

A guide to Outcomes Star remote training

For organisations using or considering the Outcomes Star

Triangle is offering Outcomes Star training remotely, using a video platform. This guidance is intended to help organisations decide whether this could work for them.

It covers:

- The process, including accessing materials, what happens on the day, evaluation and follow up
- What your organisation and training participants need to have in place to participate effectively

Remote training – an overview

- We can train up to 8 workers and managers remotely in the Outcomes Star core course ‘in house’. We also offer some dates for Open training for individual workers
- We assume that all participants are in different locations e.g. working from home. We can adapt the training to participants in one location
- We provide all materials, evaluation and follow-up
- Your staff connect by video link to our trainer(s). At Triangle we use Zoom platform, but can discuss other options
- The training is a full day, as for face to face training, but with more frequent breaks. We can deliver two half days if preferred

What we provide – details

- Talk to us about your needs and the information in this document. If you decide to go ahead, we provide a quote and paperwork as usual and agree training dates with you
- We can train remotely in any version of the Outcomes Star. We currently only train in one Star at a time
- Before the training, we will email materials to your training contact for the participants:
 - Watermarked Star materials (Star chart, scales and guidance)
 - Remote training participant handbook
 - A link to access the Zoom meeting (if using Zoom)
- The programme is similar to the standard programme, from 09:30 to 16:00, but with 2 short breaks in the morning, 2 in the afternoon and 45 minutes for lunch. Participants are encouraged to have breaks away from their screen
- The evaluation is on a googleform – participants will be sent a link to complete it online
- We provide training certificates for all participants (sent by email to the main contact) once they have completed the evaluation

What you need to do – details

- Provide a named person as the main point of contact, to receive the materials and link for training and send those to participants. If you use a different video platform we may ask you to set up the meeting
- Check that everyone can participate (see below)
- Provide Triangle with a list of participants in advance and let us know of any individual learning needs that would be a barrier to participating in remote training.

All participants need:

- A laptop, PC or tablet, with a microphone (built in or plugged in) and preferably a webcam to help them engage interactively with the training (it is possible without a webcam but speak to us in advance if any participants don't have one)
- To be reasonably confident using IT and to download Zoom or your organisation's preferred video platform before the start of the day. Guidance is provided at the beginning of the day
- An adequate internet connection. This is important to check in advance, especially if people are home-working and if there is heavy internet traffic. The minimum broadband speed for robust Zoom sessions for example is 3.0Mbps (up/ down load) (<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>). A broadband speed checker can be found here: <https://www.broadbandspeedchecker.co.uk/>
- Be able to access the course handbook and Star materials. Some people may find it easier to use a hard copy, so would need to print that at home or for the training contact to arrange for materials to be printed and posted to them. This is not crucial, but useful, especially if they use their only laptop or tablet to connect to the Zoom meeting, making it harder to both view the materials on screen and participate in discussion

Follow-up after training

- Once trained, workers can still use other Stars but might want 'top-up' training, especially for Stars with a different underlying Journey of Change
- Triangle will be on hand to support you with implementation of the Outcomes Star in your organisation – we will make sure you have a named contact person