- State how to use 'My Values' with a claimant and tailor it to the claimant's needs.

## Learning Points

This event will cover the following learning points:

- My Values exercise.

## Support Material

- 'My Values' exercise HO 03.01
- Topic 03 Power Point Pack.

## Validation

Successful completion of this event will be measured by:

- Question and answer

## Method of Delivery

This event is facilitator led. It uses :

- Question and answer sessions
- Exercises
- Discussion

### My Values



Show ppt slide 01 – Topic 03 My Values

We're now going to look at the part of the HWC that's called 'My Values'.

My Values is a quick exercise that the claimant does, and despite being quick, it's an effective way to help claimants feel more open to challenges. As you know, claimants could be feeling like they're facing any number of challenges, and the My Values exercise helps them to feel stronger about facing them.

You will have already done an introduction to My Values as part of the e-learning. The e-learning covered the research and evidence behind the My Values exercise. We'll go over that information briefly again as a reminder, but this part of the training is mainly about giving you the opportunity to try the exercise so that you have experience with it and have a good sense of how it works in practice, and then you'll learn some of the practical aspects of guiding a claimant through the exercise.



Show ppt slide 02 – My 4 Steps

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Just as a reminder, the My Values exercise is introduced after you have discussed the claimant's responses to the About Me.



Show ppt slides 03 – What sort of Challenges can My Values help with?

Click to advance through animations, read out text of each cloud as it pops up

These are some of the challenges you might face that this exercise can help with.



Show ppt slide 04 - Overview

Here is an overview of what you'll learn in this session. Firstly we'll briefly revise some of the information you covered in the e-learning. Then you'll get the opportunity to try out the My Values exercise yourself. Then you'll learn about how to guide a claimant through the exercise, as the exercise is quite flexible and there are a couple of ways it can be adapted to make the claimant as comfortable as possible depending on their preferences.



Show ppt slide 05 – Background to My Values

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As the e-learning covered, the My Values exercise helps people in terms of how they face challenges. Challenges can feel really threatening or terrifying and can lead you to withdraw from the challenge. Challenges can be anything that make you feel a little bit daunted, or a bit threatened, or like you aren't living up to expectations. It might be other people's expectation or it might be your own expectations. Things that feel challenging to one person might not be challenging to another, but we all know what is challenging to ourselves.



Show ppt slide 06 - Work

The My Values exercise can help with this by allowing us to put our challenges into a broader context, so that a challenge doesn't feel quite so challenging or intimidating.

Let's say somebody feels challenged and threatened in terms of work. They feel like they're supposed to be working, they've been trying to get a job, but because of their health condition, that's just not feasible at this point in time.

In this situation, they might feel challenged because they feel like they're not living up to expectations, or that they're letting themselves down, or they're letting others down. The result might be that they disengage, withdraw, become defensive, or try to avoid anything that reminds them of their challenge.

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If someone like that comes in to have the HWC with you, they might not want to listen to what you have to say or hear about what could help them. They might stop looking for opportunities to improve their skills to get themselves prepared for work, because they'll just feel like they're going to fail again and feel worse than they felt before.

This is where the My Values exercise has a positive impact. The exercise prompts the person who's facing the challenge to reflect on the things that matter most to them in their lives, and, importantly, are things that aren't related to what they're feeling threatened or challenged by. So if the person feels challenged in terms of work, the exercise gets them think about the other things in their life that matter to them that aren't work.



Show ppt slide 07 –( hexagonal shapes)

As you can see from this slide, a challenge related to work might seem less daunting if the person puts it into the context of the other things that really matter to them in life. And if they spend time thinking about their top 2 or 3 most important values, that is an effective way of putting things in perspective, and this allows them to feel stronger in general and more open to facing the challenges that they have. It puts challenges into a broader, richer context, so that they don't feel so threatening or intimidating. As a result, the person withdraws less, they engage more, and they're more open to dealing with that challenge.



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During the HWC, the My Values exercise will help claimants feel more open to taking on challenges that they're facing, whatever those challenges might be.



Show ppt slide 08 – The Evidence

Animated slide – click to present four pieces of evidence, and read through the retrospective text.



It might seem that My Values is a bit too simple an exercise to have much of an effect, but here's a reminder of some of the evidence behind the big impact that the exercise can have. Research has found a lot of different positive impacts of the My Values exercise.

Click for Animation 1 For example, doing the exercise made smokers 60% more likely to take a leaflet about how to quit smoking – it made those people more open to taking on the challenge of quitting.

Click for Animation 2 It improved the likelihood that people at risk of diabetes would choose to take a diabetes screening test – it helped those people to deal with this challenge and be proactive about it, rather than ignoring the fact that they were at risk of diabetes.

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Click for Animation 3. People with high blood pressure were more likely to take their medication after doing this exercise.

It helped people to acknowledge that they needed to be proactive in managing their high blood pressure, even if that seemed challenging.

Click for Animation 4 After doing the exercise, people with a heart condition were 49% more likely to engage in physical activity in line with what their doctor had recommended.

And the exercise has also been found to have positive effects on things like people's relationships, as it helps people be more open others' opinions and to discussing problems.



Show ppt slide 09 -

How does it feel to do the My Values exercise?



Activity My Values Exercise

Hand out hard copies of the exercise and read the instructions below this box.

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Let the attendees complete the exercise, but try to get a sense of whether the group finishes much earlier than 10 minutes – sometimes a group will finish before then, in which case you can wrap up the exercise and proceed onto the next



It's time to try out the My Values exercise for yourself. Using the print-outs, please follow the instructions and take about 10 minutes to fill the sheet in. An important thing to remember is that you will not be asked to share your responses if you don't want to, so feel free to be as open and honest with yourself as possible.



- Are there any comments on the exercise?
- How did you feel when doing it?

Spend about 3 minutes getting responses.



Answers may include:

- People feel positive
- It feels good to spend time thinking about the things you care about

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- It didn't feel different at all

This list is not exhaustive.

People react to My Values in different ways. Some people are very grateful for the opportunity to spend a bit of time thinking about the things that matter most to them, because they don't usually get any time in their lives to do that. Some people don't feel like My Values has an impact on them – it doesn't make them feel different at all. That's fine. But it doesn't necessarily mean that the exercise isn't having a positive effect – even if people don't feel different, the exercise can still make them more open to taking on challenges. They don't have to feel obviously different for it to be working.

You might also have felt that there are values that are important to you but that were not on the list. This list was produced by the researchers who developed the My Values exercise, and it is designed to cover the top values that most frequently come up when people are asked to list their most important values. It isn't supposed to be an exhaustive list. But given that these are the most common top values, the list will always have at least one or two values that are very important to any given person.



Show ppt slide 10 – The Basics of My Values

During the HWC, claimants will do the exact same exercise that you just did.

You'll need to provide them with a bit of guidance so that they feel comfortable and that they understand why the exercise can be helpful. Now that you're familiar with what the exercise involves, we'll go through the basics of doing My Values when guiding a claimant through it.

After the claimant has finished the 'About Me' part of the HWC, you can introduce the My Values exercise. There is guidance in the Work Coach version of the HWC booklet that guides you through introducing My Values to the claimant. An important part of the introduction is to 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.



Show ppt slide 11

Basics of 'My Values' 2 – Explain the option for privacy

The next step is to explain the option for privacy. This means letting the claimant know that they don't have to share their responses with you if they don't want to.

Values can be very personal things and some people might not want to share them. Tell the claimant that they don't have to share their responses with you.

That way they can feel as comfortable as possible when completing the exercise.

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The exercise can still have a positive impact on people even if they just keep their values to themselves and don't share them with you or anyone else – the important part of the exercise is choosing the most important values and reflecting on them.



Show ppt slide 12 – The Basics of 'My Values' 3



The next step is to ask the claimant to do the exercise. Tell the claimant that it should take them about 10 minutes to complete. You want to make sure that the claimant feels like they can dedicate some time to this exercise and that they don't have to rush through it. While you wait for them to do the exercise, you can get on with other things. If they finish early, you can go ahead onto the next step.



Show ppt slide 13 – The Basics of 'My Values' 4



The last step is to 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.

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Show ppt slide 14 – Summary

Here's a summary.

- Introduce the exercise.
- Explain the option for privacy.
- Ask the claimant to do the exercise.
- Ask the claimant if they want to discuss their answers with you.

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Show ppt slide 15 – Summary

Guiding a claimant through the exercise

If the claimant is happy to discuss their values with you, this can also be a great source of information for possible wishes the claimant might like to move towards using My 4 Steps. In the HWC, My Values is followed by My 4 Steps.

During My 4 Steps, the claimant needs to think of a goal that they'd like to achieve. The claimant might say they can't think of anything they want to achieve. At that point, you could go back to the values they chose during the My Values exercise. For example, if they said that they really value relationships with friends and family, you could ask "Is there something related to friends and family that you'd like to achieve?" That might give them a helpful starting point – maybe they'd like to visit their brother or sister more, or maybe they would come up with a goal like "I want to finally organise to go on a camping trip with my niece" or something like that.



Show ppt slide 16 – 'What if' 1.....

What if English isn't the claimant's first language?



Show ppt slide 17 – 'What If' 2

What if the claimant seems to be struggling with reading?





Show ppt slide 18 – ‘What If’ 3

What if the claimant doesn’t want to do this exercise?



Show ppt slide 19 – Summary

## Summary

In this topic you have learnt about:

- 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.

## End of Topic