



National Institute of Environmental Health Sciences

Your Environment. Your Health.

Worker Training Program Evaluation Community of Practice

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Worker Training Program, NIEHS

On Today's Call

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Grantee Presentation: Ruth Ruttenberg, PhD

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Collecting trainer stories at the May 2018 Trainers' Exchange



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Ruth Ruttenberg, PhD

President, Ruth Ruttenberg &
Associates

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Collecting trainer stories at the May 2018 Trainers' Exchange

The Evaluators Institute San Francisco 2003
Success stories, Performance Stories, and Most Significant Change Stories
 Ms. Bron McDonald, Dr. Patricia Rogers, Dr. Darlene Russ-Ert
 Thursday January 16th 2003

Story generation - by whom	Performance stories	Most Significant Change stories	Success stories/Success cases
By staff and managers	Existing or collected data about the program, including performance indicators, evaluation findings and program observations. Typically developed a key reporting phase in the program.	By different stakeholders - especially students who participate in project management or support. Their own experience, or other reported experience of an event or person.	By staff
Story generation - data sources	Existing or collected data about the program, including performance indicators, evaluation findings and program observations. Typically developed a key reporting phase in the program.	Extreme cases - The most significant can be reported by someone who has witnessed the event.	By staff
Story generation - selection of	Existing or collected data about the program, including performance indicators, evaluation findings and program observations. Typically developed a key reporting phase in the program.	Extreme cases - The most significant can be reported by someone who has witnessed the event.	By staff
Story reporting format	Existing or collected data about the program, including performance indicators, evaluation findings and program observations. Typically developed a key reporting phase in the program.	Extreme cases - The most significant can be reported by someone who has witnessed the event.	By staff
Story interpretation	Existing or collected data about the program, including performance indicators, evaluation findings and program observations. Typically developed a key reporting phase in the program.	Extreme cases - The most significant can be reported by someone who has witnessed the event.	By staff

Trials, Tribulations and Triumphs

From a Project to Harvest Public Value Impact Stories
 By Scott Chazdon Alexis Troschmelz
 University of Minnesota Extension



Articles should deal with topics applicable to the broad field of evaluation. Contributions should be clear, concise, and practical. They should include a description of a current evaluation study, critical review of current practice, and presentations of important new techniques. Length per submission: 1000-1500 words.

A Dialogical, Story-Based Approach to the Most Significant Change Technique

JESSICA DART AND RICK DAVIES

The 'Most Significant Change' (MSC) Technique
 A Guide to Its Use
 by Rick Davies and Jess Dart



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Most Significant Change (MSC) – What is it?

MSC approach involves **generating and analysing personal accounts of change** and deciding **which...is the most significant – and why.** - *Better Evaluation*

http://www.betterevaluation.org/en/plan/approach/most_significant_change

MSC involves the collection **and systematic participatory interpretation of stories** of significant change. Unlike conventional approaches to **monitoring**, MSC...is a **qualitative approach.** - *Clear Horizon MSC Quick Start Guide*

<http://www.clearhorizon.com.au/all-blog-posts/msc-user-guide.aspx>

[MSC] allows for unexpected (and even unintended) outcomes to be expressed. - *Clear Horizon blog* <http://www.clearhorizon.com.au/all-blog-posts/powerful-insights-and-stories-of-most-significant-change-taking-place-across-africa.aspx>

MSC Traditional Methodology

From *Better Evaluation* – Three basic steps:

- Deciding the types of stories that should be collected (stories about what - for example, about practice change or health outcomes or empowerment)
- Collecting the stories and determining which stories are the most significant
- Sharing the stories and discussion of values with stakeholders and contributors so that learning happens about what is valued.

http://www.betterevaluation.org/en/plan/approach/most_significant_change

Loose Adaptation of the MSC at the WTP Trainers' Exchange (TRX)

- **Purpose - Help us to:**
 - Celebrate successes
 - Be accountable to funders and stakeholders
 - Further understand key areas of program impact.
- **Uses:**
 - Explore health and safety achievements in communities and worksites across the country
 - Help understand what trainers and trainees value, which can guide future programming and evaluation efforts
 - Acknowledge and share what has been achieved through public communications.

Our Draft Ideas for Adapting MSC to the TRX

- Before TRX:
 - Get feedback from grantees during the Evaluation CoP call, including deciding on domains to organize stories
- At TRX:
 - Distribute/explain the story feedback form
 - Allow people to record and submit stories in various ways
- After TRX:
 - Collate stories and organize by domains
 - Use a future Evaluation CoP call to review stories under the domains, potentially assess most significant
 - Communicate stories, potential report on most significant and why
 - Use for future programming and evaluation

Story Collection – TRX Feedback Form

Adapted from: “The ‘Most Significant Change’ (MSC) Technique: A Guide to Its Use”, by Rick Davies and Jess Dart. April 2005.

- ***Confidentiality:***

We may want to use your stories for reporting to our funders, sharing across the WTP network, or sharing in NIEHS public communications, such as in success stories.

Do you, the trainer:

- Want to have your name on the story? Yes/No
- Agree to use using this story for public communications or publication? Yes/No

Story Collection – TRX Feedback Form (cont'd)

- **Contact Information:**

- Name of Trainer
 - *If the trainer would like to remain anonymous, can write something like “HazMat trainer” or “WTP Trainer in California”*
- Trainer’s Organization/NIEHS Grantee
- Name of Person Recording Story (if not the trainer)
- May we contact the trainer for follow-up questions on this story? Yes/No
- Trainer contact: Phone/E-mail
- [Ask for state of story?]

MSC Questions

- From your point of view, as a trainer, describe a story that shows the most significant change that has resulted from training you delivered under the NIEHS WTP program and your consortium.
- Why was this story significant for you?

Possible Domains (Organized Afterwards)

- Use key WTP Logic Model concepts
 - Improved company/worksites policies and practices
 - Worker empowerment
 - Reduced illness and injury
 - Increased job opportunities
 - Increased community protection (and preparedness?)
- Add:
 - Economic Benefit
 - Lessons learned (if any negative outcomes)
 - Other

Your Feedback

- Overall thoughts
- Use of various platforms to send in stories
- Domains generally, any priorities