**Peer Support Worker Training Programme**

**Overview**

This training programme is aimed at people who have experienced mental distress and would like to utilise their experiences to become peer support workers. It is comprised of the following 8 training sessions.

* Session 1 – An introduction to peer support 26th November 2012 10:30 - 3
* Session 2 – The role of peer support workers 27th November 2012 10:30 - 3
* Session 3 – Communication Skills 3rd December 2012 10:30 - 3
* Session 4 – Sharing Your Story 4th December 2012 10:30 – 3
* Session 5 – Supporting your peers I 10th December 2012 10:30 - 3
* Session 6 – Supporting your peers II 11th December 2012 10:30 - 3
* Session 7 – Peer Support Techniques & Outcomes 17th December 2012 10:30 - 2
* Session 8 – Supporting Ourselves as Peer Supporters 10th January 2013 10:30 - 3

**Development of the programme**

This is a service user led training programme.

To date, the content of this has been developed by Elina Stamou, Angela Newton and members of the Peer2Peer Group. It will be further developed by Together’s Regional Steering Groups during June 2012.

The training programme will be finalised by August 2012.

**Delivery of the programme**

The programme will be piloted in-house at an appropriate transformation site that is developing peer support worker roles. The pilot site will be identified during July 2012 and delivered from September 2012 onwards.

The training programme will be evaluated following the pilot and necessary amendments and additions will be made.

Service users will be recruited to deliver the training programme in future.

**Accreditation of the programme**

Once the training programme has been piloted, it is anticipated that it will become an accredited training programme with Middlesex University. This will complement Together’s ‘Voices Together’.

**Content of the training programme**

**Session 1 – An introduction to Peer Support**

***Aim***

This training session will provide participants with an introduction to the training programme, peer support and the role of peer supporters.

***Learning outcomes***

By the end of this session participants will be able to:-

* Describe what is meant by peer support within mental health
* Understand the history of peer support up to the current day
* Define the underlying principles of peer support
* List the benefits of peer support
* Identify a minimum of 4 statutory and service user led peer support services

**Session 2 – The role of Peer Support Workers**

***Aim***

This training session will explore the diversity of peer supporters within mental health settings, and provide the opportunity for people to identify their own strengths, limitations and personal boundaries as peer supporters

***Learning Outcomes***

By the end of the session participants will be able to:-

* Describe the key functions and skills of peer supporters
* Identify personal strengths, limitations and personal boundaries as peer supporters
* Explore the role of peer supporters within teams
* Develop a Code of Behaviour for peer supporters
* Explore the variety of ways that people achieve individual wellbeing

**Session 3 – Communication Skills**

***Aim***

This training session will provide participants with the opportunity to understand the importance of good communication skills when giving and receiving peer support. Participants will have the opportunity to practice their communication skills.

***Learning outcomes***

By the end of this session participants will be able to:-

* Identify their own communication style and understand its impact on others
* Describe the importance of verbal and non-verbal communication
* Develop active listening skills
* Give and receive constructive criticism to their peers
* List a minimum of three ways to positively address difficult situations
* Understand the importance of excellent communication skills within group settings

**Session 4 – Sharing your story**

***Aim***

This session will provide participants with the opportunity to appreciate their own experiences of mental distress and how this can be best utilised by peer supporters.

***Learning outcomes***

By the end of the session participants will be able to:-

* Understand the importance of being able to share your story to benefit others
* List the benefits of sharing your story for both parties
* Identify key components of your journey towards wellbeing to share with others
* Identify the most appropriate way(s) of sharing your story
* Practice giving and receiving peer support through sharing your story

**Session 5 – Supporting your peers I**

***Aim***

This session provides participants with the opportunity to understand the importance of coaching skills and practice some techniques that can be utilised by peer supporters.

***Learning Outcomes***

By the end of the session participants will be able to:-

* Describe what is meant by coaching and how it can be used by peer supporters
* Understand the importance of being supportive and non-judgemental of somebody, their views, lifestyle and aspirations
* Explore how people can make real, lasting changes based on their needs, motivations, desires, skills and thought processes
* Practice using questioning techniques to help people find their own solutions
* Practice observing, listening and asking questions to understand somebody’s personal situation

**Session 6 – Supporting your peers II**

***Aim***

This training session will provide participants with an introduction to two important peer support techniques, and offer the opportunity for participants to practice the interpersonal skills required to use these tools.

***Learning outcomes***

By the end of the session participants will be able to:-

* Understand what is meant by motivational interviewing
* Practice motivational interviewing to support people on their journey towards wellbeing
* Understand what is meant by positive thinking
* Practice positive thinking to support people on their journey towards wellbeing

**Session 7 – Peer Support Techniques & Outcomes**

***Aim***

This training session offers participants the opportunity to understand outcomes in relation to peer support, how to set service user led outcomes and help clients to achieve their outcomes. It briefly introduces participants to a range of peer support techniques that can be utilised by peer supporters.

**Learning outcomes**

By the end of the session participants will be able to:-

* Understand what is meant by service user led outcomes
* Identify how to best work alongside service users to achieve their desired outcomes
* List and describe a minimum of 4 peer support techniques
* Explore two outcome focused peer support techniques
* Identify how additional knowledge and skills in peer support techniques can be further developed

**Session 8 – Supporting Ourselves as Peer Supporters**

***Aim***

This training session provides participants with the opportunity to consider how they can support themselves and each other as peer supporters.

***Learning Outcomes***

By the end of the training session participants will be able to:-

* Undertake a review of their learning and skill development over the course of the programme
* Identify a minimum of three ways to support their own individual wellbeing
* Develop a personal development plan for the future
* Identify ways in which peer supporters can support each other in the future

**Additional Training Sessions**

In addition to the Training Programme, it has been identified that there will be a need for people to access the following training / development sessions.

***Confidence Building***

To encourage / inspire current service users to access Peer Support Worker Training Programme. People who have accessed ‘Voices Together’ may feel more confident / inspired to train as Peer Support Workers

***Peer Support Workers in Practice – Implementation Training***

Topics to be covered include:-

* New ways of working – developing user leadership and peer led support where it doesn’t exist
* Developing, supporting and managing peer support workers
* Follow up sessions for peer support workers to look at problem solving within their own settings
* Developing safe practice and safeguarding issues

***Additional Training Sessions***

Peer Support Workers may wish to develop knowledge and skills in the following areas:-

* Dealing with difficult situations
* Working with groups
* Facilitation Skills
* Neurolinguistic Programming
* WRAP
* Emotional CPR