

Positive and negative impacts of being a Digital Champion

These are some examples based on our experience

- Not all of them apply to all types of Digital Champion
- Not all of them will apply to your project.

Impact on Digital Champions' other role/s in work or life

Positive
+ Makes DC's job/life easier e.g. colleagues better able to do their jobs, family or friends better able to undertake tasks for themselves
+ Contributes to DC's performance indicators e.g. clients can more easily be helped into work or to access welfare

Negative
- Makes people overly dependent on the DC's help
- Has a negative effect on DC's performance indicators e.g. client interactions take longer so caseload is increased

Impact on Digital Champions' knowledge and skills

Positive
+ DCs' own digital knowledge and skills improve through training and doing
+ DCs soft skills such as communication skills improve
+ Evidence of training undertaken e.g. DCN digital badge
+ Enhancement of CV

Negative
- DCs lack knowledge needed to help others and feel digital confidence knocked

Impact on Digital Champions' personal wellbeing

Positive
+ Satisfaction of helping others
+ Expression of values and beliefs
+ Enjoyment of the experience
+ Social benefits – meeting others
+ Chance to improve employment prospects

Negative
- Stressed by clients' needs
- Too relied on by their organisation
- Frustrated by bureaucracy
- Not given sufficient support by their organisation
- Takes up too much time