

Summary

Day 1 Discussion Groups

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Common Themes

- Change in NSO mindsets
- Responsiveness, agility, innovation
- Boldness
- Crisis communications planning
- “Whole of government” and cross-organization efforts
- Opportunity to make long-needed improvements
- Use lessons for inevitable future crises



Selected Highlight #1

- Similarity across NSOs operating individually
 - ▶ New products
 - ▶ New data sources
 - ▶ High-frequency data
 - ▶ Dashboards and dedicated web space
- International frameworks (Eurostat, OECD)
- Value of networks



Selected Highlight #2

- Need for balance
 - ▶ Speed vs. quality
- Communications challenge to inform users of product strengths and limitations
- Reputation



Selected Highlight #3

- Staff rising to challenge
- Need for boundaries
 - ▶ Extra hours
 - ▶ 24/7 availability
 - ▶ Sustainability



Selected Highlight #4

- Human side of statistics
- Put public at center
- Awareness of impact on audience
- Importance of context as well as content
- Forming new relationships with customers
- “Nurses of information”



Workshop

- Interesting presentations
- Value of learning from one another



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