

## Asperger syndrome

This course explores what it is like to live with Asperger syndrome and the characteristics typically associated with this condition.

Trainers use their own experiences to discuss some of the issues faced by someone living with Asperger syndrome and how staff can effectively support them.

## Customer Relationship Building

This workshop is focused on how support staff can build effective positive relationships with customers, in order to promote better engagement.

Participants will look at the context of their role, different communication styles, emotional intelligence and how to work with customers through a co-produced approach. Our customer trainers will also offer practical solutions on how to manage difficult conversations.

**To see the latest available EBE courses, please visit the [Look Ahead Academy](#).**

**If you or a customer you support are interested in joining the EBE team, please contact Wendy Rowley on 0207 368 4884 or by email on [ExpertbyExperience@lookahead.org.uk](mailto:ExpertbyExperience@lookahead.org.uk).**



**experts by  
experience**

 **Look Ahead**  
CARE, SUPPORT AND HOUSING

## About our Experts by Experience Training Programme

At Look Ahead, we believe that our customers are Experts by Experience (EBE). Through customers and staff sharing their experiences, together we can deliver better services for the thousands of people we support.

Our award winning EBE programme delivers training for hundreds of Look Ahead support staff every year, as well as external organisations such as universities and the police.

Customers and staff work together to develop and deliver the training on subjects that our trainers are experts in because of their real life experiences.

Some of the EBE courses currently on offer include:

### Domestic Abuse

This course focuses on Domestic Abuse (DA), the experiences of survivors and the early warning signs of potentially abusive relationships. Using their personal experiences alongside facts and figures, the team explore some of the main affected groups and debunk some common myths.

Participants will learn about the potential difficulties involved in supporting someone to remove themselves from a high risk environment, the laws that exist to protect them and how to effectively support a customer experiencing DA.

### Young People

This course looks at some of the issues that can affect our young customers and how staff can effectively support them. Trainers will look at a range of issues including mental health, substance misuse and being a care leaver.

### Mental Health

This course offers an introduction to a range of mental health needs that our customers may experience, such as anxiety and depression, personality disorder and psychosis. The training provides a first-hand account of what living with mental health needs is like and the importance of mental wellbeing in sustaining recovery.

Participants will discuss the Mental Health Capacity Act and other key tools to help them to effectively support a customer with mental health needs.

### Substance Misuse

This course provides an introduction to the different types of substance misuse and addiction. It looks at some of the reasons why a person may develop addiction issues, different types of addictive substances and the effects these substances have.

Participants will look at the long-term effects of substance misuse such as related illnesses and infections and the reasons why individuals remain addicted. By the end of the course, participants will be better equipped to effectively support a customer who has a history or current support need of substance misuse.