

Support for experts by experience

What kind of substantive support do experts by experience need to take their role in a qualitative way? What kind of guidance or peer support is appreciated?

Information and co-creation

- Support, information, understanding of our role
- Information about the purpose of the involvement
- Co-production in partnership: That we have **forums and meetings** where we share experiences between the meetings with the students. Both coordinators from the service user organization and lecturers take part in this.

Supervision

- Supervision/intervision with other experts by experience is very valuable. An expert by experience benefits greatly from being able to **reflect regularly, together with other experts by experience**. It is also valuable to be able to **support each other** when necessary, and to take each other's insights into our own work situation.
- The opportunity for intervention on a regular basis, so there is room to frame events with a neutral party.
- Supervision by peers
- Coaching/supervision of lecturers
- Supervision in a mixed group with the **whole team of tandems**: lecturers and experts by experience who work together. Tandems can learn from each other. Growing equality - recognizing the value of the difference and dialogue as colleagues

Training

- Develop a peer support education.
- It is important **to keep knowledge up to date**. As new insights arise on a regular basis, it is important to maintain them regularly through training/coaching/updating ...

Coaching

- A mentor for every expert by experience
- Peer-coaching
- Coaching by a lecturer (anchor person)
- An **anchor person**/contact person at the institution for practical issues: a contract, compensation, mediation. This can be very useful as it creates an overview. It is probably better if this is 2-3 people who are each in the know, to be able to cover for each other in case of illness etc. Especially provided the parties communicate well with each other.

- **coordinators from the service-user organization** for guidance, debriefing and making the bridge with the institution.

Suggestions for the future

- Formalize coaching and supervision sessions
- International exchange among experts by experience – international network