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► **Assessing user perceptions of staff training requirements in the substance use workforce: a review of the literature.**

Wylie L. [Request reprint](#)

Drugs: education, prevention and policy: 2010, 17(5), p. 618–631

Reviews the literature on what qualities and competences service users would like to see developed in the staff who counsel and treat them; above all it seems, a "positive and humanistic attitude" towards the user.

Original abstract Although the potential range of the workforce that may positively interact with substance users is large, and takes in all who may have to deal with substance use issues in some way, the literature mainly focuses on user views of specialist substance use or health and social care staff. With client-centred care a key policy of modern service delivery, this review assesses the available literature on service user perceptions of staff abilities and comments on possible training needs. Many service users rated a positive attitude towards the user as the key staff attribute that enhanced quality of care. There was also evidence that generally users desired more knowledgeable staff, both professional and ex-user, and that staff working within sub-specialties require advanced training. However, a positive attitude towards the user in interpersonal therapeutic situations was potentially able to overcome a staff member's knowledge deficiency. Potential methods of instilling positive attitudes within the substance use workforce are discussed, including organisational culture and potential educational requirements.

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