**Building trust, making it meaningful – infographic content (plain text version)**

**Building trust in service user involvement**

Shaping Our Lives

How do you build trust? We spoke with service users at our user-led conference in November 2022. Here are some of their tips.

**The personal touch**

* Genuine rapport.
* Sparingly share your own relevant experiences.
* Understand people as individuals.

**Language and words**

* Avoid jargon.
* Use Plain English.
* Provide translation.
* Use community/ culturally appropriate language.

**Consistency and time**

* Set realistic timescales, don’t rush.
* Have a named contact person/ consistent team.
* Provide on-going opportunities where possible.

**Shared goals**

* Are you all on the same page? Develop goals together.
* Be honest about what is achievable.

**Unwanted views**

* Be prepared to listen to all opinions, even critical ones.
* Value all views.

**You said, we did**

* Check in with people after the activity.
* Report back with any results.
* Be transparent about outcomes.

**Commitment**

* Commit a budget and sufficient time.
* Commit to meeting expenses, access requirements, and involvement payments.