

3a2

Inclusion Skills Training for Staff

Do

Arrange training for health and social care staff in the techniques of supporting community participation.

Story

A staff team in a day centre wondered why they were being offered training in community building as they already spent much of their day supporting people to access community activities. As they progressed through the day they realised that most of the activities they supported enabled people to 'visit' but not

participate in the community. Over the next week they began working with a dozen people at the centre to plan how they could support each one to begin to build relationships within their communities.

Some specialist teams that specialise in supporting people to get jobs require the team leader to hold a qualification in Adult Guidance (*AIOSP 2003*).

3a2

Inclusion Skills Training for Staff

Hints & Hazards

Don't train the essential ordinariness out of people! If the process of obtaining qualification is too long, people will simply drop out. Working towards inclusion requires staff to have a value base (see 3a1 Valuing Training for Staff), inspiration and the skills referred to here. These skills are trainable and can be specified in job descriptions. It is important for the political process of change and for some individuals to know that a manager or a supporter has personal experience of exclusion. We can be encouraged to be "out and proud" rather than ashamed of our experience.

Additional relevant skills may be identified by drawing from the disciplines of community development (see Federation for Community Development Learning 2003), organisation development (see Employer's Organisation for Local Government 2002), and mediation see www.mediationuk.org.uk

For a detailed description of the competencies needed by organisations and their staff to promote inclusive lives, see CSIP 2007.