### Issues raised during discussions

#### First Day:
- Communication offices at NSOs need to be more proactive within their organizations in promoting the importance of the communication of statistics;
- While preparing books on statistical literacy for schools, it is important to involve schoolteachers in developing those books;
- The need for an online forum to share best practices on statistical literacy activities and initiatives;
- Social media and videos are vital in communicating messages to people under 18;
- A lot of NSOs are moving toward electronic services to gather information from respondents but it may be difficult to keep the response rate up while using those services;
- In general, falling response rate is a challenge that many statistical organizations face. It is important to educate respondents on the importance of their data;
- One of the challenges in implementing statistical literacy initiatives is the lack of resources to sustain those initiatives;
- Public information about statistical offices is often lacking; transparency demands that NSO be more forthcoming about staff, budgets, methods, etc.
- Collaborations among statistical organizations can be very useful in conducting statistical literacy projects;
- The need for training journalists on statistics;
- People need to see example of how data are used. To provide those examples, NSOs need to communicate more with data users;
- New media are seen as a challenge but also an opportunity to engage with different audience;
- There is a growing important of NSOs reaching schools and teachers.

#### Second Day:
- More and more countries realize the benefits of using social media for dissemination of statistical information but more attention needs to be paid evaluating social media’s contribution to dissemination;
- It is important to involve statisticians in checking media releases before they go public;
- Infographics can be beneficial in telling stories without much text;
- Moving to electronic publications can meet some resistance from people as they sometimes prefer printed copies to electronic ones;
- Development of APIs and open data can provide topics for discussion at the work session in the future;
- More and more organizations are forced to do more with less;
- There is a need for an online platform where countries can share their experiences in the communication and dissemination of statistics.