

## 2a2

# Experts

### Do

Harness the expertise of people using services and others – especially their knowledge about the local community.

### Story

‘Emma is very methodical and conscientious. She always makes sure that, when she starts her shift on the till at Sainsbury’s, she has spare till rolls, enough petrol vouchers and things like a cloth for wiping up spills.

She does this because having everything properly organised and prepared for makes it easier for her to do her job. Other checkout workers have now started doing this as well and it means that they have to make less calls to the supervisors to provide these things’.  
*(Hemmings & Morris 2004, p34)*

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### Hints & Hazards

People who have used services are experts on many things. Recognising their strengths can lead to people taking up many valuable roles, such as lecturer. They may have a vast resource of knowledge about the locality, so their expertise might be harnessed through a project on local history. The choice of activity may be driven by the topics on which the person is an expert.

People who can tell their own stories of success make the best ambassadors for change. However as Johnson (2004) describes, the role of trainer is not always an easy or comfortable one.