



UC108

Health and work conversation techniques

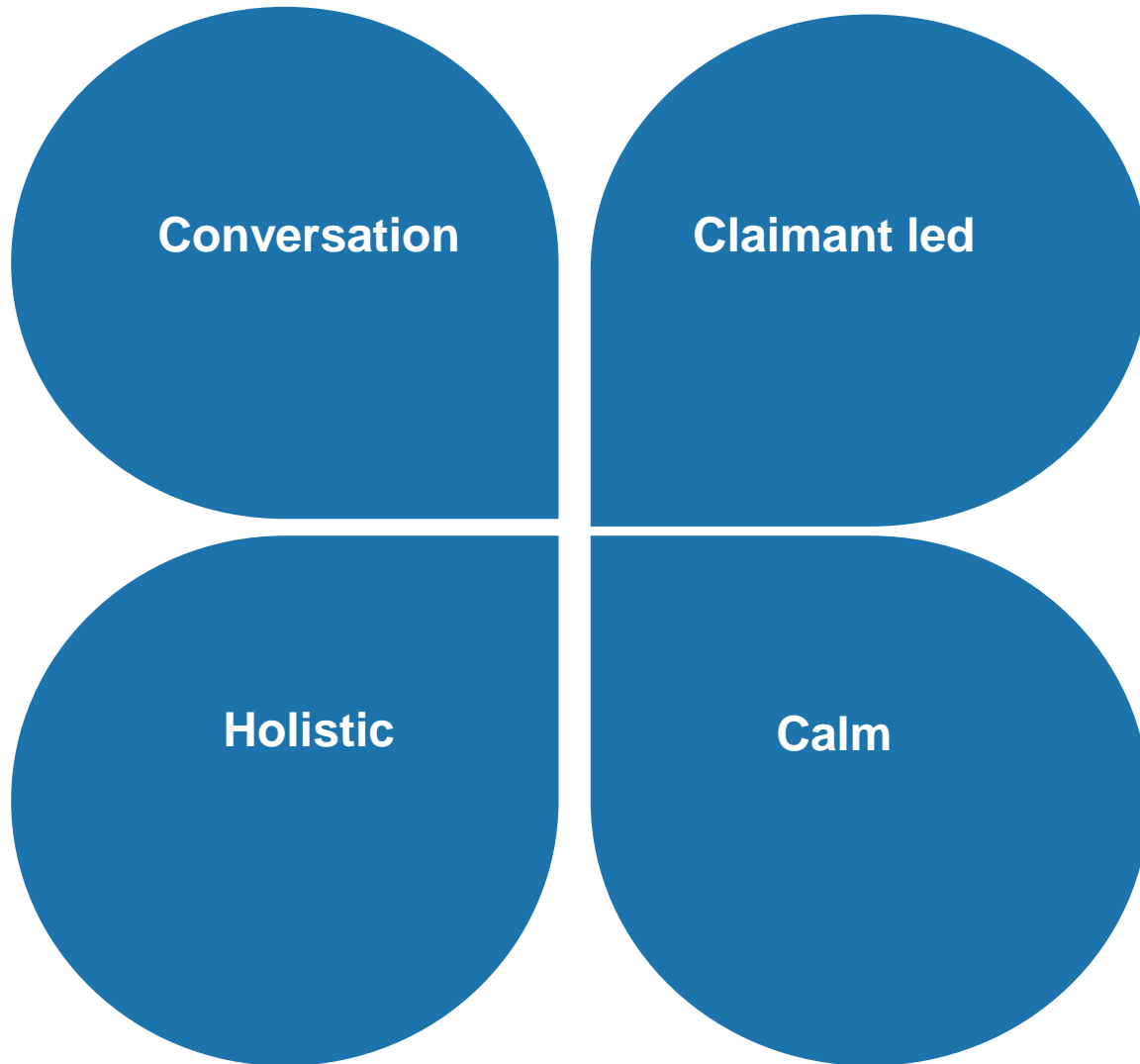
Aim and objectives

The aim of this learning is to enable you to conduct an effective interview with a claimant using the health and work conversation techniques (HWC).

By the end of this module, with the aid of any reference material, you will be able to:

- explain why we use the HWC techniques
- explain how to use information from claimants to make the conversation claimant-led and empowering
- explain how to use evidence-based tools to engage with claimants who may be resistant, as well as to reach your own goals
- explain the basics of the evidence behind these tools
- demonstrate how to conduct an interview using the HWC techniques effectively

Main principles of HWC techniques



Overview of a conversation using HWC techniques

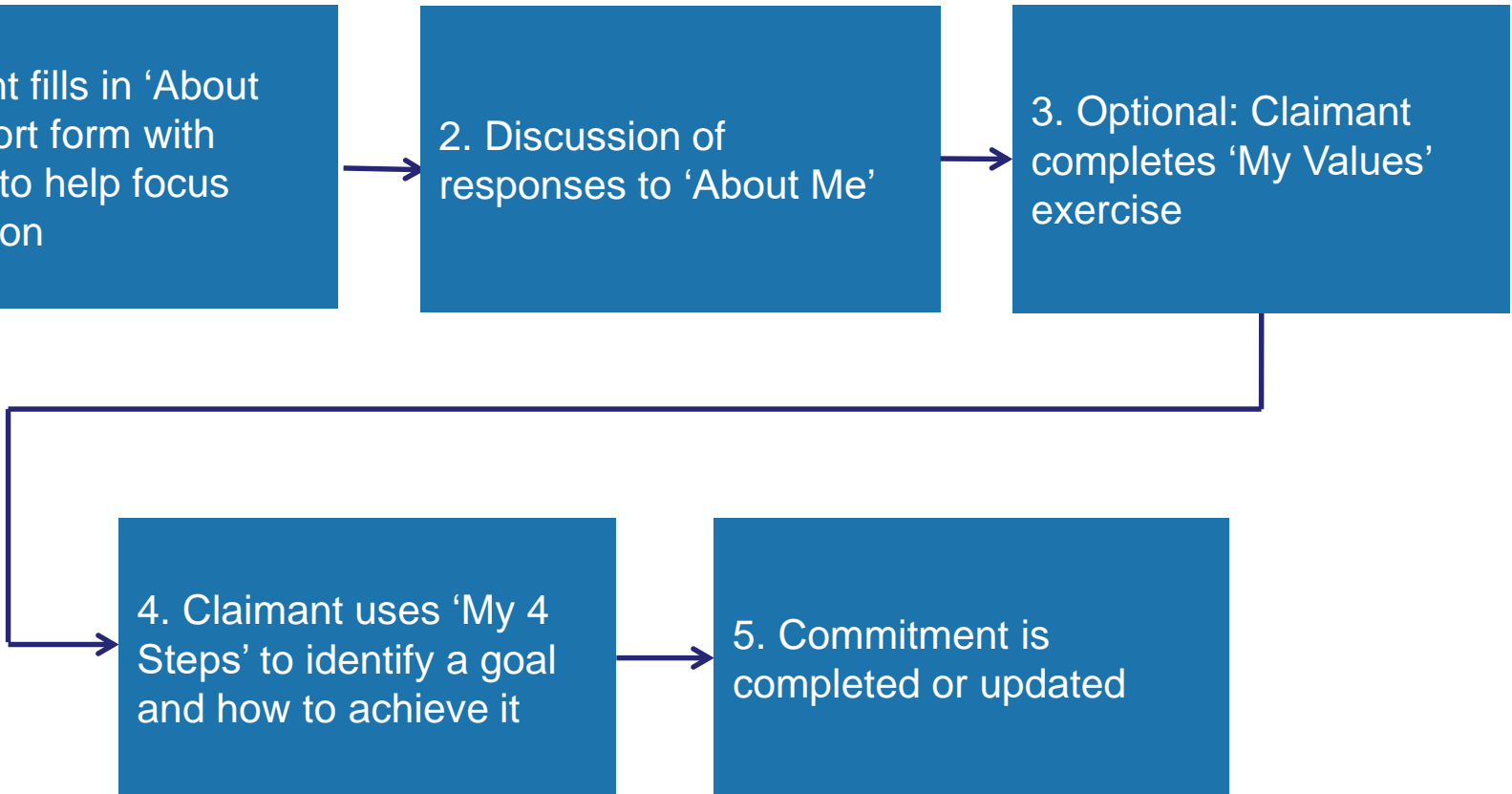
1. Claimant fills in 'About Me' - a short form with questions to help focus conversation

2. Discussion of responses to 'About Me'

3. Optional: Claimant completes 'My Values' exercise

4. Claimant uses 'My 4 Steps' to identify a goal and how to achieve it

5. Commitment is completed or updated



Question

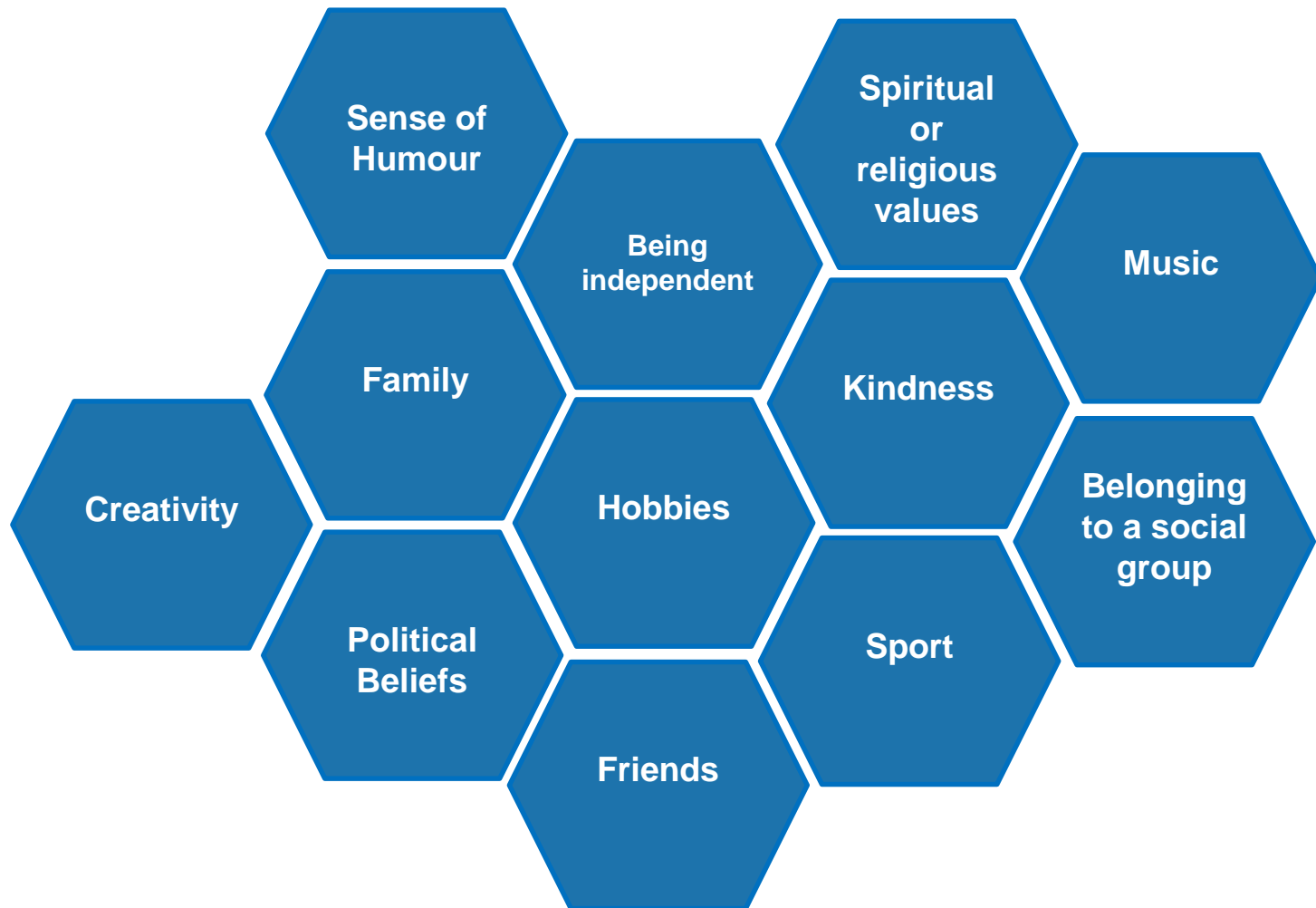


If a claimant feels threatened or challenged in terms of work how may they behave?



- speak in a negative way
- appear disengaged
- appear withdrawn
- be defensive
- not want to hear how you could help them
- stop looking for opportunities as they feel they will fail again

Values



Conducting the exercise with the claimant

Introduce the exercise

Explain the option for privacy

Ask the claimant to complete the exercise

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

'My Values' (1)

The 'My Values' exercise states:

Your values are things that are important to you or make you happy. Knowing these will help you work out what you want to do in the future.

Think about 2 or 3 things that matter most to you. You can ask someone to help if you want to.

Examples could include:

Taking an interest in
your local community

Having a sense of
humour

Being creative

Learning new things

Kindness

Working outdoors

Listening to or
playing music

Being helpful

Taking an interest in
the news

‘My Values’ (2)

Spend a few minutes thinking about what you have chosen.
Think about your feelings and thoughts.

Write what you chose in the box below and why you chose them.
You don't need to use all the space.
Don't worry about grammar, punctuation and spelling.

You don't have to share what you write down with anyone unless
you want to.

What if? Activity

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

2. The claimant seems to be struggling with reading or understanding the instructions?

3. The claimant doesn't want to do the exercise at all?

4. The claimant has been able to provide in depth responses to 'About Me' questions and is ready to engage?

Question



When do you think the 'My 4 Steps' exercise would be useful?



- you want to support a claimant to achieve their goals
- it's hard to engage with a claimant who won't open up
- the claimant can't identify what they are capable of
- you're not sure how to guide a claimant who is facing a particular challenge.

Sue's story

Want	I want to cook more meals and eat at home more often.
Outcome	I'll feel better about myself – I'll feel healthier, I'll save money, I'll feel I'm being more responsible. I'll feel happier.
Obstacle	I don't like going to the supermarket. It's annoying. I just don't enjoy it.

Sue's 'obstacle' and 'plan'

Obstacle	Feel bored and lonely when cooking at home.
Plan	Listen to an entertaining podcast while I cook and eat.

“If I feel bored and lonely when cooking at home,
then I will listen to an entertaining podcast while I cook”

Why is 'My 4 Steps' so effective?

Want + Outcome

=

identifying meaningful goals and maintaining motivation

Obstacle

=

identifying a specific type of challenge that plays a huge role in holding us back from achieving goals

Obstacle + Plan

=

clear, practical steps to deal with obstacles and to stay on track for achieving their 'want'

Evidence – diabetes management



Improved self management behaviours:

- Better diet
- Regular blood-glucose testing
- Improved exercise regime

Evidence - chronic back pain

For the people with chronic back pain, My 4 Steps helped them to overcome **internal** 'obstacles', such as:

Thinking the pain during exercise would be too strong

Not feeling like there was enough time to do their exercises

Feeling too tired to exercise

What else has 'My 4 Steps' helped with?

Providing help
and support
to others

Pain management

Completing things
on time

Sleep problems

Reducing stress

Reducing
social anxiety

Reducing smoking

Decision making

Time
management

Improving quality
of relationships

Seeking help
when it's needed

Principles for completing 'My 4 Steps'

Follow the steps in order

Keep written responses brief

The 'want' does not have to be related to health or work

The claimant should come up with their own answers to the 4 steps

Combine the 'obstacle' and 'plan' to make an 'if-then' statement

Summary

In this module you have:

- learned about the purpose of the HWC techniques
- how to use evidence-based tools to engage with claimants who may be resistant, as well as to reach your own goals
- learned the basics of the evidence behind these tools
- demonstrated how to conduct an interview using HWC techniques effectively