

## Switching off requirements - Observer

You are observing a conversation between a work coach and a claimant, Zack, a care leaver who has become homeless due to a debt problem spiralling out of control.

Focus on what the work coach is saying to the claimant and how the claimant receives the information.

Make a note on the observation sheet overleaf of anything you hear that you think went very well and could be used as good practice.

Identify anything you hear that you think could have gone better. Be prepared to offer suggestions as to how to overcome difficulties that occurred during the conversation.

Zack has more than one complex need; he is a care leaver, homeless with a debt problem. Homelessness will be the higher priority to address quickly to enable Zack to focus on his debt problem.

Tick the box where you saw the following being used and record the example you observed. What did they actually say to the claimant? What did you hear?

Active listening skills		
Different types of questions		
Different types of questions		
Use of empathy		
Appropriate actions agreed in the commitment		
Mandatory and voluntary activities		
Sanctions explained		
Appropriate evidence requested		

