

Impact Practice and Measuring Outcomes for Helplines

10.30	Welcome and introductions
11:00	Key Terms <ul style="list-style-type: none"> Understand and clarify key terms of reference in measuring impact and outcomes.
11:30	Impact Practice <ul style="list-style-type: none"> Understand the difference between measuring outcomes and impact To identify the impact and outcomes the helpline is aiming for
12.00	Types of Data <ul style="list-style-type: none"> Identify the different types of data collection within a helpline service How data can show demand for your service
12:45	Lunch
13:20	Data collection <ul style="list-style-type: none"> Identify the different types of quantitative and qualitative data collection methods Assess the benefits and limitations of different methods Assess the benefits and challenges of caller surveys Consider mapping the caller's journey
14:45	Break
14:50	Review Data <ul style="list-style-type: none"> Identify methods to review your data
15.00	Ethics and Data Sharing <ul style="list-style-type: none"> Consider ethics and good practice when measuring outcomes
15:15	Action planning <ul style="list-style-type: none"> Create an action plan for your helpline
15.45	Review
16.00	Close