

## Switching off requirements – Work coach

This is a skills practice exercise to practise the skills that are needed to speak to a claimant with complex needs and switch off his requirements.

You have an appointment with your claimant Zack, a care leaver who has become homeless due to a debt problem spiralling out of control.

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

Consider: active listening, paraphrasing, communication style, tone of voice, using plain English, types of questions.

Think about the following points:

- how will you discuss Zack's circumstances?
- what new actions will you agree in Zack's commitment?
- how long you will switch off his requirements for and when will you arrange a review meeting?
- explain what evidence will you ask Zack to provide at his review meeting
- any additional provisions you could signpost Zack to
- how will you explain the process you are following to the claimant and check their understanding, deal with any challenges they make in a professional way?
- remember to use empathy and actively listen.