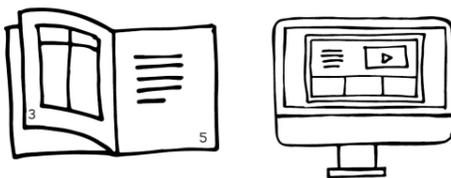


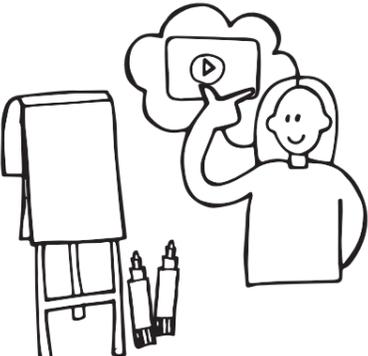
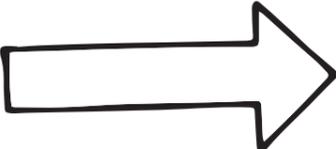


TEAM 15 • ONE-PAGE PROFILE FINDING OUT WHAT MATTERS

AGENDA ITEM

TIME	WHAT	WHO	OUTCOME	PLEASE COME PREPARED
 15 minutes	 How well do you know your person-centred thinking tools? Practising finding out what matters to people and using guess, ask write.	 Your name	 We are all clear about how we can listen and use questions and conversation to find out what matters and how best to support each other.	 Read pages 3 - 5 'Key points or top tips book' or re-look at the one-page profile module on your e-learning.

TEAM 15 SESSION PLAN - PRACTICING

HOW LONG	ACTIVITY	HOW TO DO IT	WHAT TO SAY
1 Minutes	 Practising using 'guess, ask, write' to find out what matters to people and how best to support them.	Introduce by showing film clip or using the script. Have flip chart paper and pens. 	A one-page profile is developed through conversations. As you talk to the person use the process of 'guess, ask, write' to check out with them what you are learning about them and what needs to go on their one-page profile. To start a conversation off it's helpful to have some questions in mind. There are 6 questions that you can use to get conversations going. For this activity today we are going to focus on one of the questions only. What makes you feel better when you are unhappy or feeling stressed?" It is important to know how to support one another in work when we most need it. <div style="border: 2px solid black; padding: 10px; margin-top: 10px;"> <ol style="list-style-type: none"> 1. Who are the most important people in your life? 2. What would be your best and worst day? 3. What do you usually do during weekday evenings and at weekends? 4. What makes you feel better when you are unhappy or feeling stressed? 5. What would you never leave home without? 6. What would your family say they like and, love or admire about you? </div>
5 Minutes		"What makes you feel better when you are unhappy or feeling stressed?"  Let person 2 have a turn.	Get into twos and make sure you have a piece of paper ready. Who ever is starting asks their colleague "What makes you feel better when you are unhappy or feeling stressed?" Listen carefully to what your partner says. Once you have some idea of what's important to your partner or how they can be supported well at work, ask questions to check whether your guess is right. Write down what you think could go on their one-page profile under best support or what's important to me. I will set the timer for 5 minutes then we are going to swap over. Now swap over and again listen carefully and guess, ask and write something that could go on your colleagues one-page profile.
5 Minutes		 Let person 2 have a turn.	
4 Minutes	Actions 	 Gather a little feedback from the group by asking each person to tell you one thing they will do to support their colleague well.	I hope that as well as practising your guess, ask and write skills you have learnt about how to support each other. We are now going to go round everyone in the group and ask everyone to say one thing that they will do to support their colleague when they are unhappy or stressed. This is going to be an uninterrupted round so resist the temptation to join in, interrupt or ask questions. Who would like to start? <div style="text-align: right;">  </div>