



# Course Outline

## Experts by Experience II:

### Getting Your Voice Heard to Influence Policymakers and Service Development (2 Days)

Minimum and Maximum Learners: 06 - 12    Duration: Two Days    Timings: 10:00 - 16:30

#### Suitable for

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Any who is disabled, has a learning disability, sensory impairment or long-term health condition (including mental health issues) wishing to their *Voice and Lived Experience to Create Positive Change*.

Those who have already attended Experts by Experience I: Getting Started

#### Aim

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To provide Experts By Experience and those with lived experience with the skills and confidence to attend meetings and influencing skills to *raise awareness and create positive change*. You will learn about preparing to attend meetings, how to get your message across.

#### Learning Outcomes

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By the end of the course, you will be able to:

- ✔ **Review** your existing attitudes, knowledge, and skills and your role as an Expert by Experience.
- ✔ **Discuss** how decisions are made in health and social care and **identify** where your voice can make a difference.

- ✔ **List** local organisations (including NHS, social services, and others) that you may wish to influence.
- ✔ **Discuss** practical ways to share your story and **communicate** your message clearly, calmly, and confidently.
- ✔ **List** the 7 influencing behaviours and 7 qualities of effective influencers.
- ✔ **Explore** different methods of influencing, including meetings, consultations, and public forums.
- ✔ **Identify** barriers to being heard and **plan** strategies to overcome them.
- ✔ **Assess** your preferred communication style and **adapt** it to work well with other people's styles.
- ✔ **Practice** techniques for speaking up in groups and using evidence to strengthen your voice.
- ✔ **Explore** causes of conflict and **apply** strategies to achieve win-win solutions.

## Benefits of Attending

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- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

## Training Style

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This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (\*email required)

## Other Courses to consider (Visit my website for details of these and other courses)

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- ➔ Experts By Experience III: Magical Presentations - Sharing and Presenting Your Story (2 Days)
- ➔ Influencing and Persuading Skills
- ➔ Interpersonal Communication Skills
- ➔ Peer Support Skills
- ➔ Providing Telephone Support
- ➔ Effective Decision-Making and Problem-Solving: Tools and Techniques

