



ONE-PAGE PROFILES QUALITY CHECK SCRIPT

Your Team 15 for today is about one-page profiles, and specifically, how we can make sure that a one-page profile is of good enough quality that it's really useful. Now, we develop a one-page profile so that others can quickly get to know the person, what matters to them and how they can be supported well – so the purpose is not to tick a box that a one-page profile has been completed, but that a one-page profile is there to have a positive impact for the person and make their life better. We need to make sure that what's included in the one-page profile is sufficiently specific and detailed. If we add detail, it gives us much more information about what's important to the person, and a sense of them as a person – and it also gives us a way of starting a conversation. Also if we know in detail how somebody likes to be supported, we can get it right much more often. The questions that we ask ourselves are: first of all, is it detailed enough? So instead of writing something like 'Reading' under the 'What's important to me' section – that's not detailed at all; we need to write something like 'I love to read; spend at least half an hour every night reading my book before I go to sleep. I especially like crime novels, and the Kurt Wallander series is my current favourite.' So you can see, from the second sentence, we can get much more of a sense of that person – how they like to read, maybe what time they do – and there's a conversation starter there for a start, isn't there?

The next question is 'Is it specific enough?' So, for example, if I said 'I play netball regularly,' 'regularly' could mean once a month, once a week, every day. It's better to say something much more specific, like 'To play netball every Monday evening and have a quick coffee with my friend Sharon afterwards.' And finally, we ask 'Could you use it?' So instead of saying something like 'I like tidiness' – which doesn't really tell us how that person likes to be supported at work, say – it's better to say something like 'Know that I work much better when the office is tidy; please do your best to keep shared workspaces as neat as possible by putting your papers away and washing your cup at the end of the day.' In that example, you can see how by just adding the detail and specificity that you need, it makes it very useful to work colleagues to support me in the workplace.

Now I want you to look at the first draft of Jessica's one-page profile and ask yourself those questions: is it detailed enough? Is it specific? And could you use it? I want you to think about the additional questions you might want to ask Jessica in order to get the information that you need to make her one-page profile much more useful. Then, what have a look at her second one-page profile and compare the two.

