Erasmus+ Project

"European Standards for Peer Support Workers in Mental Health"

Glossary

for the peer supporter
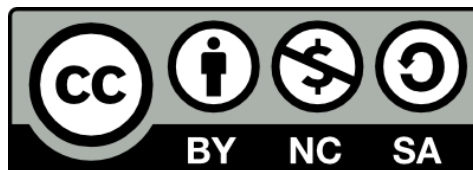
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I.   Introduction

The glossary used for the Erasmus + project on peer support work and recovery consists of many terms and definitions that exist in the world of recovery and experiential expertise. Since these two concepts are important in our project, we start with an extensive description of each of them.

There are many different versions of the word experience expert: peer expert (EUCOMS), peer support worker, expert by experience, certified peer specialist, experiential expert, peer supporter, person with lived experience, survivor, peer worker, etc. For the needs of this project, the term "peer support worker" (PSW) has been chosen.

Recovery

Much literature can be found on the concept of recovery in psychiatry. Recovery is often seen as a multidimensional concept that includes clinical recovery and symptomatic recovery, social recovery and functional recovery, as well as personal/existential recovery (Whitley and Drake, 2010). In essence, it is ultimately about providing the client with the support and treatment that enables them to live the life they want, despite the psychological problem.

In addition to the different dimensions recognised at the beginning of the development of the concept of recovery, more recently it has been supplemented with attention to one's strengths (positive psychology) and self-direction (self-management, self-determination; Shepherd et al., 2008).

- Two important models for recovery are described by Andresen et al. (Andresen 2003, pp. 586–594) and by Leamy et al. (Leamy 2011, pp. 445–452; the so-called CHIME model). Their main similarity is that recovery involves finding and keeping hope. Hope is the fuel for recovery. This is not about encouraging naive or unreal expectations. Having positive expectations and perspective is more likely to lead to improvement than low expectations, which can become a self-fulfilling prophecy.
- Rediscovering your own identity, in which having the mental disorder has a place, and in which there is a positive sense of self.
- Building a meaningful life, despite having a mental illness.
- Having control over the mental illness and over life itself; empowerment.

"Connectedness" can be added to these four aspects, which includes having supportive relationships, being part of society. Finally, recovery is understood as a process. Based on interviews with clients (Andresen et al., 2006, pp. 972–80), five stages of recovery were distinguished, the first stage being the so-called "moratorium" stage of hopelessness and the last stage being the stage of growth. These stages are not linear and clients differ in the degree to which they are willing/able to enter the recovery process; among other things because of the severity of the symptoms, the pain it takes to recognise that help is needed, previous negative experiences with care, (many) side effects of medication.

Experiential expertise or peer support expertise

Experiential expertise is the ability to make room for other people's recovery based on one's own experience of recovery. The knowledge gathered through reflection on one's own experiences and the experiences of partners, supplemented with knowledge from other sources, is used in a professional manner for the benefit of others. The development of experiential expertise starts with reflecting on your own experience of disruption and recovery. The knowledge of experience is broadened by exchanging experience with peers, consulting literature and further analysis/reflection. The next step is experiential expertise. This is achieved by learning skills to use the experience knowledge professionally. There are various paths to achieve this.

From experience to peer expert

Experience with disruption and recovery

Experience of others   Analysis & reflection   Other sources

Peer experience

learning skills for professional use

Peer expert

Deployed in various roles
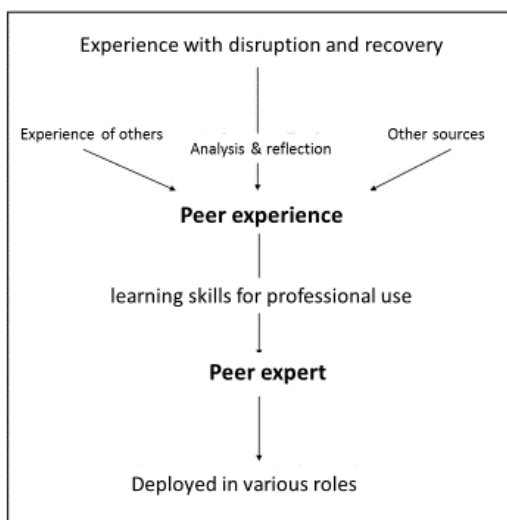
Expert by experience / peer support worker

An experiential expert or peer support worker is someone who has knowledge of their own recovery process as well as of other people's and is able to facilitate recovery processes of others in an appropriate and professional way. The expert has developed the ability to use their own experiences with a disruptive disorder and overcoming it (recovery) in order to support others in finding or making room for their personal recovery process. It is crucial that peer support workers

- contribute the personal dimensions of recovery,

- use their own experience of stigmatisation and empowerment to promote a recovery-supportive (social) environment and recovery-supportive care.

The contribution to mental health care of peer support workers differs substantially from the contribution of regular mental health professionals.

Literature

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II. Glossary

No.	Definition	English	Dutch	German	Greek	Norwegian	Polish
1.	There are several dimensions of recovery within the recovery process. Mostly used are: • clinical/symptomatic recovery • functional recovery • social/personal recovery	Dimensions of recovery	Dimensies van herstel	Dimensionen der Genesung / Erholung	Διαστάσεις της ανάρρωσης	Recovery nivåer	wymiary procesu zdrowienia
2.	We prefer to speak of people with a psychic vulnerability instead of calling them depressed or schizophrenic in order to state that people are more than just their diagnosis	Psychic vulnerability	Psychische kwetsbaarheid	Psychische Verletzlichkeit	Ψυχική ευαλωτότητα	Psykisk sårbarhet	podatność na zaburzenia
3.	We prefer to speak of people with a sensibility to addiction instead of having an addiction to state that people are more than just their diagnosis	Sensibility to addiction	Verslavingsgevoeligheid	Suchtneigung	Ευαισθησία/ τάση στην εξάρτηση	Forhøyet risiko til avhengighet	skłonność do uzależnień
4.	Knowledge of one's own recovery means having insight in the development / process of one's own recovery	Knowledge of one's own recovery	Eigen herstelkennis	Wissen über die eigene Genesung	Επίγνωση της προσωπικής ανάρρωσης του ατόμου	Kunnskap om egen recovery	wiedza o własnym procesie zdrowienia
5.	Recovery momentum is a recognised significant moment within the recovery process where the process changed direction	Recovery momentum	Herstelmoment of kantelmoment of ommekeermoment	Genesungsdynamik Wendepunkt	Σημείο καμπής στην ανάρρωση	Recovery momentum/G yllent øyeblikk	punkt zwrotny w procesie zdrowienia
6.	Recovery group assumes development of recovery by exchanging knowledge of what supported recovery and what did not	Recovery group	Herstel in groepsverband of herstelwerkgroep	Genesungsgruppe	Ομάδα εργασίας για την ανάρρωση/ Ομάδα ανάρρωσης	Recovery gruppe	grupa w procesie zdrowienia

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7.	The process of recovery is the gradual, step-by-step development that is needed in order to strengthen recovery, gain inside knowledge of what is supportive or obstructive in your own recovery process.	Recovery process	Herstelproces	Genesungsprozess	Διαδικασία ανάρρωσης	Recovery prosess	proces zdrowienia
8.	When representatives of the idea behind the added value of recovery show activities leading to broader acknowledgment, credibility and application of recovery, we speak of recovery movement. This movement originally derives from movements of service users.	Recovery movement	Herstelbeweging	Genesungsbewegung	Κίνημα της ανάρρωσης	Recovery bevegelse	ruch na rzecz zdrowienia
9.	Recovery-oriented care consists of all forms of care that take into account various dimensions of recovery	Recovery oriented care	Herstelondersteunende zorg	Genesungsorientierte Pflege	Φροντίδα προσανατολισμένη στην ανάρρωση	Recovery orientert helsetjeneste	opieka nastawiona na zdrowienie
10.	Recovery supporting means reinforcing, supporting and promoting the process of recovery	Recovery supporting	Herstelbevorderend	Genesung unterstützend	Υποστηρικτικοί παράγοντες ανάρρωσης	Recovery støtte	sprzyjający zdrowieniu
11.	Recovery obstructing means obstructing and counteracting the process of recovery	Recovery obstructing	Herstelbelemmerend	Genesung behindernd	Ανασταλτικοί παράγοντες ανάρρωσης	Recovery hindring	utrudniający zdrowienie
12.	The Recovery Oriented Intake (ROI) has been developed from the idea that starting points for treatment in specialist mental health care must be shaped from the intake, so that intake and treatment are in line with each other and it becomes an	Recovery Oriented Intake (ROI)	Herstelondersteunende intake	Genesungsorientierte Aufnahme (ROI)	Intake στο πλαίσιο της ανάρρωσης	Recovery orientert innkomst/inntak	przyjęcie nastawione na zdrowienie

	ongoing process. The recovery-oriented intake is done with several people. In addition to the service user and the coordinating therapist, there is a second therapist (basic psychologist, social psychiatric nurse) and a peer support worker. This means that the three main sources of professional knowledge are available and that all dimensions of recovery can be applied The main concepts for the ROI are: 1. Positive health 2. Recovery 3. Personal diagnostics 4. Motivational interviewing 5. Supported decision making						
13.	Clients receive a so-called "warm welcome" upon arrival, which means that a service user is assigned to a peer support worker . The peer support worker communicates with them in an accessible manner, invites them to the conversation room and arranges something to drink so that the service user feels comfortable. There they are joined by two other therapists as part of the recovery-oriented intake and	Warm welcome	Warme ontvangst	Herzliches Willkommen	«Ζεστή» υποδοχή	Åpen mottagelse	ciepłe przyjęcie

	the follow-up.						
14.	Shared/supported decision-making, making decisions together, is an approach in which the professional and the service user make decisions together regarding the therapies of service users, exchange the available information about effective therapies and support service users in considering the different options. In essence, deciding together is about self-direction (self-determination) of service users and as such it also fits into the ideas about recovery in which the wishes and preferences of the service users and the right to decide for themselves are emphasised	Shared/supported decision making	Samen/ondersteunend keuzes maken	Gemeinsame/unterstützte Entscheidungsfindung	Κοινή/ Υποστηριζόμενη λήψη αποφάσεων	samvalg	wspólne podejmowanie decyzji
15.	In essence, the principles of positive health and recovery mean distancing ourselves from the traditional model: diagnosis –therapy–healing. Diagnosis involves more than a classification of clients' complaints into the categories of the DSM-5. The categorisation of symptoms does not explain these phenomena, nor does a need for care directly arise from these symptoms.	Personal diagnosis	Persoonlijke diagnose	Persönliche Diagnose	Προσωπική εκτίμηση ψυχικής υγείας/ Διαγνωστική εκτίμηση σύμφωνα με το μοντέλο recovery	Personlig diagnose	spersonalizowana diagnoza

The individual profile is the story the service user tells as the reason why he/she came into care. We call it personal diagnosis, for which four questions are central: • *What happened?* This is not about what is wrong with a service user, but what he or she has gone through • *What is your vulnerability and your resilience?* Together with the service user, the professional maps out which factors influence (or have influenced) the occurrence and maintenance of the problem and what the relevant protective or hindering factors are. Important concepts here are: dimensionality (see "dimensions of recovery"); reactivity – to what extent are vulnerability and resilience responsive to the environment; relationality – the degree to which symptoms and resilience mutually influence each other; and functionality – the degree to which symptoms have an impact on psychological functions such as memory and attention . • *Where do you want to go?* This question introduces a long-					

	term perspective of recovery and a commitment to a satisfying life "beyond" the condition into the diagnostic process. Even if the patient is still in the phase of being overwhelmed by the experience, it is important to get a first perspective of the process in which these experiences can be given a place. • *What do you need?* This involves mapping out the care needs of the service user.					
16.	Experiential knowledge is about knowledge gathered based on a (psychological) disruption a person has experienced first-hand	Experience based knowledge	Ervaringskennis	Erfahrungsbasiertes Wissen	Γνώση βασισμένη στην εμπειρία	Erfaringsbasert kunnskap	wiedza oparta na doświadczeniu
17.	Scientific knowledge is about knowledge gathered on the basis of results from scientific research	Scientific knowledge	Wetenschappelijke kennis	Wissenschaftliches Wissen	Επιστημονική γνώση	Vitenskapsbasert kunnskap	wiedza naukowa
18.	Professional knowledge is about knowledge gathered on the basis of education in a specific profession, knowledge from the professional field and further development in the profession	Professional knowledge	Professionele kennis	Berufliches Wissen	Επαγγελματική γνώση	Profesjonell kunnskap	wiedza zawodowa
19.	Professional field is everything concerning the profession or discipline of peer support workers	Professional field	Vakgebied	Berufsfeld	Επαγγελματικός τομέας	Fagfelt	dziedzina zawodowa

20.	Professional literature concerns all relevant documentation in the practical field of peer support work and recovery	Professional literature	Vakliteratuur	Fachliteratur	Βιβλιογραφία σχετική με το επάγγελμα	Fagliteratur	literatura specjalistyczna
21.	Knowledge from professional practice arises from experience applied in practice by representatives of the profession of peer support workers	Knowledge from professional practice	Professionele praktijkkennis	Wissen aus der Berufspraxis	Γνώση από επαγγελματική πρακτική	Kunnskap fra profesjonell praksis	wiedza zdobyta w praktyce zawodowej
22.	Professional development is about the process of becoming more mature and experienced in applying principles and skills of the profession	Professional development	Beroepsontwikkeling	Berufliche Entwicklung	Επαγγελματική ανάπτυξη	Faglig utvikling	rozwój zawodowy
23.	You are working with a professional attitude if you relate to your practice and people involved in a way that is in accordance with assumptions of the profession and the grounded vision of experiential expertise.	Professional attitude	Beroepshouding	Professionelle Einstellung	Επαγγελματική στάση	Profesjonell holdning	profesjonalne podejście
24.	Expertise is the degree of knowledge and acquired skills necessary for the proper practice of the profession	Expertise	Deskundigheid	Fachwissen	Εξειδίκευση	Kompetanse	wiedza ekspercka
25.	Promotion of expertise concerns all activities in the field of education, further education and training, broadening knowledge and skills for practicing the profession	Expertise promotion	Deskundigheidsbevordering	Förderung von Fachwissen	Προώθηση της εξειδίκευσης	Kompetanseutvikling	promowanie wiedzy eksperckiej

26.	Life areas are the different domains in which life takes place, such as relationships, work-related activities, social participation etc.	Life areas	Levensgebieden	Lebensbereiche	Τομείς ζωής	Livsområder	obszary życia
27.	The world of experience is the world as seen through the perspective of experiences (for instance disruption and recovery)	World of experience	Ervaringswereld	Erfahrungswelt	Ο κόσμος της εμπειρίας	Erfaringsverden	świat doświadczany
28.	The perceived world is the effect that events, facts and experiences have on the individual person in terms, the way in which they are processed and the associated feelings	Perceived world	Belevingswereld	Wahrgenommene Welt	Αντιληπτός κόσμος	Den opplevde verden	świat postrzegany
29.	Self-determination is when somebody is taking decisions autonomously (in all relevant life areas)	Self-determination	Zelfbepaling / beschikking	Selbstbestimmung	Αυτοπροσδιορισμός/ Αυτοδιάθεση	Selvbestemmelse	samostanowienie
30.	Self-awareness is being aware about your own identity, personality, ambitions and wishes	Self-awareness	Zelfbesef	Selbsterkenntnis	Αυτογνωσία	Selvbevissthet	samoświadomość
31.	Self-esteem is being aware of your own value and dignity	Self-esteem	Eigenwaarde	Selbstachtung	Αυτοεκτίμηση	Selvtillit	samoocena
32.	Self-help is helping yourself whether or not stimulated by others in the personal network like professionals or other people involved	Self-help	Zelfhulp	Selbsthilfe	Αυτοβοήθεια	Selvhjelp	samopomoc
33.	Method-based self-help is helping yourself in a standardised manner according to a described pattern	Method-based self-help	Methodische zelfhulp	Methodenbasierte Selbsthilfe	Αυτοβοήθεια βάσει συγκεκριμένης	Metode basert selvhjelp	samopomoc oparta na metodzie

					μεθόδου		
34.	The control function is when somebody directs decision making, initiatives, activities and operations themselves	Control function	Regiefunctie	Kontrollfunktion	Λειτουργία προσωπικού ελέγχου	Kontrollfunksjon	funkcja kontrolująca
35.	Self-management is controlling activities and operations yourself	Self-management	Eigen regie	Selbstverwaltung	Αυτοδιαχείριση	Selvledelse	samozarządzanie
36.	Self-direction is when you are leading or coordinating yourself	Self-direction	Zelfsturing	Selbstlenkung	Αυτοπροσανατολισμός	Selvkoordinering	samokierowanie
37.	Self-handling is giving priorities in your own life or work based on self-knowledge, knowledge of weaknesses and strengths as well as areas for improvement	Self-handling	Zelfhantering	Selbstmanagement	Διαχείριση/ αξιοποίηση του δυναμικού του ατόμου	Selvprioritering	samoobsługa
38.	Method-based action is executing activities in a standardized manner according to a described pattern	Method-based action	Methodisch handelen	Methodenbasiertes Handeln	Λειτουργία βάσει συγκεκριμένης μεθόδου	Metodebasert tiltak	działanie oparte na metodzie
39.	Education is providing data or facts about certain subjects	Education and/or Information	Voorlichting	Bildung und/oder Information	Εκπαίδευση/ πληροφόρηση	Utdannelse	edukacja i/lub informacja
40.	Educational material is all data and facts including tools needed to provide information	Educational and/or information material	Voorlichtingsmateriaal	Bildungs- und/oder Informationsmaterial	Εκπαιδευτικό/ πληροφοριακό υλικό	Undervisningsmateriell	materiały edukacyjne i/lub informacyjne
41.	Treatment is the way in which one approaches someone else	Treatment	Bejegening	Begegnung	Θεραπεία/ θεραπευτική αντιμετώπιση	Behandling	traktowanie
42.	Disruption is undergoing severe damage to personal balance, health and well-being	Disruption	ontwrichting	Störung	Αποδιοργάνωση / Διατάραξη	Avbrudd	zaburzenie
43.	Disrupting experience is an	Disrupting experience	Ontwrichtende ervaring	(Ver)störende	Διαταρακτική	Erfaring med	doświadczenie

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	experience causing severe damage to the personal balance, health and well-being			Erfahrung	εμπειρία	avbrudd	zaburzające
44.	Stigma is a kind of "brand mark" (for instance when somebody is suffering from a certain disease) It is a powerful negative social mark mostly based on prejudices. It has a profound effect on the way people see themselves and are seen by others.	Stigma	Stigma	Stigma	Στίγμα	Stigma	Stygma
45.	Stigmatisation is a process in which a group of people is negatively labeled, condemned and excluded. This happens on the basis of common, deviating characteristics and/or behaviours that evoke fear or aversion.	Stigmatisation	Stigmatisering	Stigmatisierung	Στιγματισμός	Stigmatisering	stygmatyzacja
46.	Anti-stigmatisation are activities or campaigns to prevent or combat stigma	Anti-stigmatisation	Anti-stigmatisering	Maßnahmen gegen Stigmatisierung	Αποστιγματισμός	Anti stigmatisering	anty-stygmatyzacja
47.	We also call self-stigma internalised stigma. If you start to see your "label" as an important part of your identity, self-stigma will arise. You then believe that the prevailing negative images and prejudices are correct. And that they apply to you.	Self-stigma	Zelfstigma	Selbststigmatisierung	Αυτο-στιγματισμός	Selv stigmatisering	autostygmatyzacja
48.	Exclusion exists if someone is not allowed to participate in certain activities or to participate in a certain setting,	Exclusion	Uitsluiting	Ausgrenzung	Αποκλεισμός	Ekskludering	wykluczenie

	company, environment, community or population						
49.	Discrimination exists if someone is rejected based on the (negative) characteristics of the group of people he belongs to	Discrimination	Dicriminatie	Diskriminierung	Διάκριση	Diskriminering	dyskryminacja
50.	Exclusion mechanism is the system that causes exclusion	Exclusion mechanism	Uitsluitingsmechanisme	Ausgrenzungsmech anismus	Μηχανισμός αποκλεισμού	Ekskluderings mekanisme	mechanizm wykluczenia
51.	Equivalence exists when people are considered to be equally valuable	Equivalence	Gelijkwaardigheid	Gleichwertigkeit	Ισοτιμία	Likeverdighet	równoważność
52.	The core of experiential expertise consists of the ability to make and hold on to free space for recovery (on the basis of one's own recovery experience). It is intended to create a safe research environment. As a result, a service user is invited to develop his or her own way in recovery. "Leave someone in their own space"	Free space	Vrije ruimte	Freiraum	Ελεύθερος χώρος	Åpent rom	wolna przestrzeń
53.	Diagnosis-free space is the context in which it is not permitted to use (medical) diagnostic terms. We do this as we know that this is not supporting to make and hold the space that people need to find their own path to recovery	Diagnosis-free space	Diagnosevrije ruimte	Diagnose-freier Raum	Χώρος ελεύθερος από διαγνώσεις	Diagnose fritt rom	przestrzeń wolna od diagnoz

54.	Power-free space is the context in which it is not allowed to use elements of dominance or inequality. This is necessary as we know that this is not supporting to make and keep the space that people need to find their own path to recovery	Power-free space	Machtsvrije ruimte	Machtfreier Raum	Χώρος ελεύθερος από εξουσία	Maktfrihet	przestrzeń wolna od autorytetów
55.	A personal network is the sum of people with whom someone maintains a personal relationship	Personal network	Persoonlijk netwerk	Persönliches Umfeld	Προσωπικό Δίκτυο	Personlig nettverk	sieć relacji osobistych
56.	A power source is the entity from which someone derives strength. This entity might be a person (or persons) as well as emotions or feelings	Power source	Krachtbron	Kraftquelle	Πηγή ενέργειας	Energikilde	źródło siły
57.	Personal strength conference is a meeting in which a person together with his personal network and/or professional care providers is enabled to formulate a plan in order to solve problems	Personal strength conference	Eigen krachtconferentie	Konferenz zu den persönlichen Stärken	Συνεδρία προσωπικής ενδυνάμωσης	Personlig styrke konferanse	konferencja siły osobistej
58.	An action strategy is formulating a plan with activities that are necessary to achieve a certain goal	Action strategy	Handelingsstrategie	Handlungsstrategie	Στρατηγική/ Σχέδιο δράσης	Handlingsstrategi	strategia działania
59.	A social support system is the sum of elements or persons in the social environment that can contribute to support	Social support system	Maatschappelijke steunsystemen	Soziales Unterstützungssystem	Σύστημα κοινωνικής υποστήριξης	Sosialt støttesystem	system wsparcia społecznego
60.	Crisis is a very urgent situation that requires immediate intervention	Crisis	Crisis	Krise	Κρίση	Krise	Kryzys

61.	A crisis card contains practical instructions, for those who have access, how to act or support someone in a crisis	Crisis card	Crisiskaart	Krisenpass	Σχέδιο κρίσης	Kriseplan	karta kryzysowa
62.	A crisis intervention is acting in urgent or emergency situations with the aim of preventing further escalation and creating a more stable circumstance in which a regular approach is possible	Crisis intervention	Crisisinterventie	Krisenintervention	Παρέμβαση σε κρίση	Kriseintervensjon	interwencja kryzysowa
63.	The Wellness Recovery Action Plan (Mary Ellen Copeland) is an evidence-based recovery model which focuses on a person's strengths. People develop their own personal WRAP in a group, taking into account the recovery knowledge of that group. In the final WRAP you make action plans of what you can do in different phases from when you don't feel well to the point of disruption	Wellness Recovery Action Plan (WRAP)	Wellness Recovery Action Plan (WRAP)	Wellness Recovery Action Plan (WRAP)	Το Σχέδιο Δράσης για την ανάρρωση WRAP	Wellness Recovery Action Plan (WRAP)	Wellness Recovery Action Plan (WRAP)
64.	A monitoring plan is a written document describing different expressions or behaviours of a person corresponding to different phases in the development towards psychosis. The document also clarifies how to act in those phases	Monitoring plan	Signaleringsplan	Beobachtungsplan	Πλάνο Παρακολούθησης	Kartleggingsplan	plan monitorowania
65.	A forced admission is an admission to a closed clinical psychiatric setting without the	Forced admission	Gedwongen opname	Zwangseinweisung	Ακούσια νοσηλεία	Tvangsinnleggelse	przymusowe przyjęcie

	consent of the individual concerned					
66.	Free space is a meeting place for the free exchange of ideas (or a space to discover what personal recovery means), like for example recovery colleges, self management centre	Free space	Vrijplaats	Freiraum	Χώρος ελεύθερης έκφρασης	Åpen møteplass	wolna przestrzeń
67.	Making quarters is the transfer of knowledge in the field of recovery to the neighborhood of service users or to all layers of the organisation or other relevant institutions. The aim is to promote a social climate (sensitising of neighborhood or organisation) in which more opportunities arise for people on the margins to belong and participate according to their own wishes and possibilities.	Make quarters	Kwartiermaken	Quartier machen	Τομέας καινοτομίας	Recovery tankesmie	robienie miejsca
68.	Giving fulfillment in life means that something, a (personal) event or some activity gives the conviction or feeling of being meaningful	Giving fulfillment in life	Zingeving	Dem Leben Bedeutung geben	Νοηματοδότηση	Meningsfulle aktiviteter	nadawanie poczucia spełnienia w życiu
69.	A multicultural society is a society in which people with different backgrounds such as culture, religion, nationality or language are living together	Multicultural society	Multiculturele samenleving	Multikulturelle Gesellschaft	Πολυπολιτισμική κοινωνία	Flerkulturelt samfunn	społeczeństwo wielokulturowe
70.	Diversity is a term that indicates differences in cultural, national or religious backgrounds	Diversity	Diversiteit	Diversität	Ποικιλομορφία	Mangfold	różnorodność

71.	Mindfulness is a form of training focused on stress reduction by finding the right balance between workload and private life	Mindfulness	Mindfulness	Achtsamkeit	Ενσυνειδητότητα	Mindfulness	uważność
72.	Empowerment is the process in which people get more influence on events and situations that are important for them, like decisions regarding their well-being. It is also achieved by discovering and making use of their own strength	Empowerment	Vergroten eigen kracht	Selbstbefähigung Eigenkraftentwicklung	Ενδυνάμωση	Empowerment /Myndiggjøring	umocnienie
73.	Developmental psychology studies psychological changes with increasing age from (early) childhood, adolescence to old age	Developmental psychology	Ontwikkelingspsychologie	Entwicklungspsychologie	Αναπτυξιακή/ Εξελικτική ψυχολογία	Utviklingspsykologi	psychologia rozwojowa
74.	System treatment is a therapy not focused only on the person primarily involved but on the coherent context of the most important personal network surrounding the person, e.g. family	System treatment	Systeembehandeling	Systemische Behandlung	Συστημική προσέγγιση	Systembehandling	podejście systemowe
75.	A life event is an event with a major impact on a person's life	Life event	Levensgebeurtenis	Lebensereignis	Γεγονός ζωής	Livshendelse	wydarzenie życiowe
76.	Non-verbal expressions are all expressions not being oral but for example through gestures	Non-verbal expressions	Non-verbale uitingen	Nonverbale Ausdrucksformen	Μη λεκτικές εκφράσεις		wyrażenia niewerbalne
77.	Psychopathology is the science describing mental suffering or manifestations that may indicate a mental illness.	Psychopathology	Psychopathologie	Psychopathologie	Ψυχοπαθολογία	Non-verbale uttrykk	psychopatologia

78.	Border crossing behaviour is behaviour that goes beyond what is decent and socially acceptable	Border crossing behaviour	Grensoverschrijdend gedrag	Grenzüberschreitendes Verhalten	Εκτός ορίων συμπεριφορά	Psykopatologi	zachowanie przekraczające granice
79.	Knowing one's own limitations is being aware of the limitation of one's own ability to perform or ability to tolerate dissatisfaction or stress	Knowing one's own limitations	Eigen grenzen kennen	Die eigenen Grenzen kennen	Γνώση των ορίων του εαυτού	Uakseptabel sosial atferd	świadomość własnych ograniczeń
80.	Conversation or interviewing techniques are different methods of verbal conversation which contribute to making communication as optimal as possible	Interviewing techniques	Gesprekstechnieken	Befragungstechniken	Τεχνικές συνέντευξης	Å kjenne egne begrensinger	techniki konwersacyjne
81.	Motivational interviewing is an approach of interviewing aiming at getting someone motivated to solve their own problems or get support/treatment.	Motivational interviewing	Motiverende gespreksvoering	Motivierende Gesprächsführung	Συνέντευξη κινητοποίησης	Intervjuteknikker	rozmowa motywująca
82.	Outreaching work implies that (supportive or treatment) contacts are offered in one's own living environment	Outreaching work	Outreachend werken	Hilfsangebote	Κοινοτική φροντίδα	Motiverende intervju (MI)	praca środowiskowa
83.	Demand-oriented work is an approach where the input is determined by the wishes of the person himself (as opposed to an approach whereby the aid offer is defined by the provider of services)	Demand-oriented work	Vraaggericht werken	Bedarfsorientiertes Arbeiten	Εργασία εστιασμένη στις ανάγκες	Oppsøkende arbeid	praca zależna od zapotrzebowania
84.	Professional acting is acting in accordance with guidelines of the profession and generally	Professional acting	Beroepsmatig handelen	Professionelles Handeln	Επαγγελματική στάση	Oppdragsbasert arbeid	profesjonalne zachowanie

	accepted quality standards						
85.	A skill is the ability to perform an action in a competent way	skill	Vaardigheid	Fertigkeit	Δεξιότητα	Profesjonelle retningslinjer	umiejętność
86.	Context bound means involving all relevant factors in the relevant situation	Context bound	Contextgebonden	Kontextgebunden	Εντός πλαισίου	Ferdighet	zależny od kontekstu
87.	Professional responsibility is a responsibilty within the limits of professional practice	Professional responsibility	Beroepsmatige verantwoordelijkheid	Berufliche Verantwortung	Επαγγελματική ευθύνη	Kontekstbundet	odpowiedzialność zawodowa
88.	Transfer is the ability to transfer learning points from one recovery experience to another recovery experience	Transfer	Transfer	Transfer	Μεταφορά εμπειρίας	Faglig ansvar	transfer
89.	Intervision is an arranged conversation between persons employed or in training for the same profession to promote reflection, learning from and with each other and quality	Intervision	Intervisie	Intervision	Αλληλοϋποστήριξη μεταξύ συναδέλφων	Erfaringsdeling	interwizja
90.	Supervision is an individual learning process that addresses personal learning questions that someone has with regard to their work	Supervision	Supervisie	Supervision	Εποπτεία	Reflekterende samtale	superwizja
91.	Writing skill is the ability to express yourself well in writing	Writing skill	Schriftelijke vaardigheid	Schreibfertigkeit	Δεξιότητα στο γραπτό λόγο	Veiledning	umiejętność pisania
92.	Oral skill is the ability to express yourself well verbally	Oral skill	Mondelinge vaardigheid	Sprachliche Fertigkeit	Δεξιότητα στον προφορικό λόγο	Skriftlige formidlingsegenskaper	umiejętność mówienia
93.	Competence is the ability to perform a task with the right knowledge and skills and	Competence	Competentie	Kompetenz	Επάρκεια	Muntlige Formidlingsegenskaper	kompetencja

	therefore to act adequately						
94.	A competency profile is the overview of knowledge and skills that are deemed necessary for the performance of a certain function	Competency profile	Competentieprofiel	Kompetenzprofil	Απαιτούμενα προσόντα	Kompetanse	profil kompetencji
95.	The primary process is the core business of an organisation (as opposed to conditional tasks such as administration or finance)	Primary process	Primair proces	Primärprozess	Βασική δραστηριότητα	Kompetanseprofil	proces podstawowy
96.	The task area is the area to which the performance of the task is limited	Task area	Taakgebied	Aufgabenbereich	Περιοχή εργασιών	Primær prosess	obszar zadania
97.	Task rearrangement is the structural redistribution of tasks and responsibilities between different professional groups	Task rearrangement	Taakherschikking	Neuordnung von Aufgaben	Αναδιάταξη εργασιών	Oppgaveområde	zmiana układu zadań
98.	The core task of an organisation (or profession) is the task most relevant in terms of a formulated vision, because of law or external regulations or magnitude of the external demand	Core task	Kerntaak	Kernaufgabe	Βασικό αντικείμενο	Oppgavefordeling	główne zadanie
99.	A set of tasks is the combination of tasks for the execution of which a person or an organisation is responsible	Set of tasks	Takenpakket	Aufgaben-Block	Σύνολο εργασιών	Kjerneoppgave	zestaw zadań
100.	Core quality is the kind (or aspect) of quality for which an organisation, profession or sector appreciates the most by formulated vision or by external regulation.	Core quality	Kernkwaliteit	Kernqualität	Θεμελιώδης αξία	Sett med oppgaver	główna cecha
101.	A solution strategy is a step-by-	Solution strategy	Oplossingsstrategie	Lösungsstrategie	Στρατηγική	Kjernekvalitet	strategia

	step plan with the aim of solving a problem				επίλυσης προβλημάτων		rozwiązania problemu
102.	Reciprocity is an attitude respecting differences in experiences at the same time recognising common assumptions	Reciprocity	Wederkerige inbreng	Wechselseitigkeit	Αμοιβαιότητα	Løsningsstrategi	wzajemność
103.	Non-judgemental listening is being able to listen openly (without prejudice) to yourself and others	Non-judgmental listening	Oordeelloos luisteren	Unvoreingenommenes Zuhören	Μη επικριτική ακρόαση	Gjensidighet	słuchanie bez osądzania
104.	The presence approach is an approach in which a relationship of trust is being built by showing someone else that he is being seen and heard, and is considered as a fully-fledged human being. The aim is to come to an understanding of what the other really needs in this situation at this moment	Presence approach	Presentiebenadering	Präsenzansatz	Προσέγγιση της συνειδητής παρουσίας	Ikke-dømmende lytting	podejście oparte na obecności
105.	Raising awareness is promoting consciousness of events, feelings, interests, risks etc.	Raising awareness	Bewustwording	Bewusstsein	Ευαισθητοποίηση	Tilstedeværende tilnærming	zwiększanie świadomości
106.	Spirituality is the personal inner experience (for instance in the context of religion)	Spirituality	Spiritualiteit	Spiritualität	Πνευματικότητα	Øke bevissthet	duchowość
107.	Finding meaning is about searching for the meaning, goal, utility of life or activities we perform	Finding meaning	Zingeving	Sinngebung	Εύρεση νοήματος	Åndelighet	poszukiwanie znaczenia
108.	Reflection is a way of trying to understand experiences, analysing and giving meaning to them	Reflection	Reflectie	Reflexion	Προβληματισμός/ Περισυλλογή/ Στοχασμός	Å finne mening	refleksja

109.	Reflection on meta level is reflection on the way the process of reflection takes place	Reflection on meta level	Reflectie op metaniveau	Reflexion auf der Metaebene	Μετα-προβληματισμός/ Αναλογισμός/ Αναστοχασμός	Refleksjon	Meta-refleksja
110.	Critical self-reflection is reflecting on one's own person in a critical way (without taking anything for granted)	Critical self-reflection	Kritische zelfreflectie	Kritische Selbstreflexion	Κριτικός αυτο-προβληματισμός/ Κριτικός αναστοχασμός	Refleksjon på overordnet nivå (meta)	krytyczna autorefleksja
111.	Introspection is self-reflection where one's own thoughts, feelings and memories are subject of further analysis	Introspection	Introspectie	Introspektion	Ενδοσκόπηση	Kristisk selv-refleksjon	introspekcja
112.	Non-medical language is communicating without use of professional medical words (in order to support free space)	Non-medical language	Niet medisch taalgebruik	Nicht-medizinische Sprache	Μη ιατρική γλώσσα	Introspeksjon	język niemedyczny
113.	Non-diagnostic language is a form of communication that avoids using medical (psychiatric) diagnostic terms (because there is no added value in the recovery process). The aim is also to support free space.	Non-diagnostic language	Niet diagnostisch taalgebruik	Nicht-diagnostische Sprache	Μη διαγνωστική γλώσσα	Ikke - medisinsk språk	język niediagnostyczny
114.	A behavioural characteristic is the description of elements in behaviour that is typical of a certain person	Behavioural characteristic	Gedragskenmerk	Verhaltensmerkmal	Χαρακτηριστικό συμπεριφοράς	Ikke-diagnostisk språk	charakterystyka behawioralna
115	Contact skill is the ability of someone to search and establish contact with another person in a competent way	Contact skill	Contactuele vaardigheid	Kontaktfähigkeit	Δεξιότητες διαπροσωπικών επαφών	Atferdsegenskaper	umiejętność nawiązania kontaktu
116	Communication skill is the ability of someone to realise an adequate information transfer	Communication skill	Communicatieve vaardigheid	Kommunikationsfähigkeit	Δεξιότητες επικοινωνίας	Sosial kompetanse	umiejętność komunikacji

	English definition	English term	Dutch	German	Greek	Norwegian	Polish
	to others						
117.	Conceptual thinking is the ability to formulate designs for improvements, renewal, change processes etc.	Conceptual thinking	Conceptueel denken	Konzeptionelles Denken	Εννοιολογική σκέψη	Kommunikasjonsevner	myślenie konceptualne
118.	Normative thinking is a way of thinking where someone shows implicit or explicit use of certain norms or standards	Normative thinking	Normatief denken	Normatives Denken	Κανονιστική σκέψη	Konseptuell tenking	myślenie normatywne
119.	Result responsibility means that someone in an organisation has the liability for the result of certain activities or efforts	Result responsibility	Resultaatverantwoordelijkheid	Ergebnisverantwortung	Ευθύνη παρακολούθησης αποτελεσμάτων	Normativ tenking	odpowiedzialność za rezultat
120.	Proactive acting is anticipating ertain steps that need to be taken into account to achieve a goal	Proactive acting	Proactief werken	Proaktives Handeln	Προληπτικές ενέργειες	Resultatansvar	działanie proaktywne
121.	A bond of trust is a bond that can be forged based on shared belief in each other's honesty and kindness	Bond of trust	Vertrouwensband	Vertrauensverhältnis	Σχέση εμπιστοσύνης	initiativrik	więź oparta na zaufaniu
122.	Living conditions are conditions that determine which elements play a role in the situation someone is living	Living conditions	Leefsituatie	Lebensbedingungen	Συνθήκες διαβίωσης	Tillitsbånd	warunki życia
123.	Resilience is the ability to make use of internal and external opportunities to overcome a problem and then be "back on track"	Resilience	Veerkracht	Widerstandsfähigkeit	Ψυχική ανθεκτικότητα	Levekår	odporność psychiczna
124.	In the context of psychiatry it means the vulnerability that comes with the psychiatric challenges.	Vulnerability	Kwetsbaarheid	Vulnerabilität/ Verletzlichkeit	Ευαλωτότητα	Motstandskraft/ Robusthet	podatność, wrażliwość

125.	Integrity characterises someone when they are sincere, honest and incorruptible	Integrity	Integriteit	Integrität	Ακεραιότητα	Sårbarhet	prawość
126.	A group process is a process in which every member of the group is involved and where mutual interaction is important	Group process	Groepsproces	Gruppenprozess	Ομαδική διαδικασία	Integritet	proces grupowy
127.	Group dynamics is about processes that can occur within a group due to mutual influence	Group dynamics	Groepsdynamica	Gruppendynamik	Δυναμική της ομάδας	Gruppeprosess	dynamika grupy
128.	A (safe) group climate is the atmosphere that prevails within the group and the emotional impact (feeling safe) that it has	(Safe) group climate	(Veilig) groepsklimaat	(Sicheres) Gruppenklima	Ομαδικό κλίμα	Gruppe dynamikk	(bezpieczna) atmosfera w grupie
129.	Group development is the development of the group from the perspective of the interaction of the members	Group development	Groepsontwikkeling	Gruppenentwicklung	Εξέλιξη της ομάδας	(Trygt) gruppemiljø	rozwój grupy
130.	A self-help group is a group of people who (mostly without guidance) are encouraged to solve problems of their own	Self-help group	Zelfhulpgroep	Selbsthilfegruppe	Ομάδα Αυτο-βοήθειας	Gruppeutvikling	grupa samopomocowa
131.	An intervision group is a group of people of the same profession arranging conversations to promote quality of their service	Intervision group	Intervisiegroep	Intervisionsgruppe	Ομάδα αλληλοϋποστήριξης μεταξύ συναδέλφων	Selvhjelpsgruppe	grupa interwizyjna
132.	Group interest is something of benefit for all group members	Group interest	Groepsbelang	Gruppeninteresse	Ομαδικό συμφέρον	Tiltaksgruppe	interes grupy
133.	A co-trainer is a trainer who functions under the responsibility of the head trainer and may operate independently on parts of the training	Co-trainer	Co-trainer	Co-Trainer	Συν-εκπαιδευτής	Gruppeinteresse	trener współprowadzący

134.	A co-facilitator operates in a group of peers. The term "facilitator" indicates that the essence of the work lies in making it easier, creating conditions necessary for participants to gradually find more control over their lives (make and keep "free" space) and to start a course towards a satisfactory life according to their own standards	Co-facilitator	Co-facilitator	Co-Moderator	Συν-διαμεσολαβητής	Delansvarlig (Co-trainer)	facylitator
135.	A format is a template or global design for similar activities or programmes (for instance training programmes)	Format	Format	Format	Πρότυπο διαμόρφωσης	Tilrettelegger (Co-facilitator)	format
136.	A roadmap is a document in which steps are described in sequence that ultimately lead to the intended goal	Roadmap	Stappenplan	Roadmap	Σχέδιο δράσης	Mal	mapa drogowa
137.	A work plan is a document describing all activities that need to be done in order to finish the work	Work plan	Werkplan	Arbeitsplan	Πλάνο εργασιών	Veiviser	plan pracy
138.	A scenario is a document with a chronological description of activities in a programme (for instance a training programme)	Scenario	Draaiboek	Szenario	Χρονοδιάγραμμα	Arbeidsplan	scenariusz
139.	A social map is an overview of formal and informal organisations active in different domains such as living, care, welfare, work, income etc.	Social map	Sociale kaart	Soziale Landkarte	Κοινωνικός χάρτης	Moduler	mapa społczna
140.	Social resources are resources in	Social resources	Maatschappelijke	Soziale Ressourcen	Κοινωνικοί	Oversikt	zasoby

	the social domain or community being supportive in the field of welfare, care, education, good health etc.		hulpbronnen		πόροι		społeczne
141.	Support systems are systems or structures that support, for example, the social well-being or (mental) health of individuals or (groups in) the population	Support systems	Steunsystemen	Unterstützungssysteme	Υποστηρικτικά συστήματα	Sosiale ressurser	systemy wsparcia
142.	A curriculum is a plan with a specified learning content that describes a specific training course	Curriculum	Leerplan	Lehrplan	Πρόγραμμα σπουδών	Støttestystem	program nauczania
143.	A learning path describes the following order of parts in a a curriculum	Learning path	Leertraject	Lernweg	Διαδρομή μάθησης	Pensum	Ścieżka edukacyjna
144.	A development path describes the following order of elements in a development plan	Development path	Ontwikkeltraject	Entwicklungsweg	Πορεία ανάπτυξης	Utdanningsprogram	ścieżka rozwoju
145.	A learning process is the progress and course of development during education	Learning process	Leerproces	Lernprozess	Μαθησιακή διαδικασία	Utviklingsprosess	proces uczenia się
146.	Education is a collective term for all forms of training	Education	Scholing	Bildung	Εκπαίδευση	Læringsprosess	edukacja
147.	Further education is training following the previously achieved (lower) level of training	Further education	Bijscholing	Weiterbildung	Επιμόρφωση	Utdanning	dalsza edukacja
148.	An internship is practical work in the context of professional orientation or as a part of vocational training	Internship	Stage	Praktikum	Πρακτική άσκηση	Etterutdanning Videreutdanning	staż
149.	Resistance (in the psychological sense) is conscious or	Resistance	Weerstand	Widerstand	Αντίσταση	Praksisopplæring	opór

	unconscious opposition or reluctancy against unwanted experiences						
150.	Divergent interaction is a situation in which there is no explicit agreement between student and coach about the goals and process in the training programme	Divergent interaction	Divergerende interactie	Divergente Interaktion	Διάσταση απόψεων	Motstand	interakcja rozbieżna
151.	A role model is a person having an example function for certain professions, individuals or a certain population	Role model	Rolmodel	Vorbild	Μοντέλο λειτουργίας	Motstridende samhandling	wzór do naśladowania
152.	Psychosocial disorders are problems (or challenges) in the mental and/or social domain	Psychosocial disorders	Psychosociale aandoeningen	Psychosoziale Störungen	Ψυχοκοινωνικές διαταραχές	Kunnskapsbærer	zaburzenia psychospołeczne
153.	Psychiatric disorders are problems (or challenges) as identified by mental health care practitioners	Psychiatric disorders	Psychiatrische aandoeningen	Psychiatrische Störungen	Ψυχιατρικές διαταραχές	Psykososiale utfordringer/lidelser	zaburzenia psychiczne
154.	Traumatising is caused by a (large) number of very serious damaging experiences in the past, causing mental problems	Traumatisation	Traumatisering	Traumatisierung	Τραύμα	Psykiske utfordringer/ Lidelser	traumatyzacja
155.	Service user related tasks are activities carried out in the context of (direct) care for service users	Sevice user related tasks	Cliëntgebonden taken	Aufgaben in Zusammenhang mit Nutzern der Dienste	Καθήκοντα που αφορούν στους λήπτες	Traumer	zadania związane z pacjentem
156.	Organisation-related tasks are activities carried out in the context of implementing rules or regulations that the organisation requires	Organisation-related tasks	Organisatiegebonden taken	Organisationsbezogene Aufgaben	Καθήκοντα που αφορούν στον οργανισμό	Brukerorientert arbeid	zadania związane z organizacją
157.	Occupational tasks are activities	Occupational tasks	Beroepsgebonden taken	Berufliche	Επαγγελματικά	Organisasjonsr	obowiązki

				Aufgaben	καθήκοντα	elaterte oppgaver	zawodowe
	that are performed in the context of the exercise of a profession						
158.	Professional development is the development in the execution of a selected profession through the accumulation of more knowledge and experience over time	Professional development	Beroepsontwikkeling	Berufliche Entwicklung	Επαγγελματική ανάπτυξη	Yrkesoppgaver	rozwój zawodowy
159.	Professionalisation is the way in which work-related activities are increasingly brought into line with professional standards	Professionalisation	Professionalisering	Professionalisierung	Επαγγελματοποίηση	Faglig utvikling	profesjonalizacja
160.	A professional level is the extent to which the practice of a professional meets the professional standards	Professional level	Beroepsniveau	Professionelles Niveau	Επαγγελματικό επίπεδο	Profesjonalisering	poziom umiejętności zawodowych
161.	Job differentiation is the expansion of duties and responsibilities within functions and the associated job profiles	Job differentiation	Functiedifferentiatie	Berufliche Differenzierung	Διαφοροποίηση καθηκόντων εργασίας	Kompetansekrav	zróżnicowanie pracy
162.	A recovery employee is an employee practicing the profession of peer support worker with the aim of contributing to the recovery of others	Recovery employee	Medewerker herstel	Genesungsbegleiter	Εργαζόμενος με εμπειρία ανάρρωσης	Kompetanseplan	pracownik w obszarze zdrowienia
163.	A recovery policy officer is an employee responsible for the (further) development of recovery policy in an organisation	Recovery policy officer	Beleidsmedewerker herstel	Gesundheitsbeauftragter,	Υπεύθυνος πολιτικών ανάρρωσης	Erfaringskonsulent/Likemann	specjalista ds. procesu zdrowienia
164.	A recovery coordinator is responsible for managing	Recovery coordinator	Coördinator herstel	Genesungsbegleitungskoordinator	Συντονιστής προγραμμάτων	Recovery fagutvikler	koordynator procesu

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	multiple peer support workers contributing to the recovery of others				ανάρρωσης		zdrowienia
165.	An improvement process is a described trajectory that indicates which improvements in the performance of employee(s) or the quality of the service must be achieved	Improvement process	Verbetertraject	Verbesserungsproz ess	Διαδικασία βελτίωσης	Recoverykoor dinator	proces doskonalenia
166.	Quality improvement is the improvement of elements in the service that the organisation has determined to be of qualitative value	Quality improvement	Kwaliteitsverbetering	Qualitätsverbesser ung	Βελτίωση της ποιότητας	Forbedringspr osess	poprawa jakości
167.	A project group is a group of persons brought together because of their ability and expertise to carry out a specific project	Project group	Projectgroep	Projektgruppe	Ομάδα Έργου	Kvalitetsforbe dring	grupa projektowa
168.	Coaching is the guidance (or support) of a person or a group to improve professionalism and functioning	Coaching	Coaching	Coaching	Coaching	Prosjektgrupp e	coaching
169.	We speak of organisational level when organisational aspects (for instance administrative structures, finances etc.) of an institution are involved	Organisational level	Organisatieniveau	Organisationseben e	Οργανωσιακό επίπεδο	Veiledning	poziom organizacji
170.	We speak of policy level when policy aspects of an institution are involved	Policy level	Beleidsniveau	Gesundheitspolitisc he Ebene	Επίπεδο πολιτικής οργανισμού	Organisasjons nivå	poziom tworzenia polityki
171.	Interdisciplinary collaboration is a cooperation between	Interdisciplinary collaboration	Interdisciplinaire samenwerking	Interdisziplinäre Zusammenarbeit	Διεπιστημονική συνεργασία	Politisk nivå	współpraca interdyscyplinar

							na
172.	A staff department is a department of employees who are not directly involved in the implementation of the primary process	Staff department	Stafdeling	Stabsabteilung	Τμήμα ανθρωπίνων πόρων	Tverrfaglig samarbeid	dział personelu
173.	A care program is the description of the component parts of care and the following order in which these are offered	Care program	Zorgprogramma	Pflegeprogramm	Πρόγραμμα φροντίδας	Personalavdeling	program opieki
174.	Network participation is collaboration between representatives of various sectors such as health care and social organisations to achieve a coherent care or support structure	Network participation	Netwerkparticipatie	Netzwerkbeteiligung	Δικτύωση	HMS (Helse, miljø, sikkerhet) rutiner	udział w sieci
175.	Emancipation is striving for equality of rights, an equal position on the labour market and a full place in society from a disadvantaged position	Emancipation	Emancipatie	Emanzipation	Χειραφέτηση	Nettverksdeltakelse	emancypacja
176.	Social emancipation is emancipation focusing on an equal place in society	Social emancipation	Maatschappelijke emancipatie	Soziale Emanzipation	Κοινωνική χειραφέτηση	Frigjøring	emancypacja społeczna
177.	Service user participation is involvement of service users in policy and operational management of (health) care organisations	Service user participation	Cliëntenparticipatie	Nutzerbeteiligung	Ενεργητική συμμετοχή των ληπτών	Sosial frigjøring	partycypacja pacjentów
178.	Service user movement is when service users are mobilising their efforts and show commitment to defend their	Service user movement	Cliëntbeweging	Nutzerbewegung	Κίνημα ληπτών υπηρεσιών	Brukermedvirkning	ruch pacjentów

	interests (in health care organisations)					
179.	An interest group is a group of people who stand up for their interests (for instance in a social, political or health care context)	Interest group	Belangengroep	Interessengruppe	Ομάδα Ειδικού Ενδιαφέροντος	Pressgruppe	grupa interesu
180.	Service user participation is the way service users can influence policy and management of a (health care) organisation	Service user participation	Cliëntmedezeggenschap	Beteiligung von Nutzern der Dienste	Ενεργητική συμμετοχή των ληπτών	Interessegrup pe	partycypacja pacjentów
181.	A service user council is a body formally regulated by law in health care organisations for service users to advise and co-decide	Service user council	Cliëntenraad	Nutzerrat/ Nutzerbeirat	Συμβούλιο ληπτών	Brukerråd	rada pacjentów
182.	Laws and regulations are conditions determined by government, health insurers and health care inspection to which health care organisations have to submit	Laws and regulations	Wet- en regelgeving	Gesetze und Vorschriften	Νόμοι και κανονιστικό πλαίσιο	Lover og forskrifter	przepisy prawa
183.	A care arrangement is offering various healthcare components (such as accommodation, treatment and day activities) in one package	Care arrangement	Zorgarrangement	Pflegeangebot	Πακέτο φροντίδας	Omsorgsordni ng	umowa dotycząca opieki
184.	A protocol is a document that specifies how certain activities must be carried out	Protocol	Protocol	Protokoll	Πρωτόκολλο	Protokoll	protokół
185.	A procedure is an instruction with schedule including certain activities that have to be performed in a specific order (for instance a complaints procedure)	Procedure	Procedure	Verfahren	Διαδικασία	Prosedyrer	procedura

186.	A multidisciplinary guideline is a document with instructions about the form of involvement (and collaboration) of representatives of different professions in treatment or support of a service user	Multidisciplinary guideline	Multidisciplinaire richtlijn	Multidisziplinärer Leitfaden	Κατευθυντήρια οδηγία στο πλαίσιο διεπιστημονικής συνεργασίας	Tverrfaglig retningslinje	wytyczne multidyscyplinarne
187.	An acknowledged profession can only be obtained through a certified training course. The professional title is protected	Acknowledged profession	Erkend beroep	Anerkannter Beruf	Αναγνωρισμένη επαγγελματική ειδικότητα	Yrkestittel	zawód regulowany
188.	Mandatory means required within the framework of legal regulations or regulations by professional association or health insurance company	Mandatory	Verplicht	Obligatorisch	Υποχρεωτικό/ Απαιτούμενο	Obligatoriske bestemmelser	obowiązkowy
189.	The labour market is the total offer of paid employment in a certain country (or for instance in the European Union)	Labour market	Arbeidsmarkt	Arbeitsmarkt	Αγορά εργασίας	Arbeidsmarkedet	rynek pracy
190.	Working conditions are included in an employment contract and include, amongst other things, salary, working hours, holidays, travel allowance and training	Working conditions	Arbeidsvoorwaarden	Arbeitsbedingungen	Συνθήκες εργασίας	Arbeidsavtale	warunki pracy
191.	A certificate is an official statement regarding the successful completion of education or further education. Certificates are also issued upon successful completion of a skill test	Certificate	certificaat	Zertifikat	Πιστοποιητικό ολοκλήρωσης παρακολούθησης	Vitnemål Kursbevis	świadectwo

192.	An appraisal session is a periodic consultation between employee and manager about the mutual impressions that exist about the way a job is performed	Appraisal session	Voortgangsgesprek	Standortgespräch	Συνεδρία αξιολόγησης	Evaluering	sesja oceniająca
193.	A target group is a group in the population with specific characteristics (for instance exposed to certain risk factors) for which special attention, prevention or interventions may apply	Target group	doelgroep	Zielgruppe	Ομάδα - στόχος	Målgruppe	grupa docelowa
194.	A manual is a reference work that shows the current state of affairs with regard to a specific scientific or specialist area. Both insights and applications in practice can be included	Manual	Handboek	Handbuch	Εγχειρίδιο	Håndbok	podręcznik