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MAY 2022

WIEGO MONITORING, LEARNING
AND EVALUATION TOOLKIT

TOOL 5

How to conduct a participatory evaluation workshop:

Harvesting outcomes
We would like to thank Conny Hoitink for her shared expertise on OH, her suggested improvements and review of the French translation. Renata Farias and the translators from Abrapalabra Servicios Lingüísticos for the Spanish and French translation. And Valentina Reid for her work with layout of these tools.

MAY 2022
WIEGO'S MLE TOOLKIT has a series of tools, each with a different focus. You may need to use some of them together.

WIEGO MONITORING, LEARNING AND EVALUATION TOOLKITS:

1. How to write an outcome statement
2. How to harvest outcomes you notice in your day-to-day work
3. How to evaluate your training or workshop during and after
4. Where to find outcomes of research uptake and how to use them for learning and adaptation
5. How to conduct a participatory evaluation workshop: Harvesting outcomes
   1. Purpose: Why evaluate your interventions?
   3. Generating the information – harvesting outcomes
   5. Agenda
   6. Part 1: Explaining the objectives and process
   6. Part 2: Demonstrating story-telling of outcomes and how to draft them
   7. Part 3: Harvesting everyone's stories of what they have done differently
   7. Contribution description
   8. Part 4: Reviewing some participants' outcome descriptions
   8. Part 5: Did you influence anyone else?
      Instructions
   9. Part 6: Each participant records who she or her organization influenced to do what differently
   9. Contribution description and outcome chains
   13. Analysing and interpreting the data from the harvest
   15. Handouts
6. How to conduct a participatory outcomes evaluation workshop: Analysis and strategic learning
7. How to conduct an online participatory evaluation workshop: Harvesting outcomes
8. How to conduct an online participatory outcomes evaluation workshop: Analysis
THE FOCUS OF THIS TOOL

A great way to find out if WIEGO’s interventions – trainings or other kinds of supports to Nets and MBOs\(^1\) – have worked well, or if people have used our tools and materials, is to engage them in a follow-up evaluation workshop. This Tool 5 takes you through the process of supporting participants to describe changes they or their organizations have influenced since WIEGO’s interventions, or since they got WIEGO’s toolkits or materials. You can also use it within WIEGO to harvest outcomes that members of the WIEGO team, individually or collectively have influenced. This tool comes in this face-to-face version and in an online version (Tool 7).

Tool 6 takes you through how to collectively analyse those outcomes and consider their strategic implications. The online version is Tool 8.

The workshops described in these two tools aims to also strengthen capacity of Net or MBO participants in telling their stories and in analysing their influence and its strategic implications.

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\(^1\) MBO refers to ‘membership-based organizations’ such as organizations of street vendors or domestic workers or waste-pickers or home-based workers. WIEGO uses ‘Nets’ to refer to networks of such MBOs.

The Tool 5 workshop will run for 3 – 3.5 hours, depending on how many people are in the room. You can do it as part of a broader workshop, or as a stand-alone event.

Assuming it is part of a broader workshop, we suggest you do it on Day 1 and do Tool 6 on Day 2.
SECTION A

PURPOSE: WHY EVALUATE YOUR INTERVENTIONS?
PURPOSE: WHY EVALUATE YOUR INTERVENTIONS?

Why find out how well your ideas, information or tools ‘landed’? Why find out if they were good enough that participants were motivated to and actually did use them? You want:

- To have concrete information on changes (outcomes) that workers have influenced to help them and you work out if and how well your overall strategy for change is working;
- To help you to improve the quality of your interventions, including training events, materials or toolkits, or to know that they are working well and you should keep them roughly the same;
- To give you evidence you can use when encouraging groups in other places to do similar work with you;
- To raise funds to expand your initiative now that you can demonstrate that it is working.

Your evaluation questions are:

- Did participants use knowledge, information, a toolkit, materials or a new approach you shared previously?
- Did participants’ actions then influence whoever participants were hoping to influence – their employers, government, other informal workers or MBOs (membership-based organizations) etc.?

Your learning questions from this are:

- What worked well and what did not work well in the way we did the intervention?
- What changes should we make to how we do our work when we do a similar intervention in other places, or when we repeat the intervention for other people here?
- In what ways did external contextual factors influence participants’ abilities to use the information or skills or to influence others?
- Do we and/or participants need to do anything differently in order to more effectively influence others?
SECTION B

GENERATING THE INFORMATION – HARVESTING OUTCOMES

CONTENTS

5  Agenda
6  Part 1: Explaining the objectives and process
6  Part 2: Demonstrating story-telling of outcomes and how to draft them
7  Part 3: Harvesting everyone's stories of what they have done differently
    7  Contribution description
8  Part 4: Reviewing some participants’ outcome descriptions
8  Part 5: Did you influence anyone else? Instructions
9  Part 6: Each participant records who she or her organization influenced to do what differently
    9  Contribution description and outcome chains
GENERATING THE INFORMATION – HARVESTING OUTCOMES

NOTE:

- This toolkit assumes that participants have come to an event to do many things, of which evaluation and strategic learning is only one. For this reason, we give the amount of time needed, but not the time of day.

We propose, assuming participants are together for two days, that you start on the afternoon of day 1, give people time to do some work on their own, and then continue the next day. However, this could be structured to all be done in one-day. Total time = 3.5 hours, depending on how many people and therefore how many stories of change.

- Here we are not providing a full workshop agenda of welcomes, introductions etc., only the method for harvesting outcomes.

- The way this is written assumes participants are comfortably literate. If this is not the case, then those who are literate can interview those who are not, or the whole exercise can be done in plenary with people telling their stories.
## AGENDA

<table>
<thead>
<tr>
<th>Amount of time in minutes</th>
<th>Actual time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><em>Fill in for your time zone</em></td>
<td></td>
</tr>
<tr>
<td><strong>TOOL 5 WORKSHOP: Harvesting Outcomes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Part 1: Objectives and process</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Part 2: Demonstrating story-telling of outcomes &amp; how to draft them</td>
<td></td>
</tr>
<tr>
<td>60</td>
<td><em>Alone in evening, or during workshop</em></td>
<td>Part 3: Harvesting everyone’s stories of what they have done differently</td>
</tr>
<tr>
<td>30</td>
<td>Part 4: Reviewing outcomes</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Part 5: Did you influence anyone else?</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Part 6: Each participant records who she or her organization influenced to do what differently</td>
<td>Post-workshop debrief and planning for next workshop</td>
</tr>
</tbody>
</table>

| **TOOL 6 WORKSHOP: Analysis and strategic learning** | | |
| 5 | Welcome and orientation | |
| 15 | Part 7: Reviewing the quality of outcome descriptions | |
| 60 | Part 8: Gather and categorize the data – identifying patterns | |
| | Part 9: Analyse and interpret together | |
| 30 | 9.1 Relationships between outcomes | |
| 60 | 9.2 Quantitative patterns in outcome categories | |
| 15 | 9.3 Negative outcomes | |
| 30 | 9.4 What can we learn and plan to do differently in future? | |
| 10 | Closure | |
PART 1: EXPLAINING THE OBJECTIVES AND PROCESS

15 minutes

Explain why you want to know this information and to be able to discuss it with everyone in the room – see ‘Purpose’ above. Hopefully, participants are as interested as WIEGO is in the question of whether this intervention has enabled them to take actions to influence change.

PART 2: DEMONSTRATING STORY-TELLING OF OUTCOMES AND HOW TO DRAFT THEM

45 minutes

Facilitator writes down the key points of informal worker’s/Net (network of organizations) or MBO story on a flip chart organizing it in the same format as the handout you will be asking them to use:

WHEN? WHERE? WHO?

DID WHAT?

Facilitator should have prepared in advance the image below and put it up on the wall. Ask for another story from someone else, and again write it down in the below format.

Point out to participants that this is the information you all are going to use so that you can easily understand and analyse the changes you have made.

Point out that even if the person told a long story, you have written down only the main thing they did.

WHEN did the social actor change?  WHERE did the change take place?  WHO is the social actor?  WHAT did the actor do differently?

Outcome description
CASE STUDY: Supporting workers to develop and communicate their stories in steps

Sonia Maria Dias from WIEGO’s Organization and Representation Programme describes,

“This is precisely what we did in each of the 3 gender workshops.”

“Whenever possible we try to create a baseline by having quick video chats taken before workshops to assess level of information of some participants (interviewing representatives from the different participating cooperatives).”

After the training, they ask informal workers to prepare stories like the ones described above, in advance:

“After our first meeting with them we gave them a “homework” for the second meeting – to prepare an oral account on how they used the toolkit. In the 3rd out of the 3 meetings we asked women to prepare PowerPoints (PPTs). Following popular education tenets, the rationale here is to begin with less complex report back (an oral account) to a more structured presentation (via PPT). We also provided assistance for those women who were not familiar in preparing PPTs with a member of our team available to walk them through it.

“In the third, final workshop, we had women waste pickers present this information and changes through 5-minute PowerPoints. We used this exercise to build their presentation and public speaking skills.”

PART 3: HARVESTING EVERYONE’S STORIES OF WHAT THEY HAVE DONE DIFFERENTLY

1 hour

It usually takes about 10 minutes for a participant to write up one outcome description. Often this is because participants are writing more than we need but give them enough time. If you think people will have 3 or 4 outcomes to write up, then give 45 minutes to an hour for the exercise.

OR, If you can do Parts 1 and 2 near the end of a day, you can then close the formal part of the meeting and ask people to do their write-ups using as much time as they need after you close for the day.

Tell people that they are now going to write down their stories, so that you have them all documented, but that we will read them out later so that everyone knows what people have done since the last workshop. Ask them to follow the same format as you demonstrated in Part 2 – when and where did the participant do what differently?

Hand out printed templates for them to use if writing is more appropriate than doing them on computer – see template handout at the end of this document.

Ask them to fill out every example on a separate piece of paper, of how they used the information or toolkit, or the skills gained through engagement with WIEGO.

CONTRIBUTION DESCRIPTION

NOTE: We have not asked participants to fill in the ‘contribution’ because the contribution is the toolkit or workshop or whatever WIEGO’s intervention was. So, when you record these outcomes in WIEGO’s MLE system, you will write a contribution description: when and where you (which part(s) of WIEGO) ran the workshop, or did whatever your intervention was, with the participants. You will use this same contribution description for all of the above outcomes.

• You will indicate in the ‘WHAT CHANGED’ if this is a negative outcome
PART 4: REVIEWING SOME PARTICIPANTS’ OUTCOME DESCRIPTIONS

30 minutes

Ask for some volunteers to read out their outcome descriptions. Discuss each presented outcome description in plenary by checking the outcome description against the basic requirements laid out in Tool 1: How to write an outcome. Is the outcome the participant read out, clear about when + where + who + did what? Is it written in the active tense? Where necessary ask for clarification. Remind people of the format below:

Then break people into couples and ask each person to read their outcome to their partner, and the partner to check that the outcome description has the necessary components, where necessary asking questions to support their partner in making any changes.

<table>
<thead>
<tr>
<th>WHEN did the social actor change?</th>
<th>WHERE did the change take place?</th>
<th>WHO is the social actor?</th>
<th>WHAT did the actor do differently?</th>
<th>Outcome description</th>
</tr>
</thead>
</table>

PART 5: DID YOU INFLUENCE ANYONE ELSE? – INSTRUCTIONS

15 minutes

When participants have finished writing down actions they took using the new knowledge or skills or materials, ask them whether those actions influenced the people they were hoping to influence – did they convince their MBO to take up the issue differently and if so what did the MBO do or say that demonstrates this?; did an employer agree to do something differently and did they do it?; a government representative?; a policymaking body?

Perhaps you already know of some cases, in which case you can share them in plenary as examples; if not, ask the group for an example and again write their or your example on a flip-chart in the format of the template.

Now, for Part 6, ask them to write-up as additional outcomes, any changes made by other actors, who they influenced.
PART 6: EACH PARTICIPANT RECORDS WHO SHE OR HER ORGANIZATION INFLUENCED TO DO WHAT DIFFERENTLY

30 minutes

Ask participants to look at the outcomes they have already written. Ask them, ‘did your actions influence the people you were trying to influence? - What did they do differently after you used the ideas or materials or your new skills when speaking to them about the issues? It could be a change in their behaviour, relationships, actions, agendas, activities, policy or practice. It could be your employer, a company, government, the media, even your MBO or network.’ Ask them to write down each change that they influenced in this format (there is a template at end of this tool that you can print out for them to use). Remind them to write in the active tense so under ‘what’, it is clear what the social actor (under ‘who’) did differently.

Figure: An early outcome becomes a contribution to a later outcome

CONTRIBUTION DESCRIPTION AND OUTCOME CHAINS

NOTE to facilitator: In this case the first outcome, that is the action taken by the workshop participant, described in Part 3, which influenced the outcome written in Part 6, becomes the contribution to this outcome in Part 6. So, it starts as an outcome in Part 3 and then, in turn, influences (i.e., contributes towards) another outcome. After today’s workshop, that decision maker or whoever is the WHO in the outcome above, may take yet another step. In this way, you generate a chain of outcomes, a story of change, in which WIEGO is an indirect contributor.
Here are illustrative examples of outcome chains:

**Case 1: Waste Pickers, Global to National (India)**

The example below – taken from WIEGO’s “Report Outcome Harvest 2019 Final” pg. 12 – demonstrates how you can show links between outcomes. It demonstrates a direct line between the global meeting of Waste Pickers in Buenos Aires, to changes in municipal practices (or benefits to workers) in Tumkur, India. Because it is a diagram, it does not provide the details you need when harvesting – exact time, place, etc.

The outcomes of this mix of WIEGO interventions or ‘contributions’ were:
**Case 2: Headload porters and health insurance, Ghana**

The WIEGO interventions (or **CONTRIBUTIONS**) and the **OUTCOMES** they influenced are below:

**In 2010, with ILGS, Makola Market and Ga East Trader Associations in Accra, Ghana, WIEGO undertook a small research study on access of traders and headload porters to Ghana National Health Insurance Scheme (NHIS). The study found that headload porters have little access to health insurance; they wrote it up as a case study, along with similar case studies for India and Thailand. Using the findings from this study, in 2011, WIEGO ran a capacity building workshop in Accra with traders to develop negotiation skills in preparation for multi-stakeholder workshop.**

**In December 2011, the Accra Metropolitan Assembly (AMA) and the National Board for Small Scale Industries in Accra, chose to attend a multi-stakeholder workshop organized by WIEGO.**

**In December 2011, informal workers of the Makola Market and Ga East Trader Associations in Accra, Ghana present the findings of the research they did with WIEGO at the multi-stakeholder workshop organized by WIEGO.**

**In January 2012, in Bangkok, Ghana NHIS officials accept invitations and attend a Health Policy Dialogue hosted by WIEGO and HomeNet Thailand. They agree to hold a National Dialogue on access of headload porters to NHIS.**

In follow-up to these outcomes, this was a further **CONTRIBUTION** which led to the **OUTCOMES** below it:

**In 2012 WIEGO provided advocacy training to headload porters in Accra, including ‘practice dialogues’ to prepare for forthcoming negotiations.**

**In July 2012, Ghana NHIS officials hosted the Ghana NHIS/Headload Porter Dialogue.**

**In July 2012, headload porters spoke confidently about research findings and the need for them to access health insurance. Workers indicated it was the first time they had ever met with politicians and officials; the officials said they were amazed at how articulate the porters were.**

**In September 2012 and in January 2013, NHIS held special registration drives for female headload porters, who transport goods mostly of other informal traders. It registered over 2000 female headload porters for NHIS.**
SECTION C

ANALYSING AND INTERPRETING THE DATA FROM THE HARVEST
ANALYSING AND INTERPRETING
THE DATA FROM THE HARVEST

In closing you will remind people that the next step is to categorize, analyse and interpret all of this information together. Remind them when you will do that.

Do a closing exercise such as each person saying one word to make clear what they have gained from this workshop.

After closing you will need to debrief and plan for the workshop about categorizing, analysing and interpreting, which is your next step. It is described in Tool 6 of the WIEGO MLE tool: *How to conduct a participatory outcomes evaluation workshop - analysis and strategic learning*. Tool 6 is for face-to-face meetings; Tool 8 is for doing it online.
SECTION D

HANDOUTS
**HANDOUT for WRITING OUTCOMES in Parts 3 and 6**

In Part 3 you will write down examples of how you used the new information/ideas/materials from WIEGO's training or other intervention.

In Part 6 you will write down examples of actions taken by your organization, employer or anyone else you or your organization influenced using the information/ideas/materials from WIEGO's training or intervention.

You can use the same template:

<table>
<thead>
<tr>
<th>On what date? Or over what months?</th>
<th>At what event? In what town and country?</th>
<th>Which person or institution is this outcome about? – You? Your MBO? Your network? A government decision maker? An employer?</th>
<th>What did you or your organization or whoever took the action do?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Please put the person and institution's actual name</td>
<td>Put the actual action in one sentence: e.g. “I told...”; or, “We organized...” or, “We trained...” or “They committed to...”; or “They organized...”; or “They changed...”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Your Details</th>
<th>Please put your name here in case we have to ask you more about this outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Organization:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>
We will improve WIEGO's MLE Tools as we use them. Please let us know if you have any suggestions: info@wiego.org

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ABOUT WIEGO

Women in Informal Employment: Globalizing and Organizing (WIEGO) is a global network focused on empowering the working poor, especially women, in the informal economy to secure their livelihoods. We believe all workers should have equal economic opportunities, rights, protection and voice. WIEGO promotes change by improving statistics and expanding knowledge on the informal economy, building networks and capacity among informal worker organizations and, jointly with the networks and organizations, influencing local, national and international policies. Visit www.wiego.org.