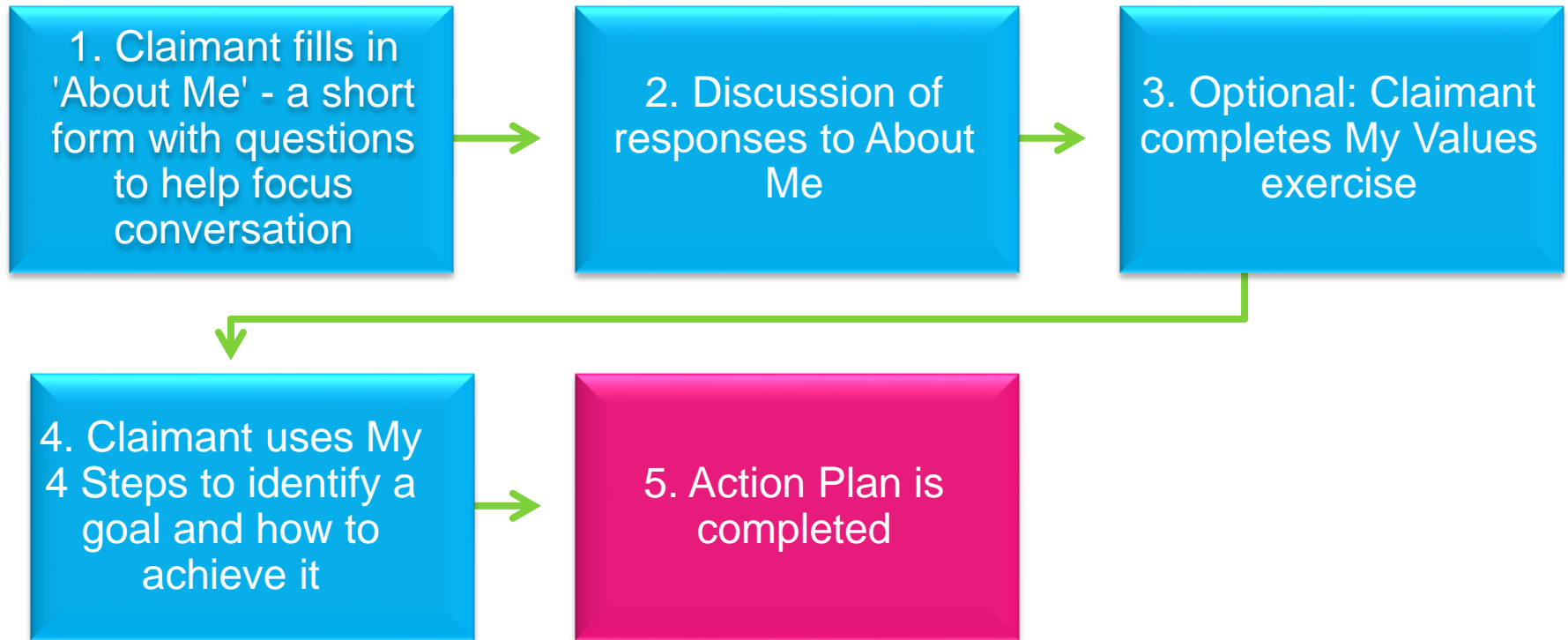


Topic 05 - Action Plan

How to suggest other things and get the claimant to commit to actions

December 2016

My 4 Steps

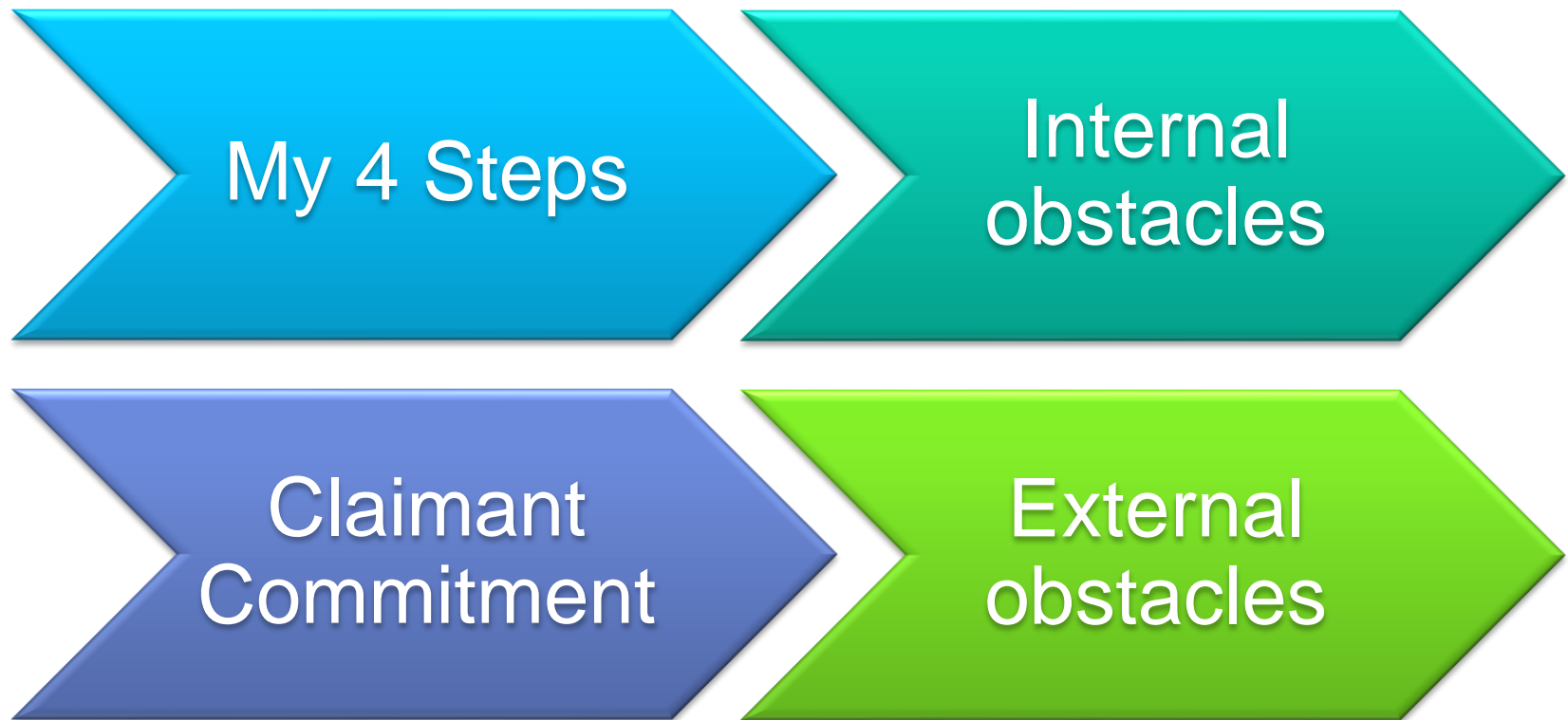


What goes into the Action Plan

- Any actions that the claimant can take to move closer to goals that relate to work or health
- If you would like to refer the claimant to any provision, this is a good time to discuss that
- Make sure 2-3 actions are added
- The actions are **voluntary**
- The actions are focused on overcoming **external obstacles**

Focus on external obstacles

- Focus on **actions** that help overcome **external** obstacles
- For example: training needs, housing, debt, health management, child care etc.



Identifying external obstacles and coming up with actions

- Think back to the About Me – did the claimant mention anything where they could need help or a referral?
- Think back to the My 4 Steps – did any external obstacles come up that you could discuss now?
- Are there any other actions that you think the claimant would benefit from?
- It is fine to make suggestions for actions!

How to write down the actions

- The more specific the actions are, the more likely the claimant is to carry them out.
- The actions need to be written using a specific format that mentions:
 1. **Action (what you're going to do)**
 2. **Where you're going to do it (for example, "at home")**
 3. **When you're going to do it (for example, "this Saturday")**

Example 1

On Thursday after breakfast (**WHEN**), I will go to my friend Pete's place (**WHERE**) and spend 2 hours looking at IT courses on www.vision2learn.com and write down who I can call for more information (**ACTION**).

Example 2

On Friday morning (**WHEN**) I will call at least two course providers and discuss doing partial study from home (**ACTION**). I will do this at home (**WHERE**).

Example 3

I will call the phone number for Mind that my Work Coach gave me (**ACTION**) at 10 am on Tuesday (**WHEN**). The number is: 020 12345678. I will do this at my Mum's place (**WHERE**).

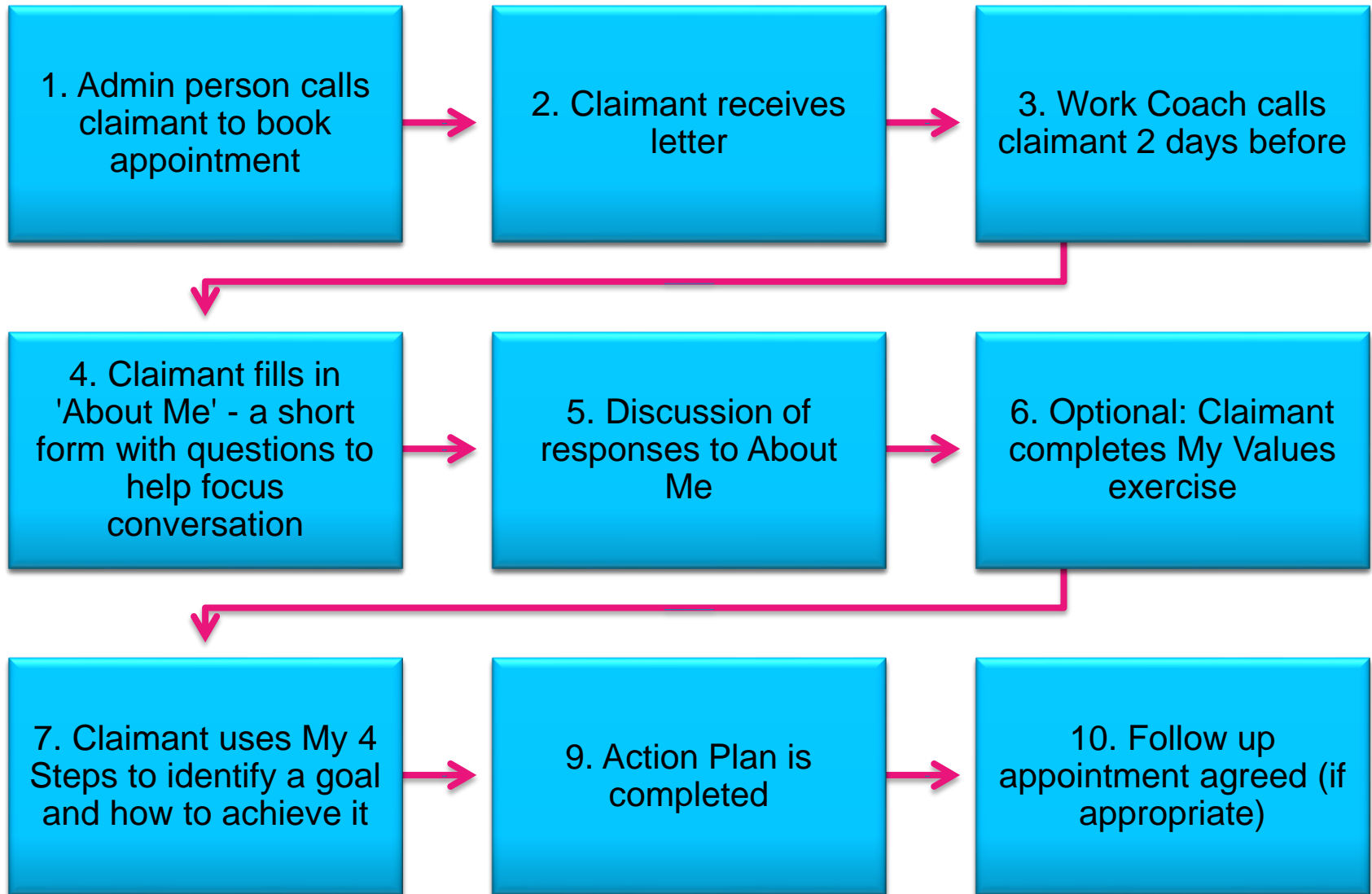
Any Questions



Summary

How the Health and Work Conversation looks as a whole

Full claimant journey



Practice of the end-to-end HWC

In pairs, practice delivering the whole of the HWC.

You have about 25 minutes for each HWC, before changing roles.

If you're playing the part of the claimant, you should still **pick a goal and an obstacle that are genuine.**

Make sure you cover the different parts in the right order:

- 1) Welcome and introduction
- 2) About Me
- 3) My Values
- 4) My 4 Steps
- 5) Action Plan
- 6) Agreeing follow up appointment

Discussion



How was the practice?

Final discussion: what have you learned from this training?

What are the key points about the Health and Work Conversation that you have taken away today?