

Getting to Know You

Create a profile

Video 7 – Completing your profile

Transcript

[Helen Sanderson and Andrew Cozens are sitting on a sofa discussing one-page profiles.]

Helen Sanderson: So Andrew we've talked about your morning routine and that led us to lots of different conversations and we looked at your good day and bad day and again we had conversations about those and from that I think I've learnt quite a bit about what's important to you and how to support you well and we've checked some of that out with you as well. How did you find that?

Andrew Cozens: It's really, really interesting, it's very thought-provoking and it's an easy way to get to some of the essence of how I am and how I think about things and how I work, which has really quite surprised me.

Helen Sanderson: So what you've seen me doing is scribbling down lots of notes, I've got four pages now, based on what I've heard and although I've been consciously trying to check these things out with you while we're having a conversation, I've been guessing, asking you and then writing it. What happens next is that I'm going to take that away and put them into full sentences and then get it back to you for you to check. And when we check it, the first thing you want to check it for is accuracy ... have I captured that in the way that you feel it works for you and then you can decide which bits you want to share on your one-page profile, depending on its purpose. So if this was something you wanted to use with your work colleagues, you would then be making some decisions about which parts of the information you were comfortable with your work colleagues knowing and which bits felt less relevant to that. Or if it was something you wanted to share with your family, again you might make different decisions about what you wanted to include and what you wanted to leave out, so that's what's going to happen next.

Andrew Cozens: Have you got any examples of how this has been used by an organisation, drawing stuff from personal profiles to change the way they work?

Helen Sanderson: The biggest change that one organisation has made as a result of one-page profiles is changing the psychological contract with staff. So if staff had been coming in previously to 'do care' or to 'look after people', the one-page profile started to change that considerably because we were asking people to bring the whole person to work so you couldn't come anymore and be an anonymous professional or an anonymous carer. We were asking them to come with their full selves, with their hobbies and interests and passions and have a conversation about how far you are prepared to go in sharing those with the people you support.