Supplementary file 3. Mapping the PAW Toolkit intervention and feasibility trial to persuasive systems design

Category	Design technique	Description of use
Primary task support	Reduction	Toolkit information is presented in clear, simple language.
	Tunnelling	Users are guided through a series of toolkit sections.
	Tailoring	Users can view items that are relevant to their needs. Telephone support is tailored to individuals' needs.
	Personalisation	Participants receive web link via personalised email. Telephone support is personalised for participants.
	Self-monitoring	Data collection involves self-monitoring of pain. Users encouraged to take action to achieve goals (e.g., disability disclosure, discussion with managers, workplace adjustments, changes to lifestyle behaviours and pain coping strategies).
	Simulation	Users can reflect on the direct influence of actions (e.g., lifestyle behaviours, work modifications) on pain and work ability.
	Rehearsal	Videos to share stories from others with chronic pain.
Dialogue support	Praise	Participants thanked for intervention (and trial) engagement. Positive feedback provided through telephone support.
	Rewards	Opportunity to participate in a prize draw for completers.
	Reminders	Text message reminders to access intervention and complete surveys.
	Suggestion	Toolkit includes signposting to additional resources. Telephone support provides personalised suggestions.
	Liking	Toolkit is visually appealing and considers issues of accessibility.
	Social role	Toolkit presents advice and signposting for social actors (i.e., vocationally active adults with chronic pain).
Credibility support	Trustworthiness	Information and resources are truthful, fair and unbiased. This is verified through peer review.
	Expertise	Toolkit content demonstrates expertise in subject area. This is verified through stakeholder consultation and peer review during the development phase.
	Surface credibility	Professional presentation, inclusion of logos for host organisation.
	Real-world feel	Name of host organisation appears on front page, information about host organisation is publicly available.
	Authority	Developers and all experts involved in development processes are named within the toolkit.
	Third party endorsement	Collaboration with a pain charity – logo is included on front page.
	Reliability	Periodical peer review to maintain currency of content.
Social support	Social learning	Video examples provide opportunity for observation of outcomes for others. Vicarious reinforcement is anticipated within organisations participating in the trial (e.g., through raising awareness of chronic pain among employers and employees).
	Social comparison	Video examples provide opportunity for social comparison.

		Toolkit content provides opportunity to evaluate own attitudes, beliefs and behaviours towards chronic pain and its management at work.
	Normative influence	Engagement with intervention will encourage personal agency, and reflection on normative influence of co-workers and managers on attitudes, beliefs and behaviours related to chronic pain and its management at work.
	Social facilitation	Telephone support motivates participants to set personal goals and act on advice.
	Cooperation	PAW Toolkit highlights the role of others in supporting people with chronic pain at work (e.g., 'working together', accessing support from line managers, government schemes etc)
	Competition	Engagement in intervention does not involve competition.
	Recognition	Developers and experts are recognised within the Toolkit. Intervention and trial will raise awareness of chronic pain within workplace settings. Participants receive individual recognition for engagement with intervention and completion of trial.