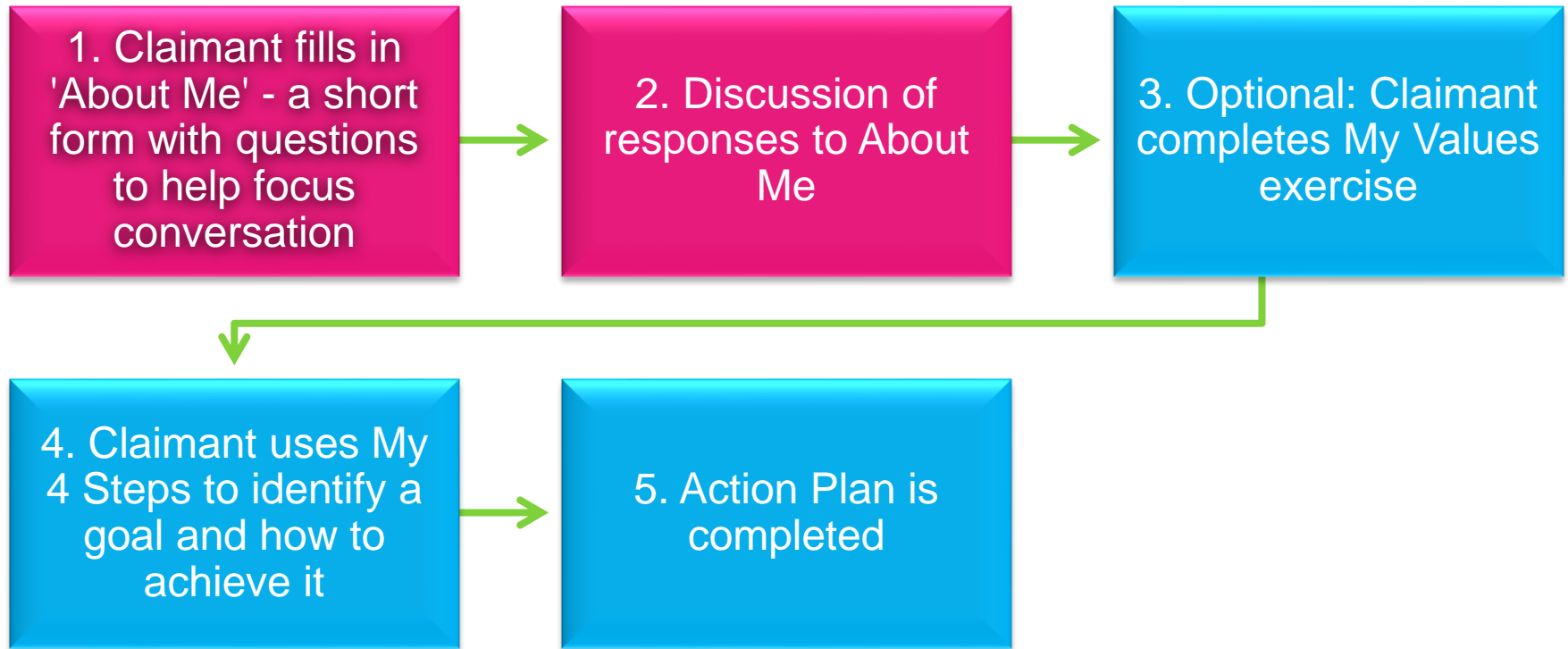


# Topic 02 - About Me

How to build rapport and engage claimants from the start of the conversation

February 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 wishes for My 4 Steps
- 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 in the My Actions section at the end of the HWC

Any Questions

