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 12 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
- The training is delivered in two half days, although we are able to deliver over one full day if necessary.
- Where training is delivered over two half days it is vital that participants attend both dates.
- Please remember that all workers who will be completing Outcomes Stars will need to complete this training in full. If workers miss the training or part of the training they will need to re-book on one of our open courses for which there will be an additional charge of £75 per person.

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
- The course is broken up in to two modules, delivered over half days. Typical morning slots run from 09:30-13:00, and afternoon slots from 13:30-17:00
- The evaluation is via a link – 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

Why we don't record training

Whilst we accept that there may, on occasion, be benefits in recording training and sharing these recordings with clients we have taken the decision not to record and share any training at this time. There are a number of reasons that have led to this decision:

- As an organisation we a responsible for the safety and privacy of all our clients and training participants. When recordings are shared we are not able to manage what happens to that recording and therefore participants' privacy could be compromised.
- Although delivered remotely our training is still very interactive and participants gain a lot of learning from their interactions with the trainer and their fellow participants. Viewing a recording would not afford the same quality and depth of learning.
- Throughout the training our trainers are constantly assessing participants understanding of the Outcomes Star and its use in practice. If training is simply viewed after the event we are not able to access that learning.
- It is imperative that Triangle protects the IP and reputation of the Outcomes Star, and this could be put at risk if we share training materials, or our training processes, with anyone other than our community of Licensed Star Trainers who pay to be trained and certified by us to cascade Star training to colleagues.

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). Please note that, unless using a big screen, each participant will need their own device and be in separate rooms. This will enable them to see and hear the trainer without feedback.
- A webcam (built in or plugged in). We have found that participants get the most out of the training if they have a camera as it helps them to 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