

TOOLKIT: What to do and not to do (before, during & after the training)?



Teamwork and Collaboration

DO's	DON'Ts
<ul style="list-style-type: none"> • Create a strong team - where people feel safe and supported 	<ul style="list-style-type: none"> • Don't rely too heavily on the same individuals
<ul style="list-style-type: none"> • Aim to involve different experts by experience - from the start 	<ul style="list-style-type: none"> • Don't bring experts by experience in late
<ul style="list-style-type: none"> • Give choices about roles and the way people participate 	<ul style="list-style-type: none"> • Don't decide things without experts by experience being there
<ul style="list-style-type: none"> • Build in extra time - longer meetings, clear paperwork, catch ups etc. 	<ul style="list-style-type: none"> • Don't assume everybody wants to be involved in everything
<ul style="list-style-type: none"> • Check in often - does everybody understand, are they happy with their role? 	<ul style="list-style-type: none"> • Don't exclude the experiences of people with higher needs
<ul style="list-style-type: none"> • Consider using groups or teams who already work together, know and trust each other. 	<ul style="list-style-type: none"> • Don't allow individuals to feel on their own or under pressure on the day
<ul style="list-style-type: none"> • Be clear about expectations and roles on the day 	<ul style="list-style-type: none"> • Don't let individuals feel responsible for letting people down
<ul style="list-style-type: none"> • Where possible, deliver training as a team e.g. co-trainers 	<ul style="list-style-type: none"> • Don't 'drop' people after the training course is over
<ul style="list-style-type: none"> • Have a Plan B if somebody has to drop out or leave early on the day 	
<ul style="list-style-type: none"> • De-brief with team members soon after training sessions 	
<ul style="list-style-type: none"> • Give and discuss feedback from training 	



Confidence building and support

DO's	DON'Ts
<ul style="list-style-type: none"> • Get to know the people you work with as individuals 	<ul style="list-style-type: none"> • Don't assume what support individuals might want or need
<ul style="list-style-type: none"> • Build on people's strengths – what do they enjoy doing, what are they good at and what helps their confidence? 	<ul style="list-style-type: none"> • Don't assume people are familiar with your technology and platforms
<ul style="list-style-type: none"> • Offer a mixture of support options e.g., peer support, 1-2-1 or in a group 	<ul style="list-style-type: none"> • Don't assume with Zoom/online works for everyone
<ul style="list-style-type: none"> • Offer help with technology as needed 	<ul style="list-style-type: none"> • Don't use jargon, unclear language or overwhelm people with paperwork
<ul style="list-style-type: none"> • Allow plenty of preparation time – build in time to rehearse talks and presentations 	<ul style="list-style-type: none"> • Don't rush training
<ul style="list-style-type: none"> • Make sure people feel confident and supported travelling to and from the training venue 	<ul style="list-style-type: none"> • Don't allow people to share more than they feel comfortable with
<ul style="list-style-type: none"> • Allow plenty of time on the day – for relaxed delivery 	<ul style="list-style-type: none"> • Don't forget people – they may want involvement or need support at different times
<ul style="list-style-type: none"> • Have a co-trainer - somebody who can provide support 	
<ul style="list-style-type: none"> • Offer an interview format or a pre-prepared Q&A session 	
<ul style="list-style-type: none"> • Give/share feedback and build on positives 	
<ul style="list-style-type: none"> • Keep in regular contact with team members 	
<ul style="list-style-type: none"> • Offer regular training opportunities – to keep skills fresh and confidence high 	



Respect and value people

DO's	DON'Ts
<ul style="list-style-type: none"> • Ensure people know what to expect eg what is their role, how long will meetings/training be, what support and training is offered. 	<ul style="list-style-type: none"> • Don't put people in training who are not prepared
<ul style="list-style-type: none"> • Be clear about payment or reward options – offer choices 	<ul style="list-style-type: none"> • Don't allow stories to be shared outside the training - unless permission is granted
<ul style="list-style-type: none"> • Ensure systems work and will pay/deliver fees/ vouchers etc promptly 	<ul style="list-style-type: none"> • Don't make people wait for out-of-pocket expenses or fees
<ul style="list-style-type: none"> • Ensure people know that getting involved will not affect the services/care or benefits they/their relative gets 	<ul style="list-style-type: none"> • Don't allow/create anxiety about payment and impact on benefits
<ul style="list-style-type: none"> • Help person clarify in advance how much of their personal experience/life individuals want to share 	<ul style="list-style-type: none"> • Don't drop people once training is over
<ul style="list-style-type: none"> • Nurture individual aspirations – where do they want to be, do they want this role to lead to other things? 	
<ul style="list-style-type: none"> • Ensure people feel listened to and respected throughout 	
<ul style="list-style-type: none"> • Ensure people have the opportunity to stop/pause/debrief 	
<ul style="list-style-type: none"> • Make sure the system in place pays people promptly 	
<ul style="list-style-type: none"> • Give feedback on impact of training – including their role 	
<ul style="list-style-type: none"> • Be aware of what is happening in people's lives – signpost to other services where appropriate 	



Enjoyment & having fun

DO's	DON'Ts
<ul style="list-style-type: none">• Have regular team meet ups before and after training	<ul style="list-style-type: none">• Don't be serious all the time
<ul style="list-style-type: none">• Offer tea and biscuits or lunch	<ul style="list-style-type: none">• Don't rush training
<ul style="list-style-type: none">• Allow time for socialising and chatting with course participants	<ul style="list-style-type: none">• Don't cut out the socialising – or the snacks
<ul style="list-style-type: none">• Informal sessions– where people share experiences are more enjoyable and less stressful	<ul style="list-style-type: none">• Don't think training has to be perfect
<ul style="list-style-type: none">• Have meet ups for socialising/ just for fun e.g. lunches, trips to pub	

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