

# Discover

---

impactservices

Follow your  
path to impact



“ Emerald developed Impact Services by meaningfully engaging and co-producing the content with the research community. It's been fab being part of the process; testing out the content, challenging definitions, offering ideas and providing international context. I've seen how our ideas have shaped the final product and can't wait to see it making a positive impact on the world! ”

Faith Welch, Research Impact Manager  
at The University of Auckland



“ I always say researchers don't make products - industry does; they don't develop policy- government does; they don't deliver social services – community does. So we need to demonstrate impact through the voices of those who are using the evidence. ”

David Phipps, Assistant Vice-President,  
Research Strategy & Impact at York University

## Impact Services has arrived

**Supporting research that transforms lives and shapes futures.**

We understand that planning for impact can be time consuming, complex and even confusing, so we have created solutions that will lighten the load. With Impact Services you'll receive support at every stage of the process, accessing expert help to create your impact strategy, solve problems and make impact engaging.

Whether you are a researcher or work in the research office, we recognise everyone's role is different, so we have developed a range of services you can tap into to help navigate your path to impact and ultimately achieve better research outcomes for you and your institution.



# For Researchers....

## Impact Planner

**The Impact Planner is designed for you to plan, articulate and execute the impact associated with your project.**

The planner helps you to view your research from a range of different perspectives and identify areas where it can flourish. It also enables you to get a good idea of who you should talk to, or collaborate with, for your research to fly. It's about realising how your projects can be a catalyst for positive change – globally or domestically.

Through completing the sections, you will generate your unique 'impact plan', which plot points the immediate, short and long-term impact your research is seeking to achieve. In addition, it generates a useful stakeholder map, which pinpoints all the important partnerships you've developed or need to develop and provides a track record of your collaborative journeys.

We recommend using the Impact Planner right from the outset, but it can be used at any time during your project's lifecycle. It's never too late to start thinking about impact – it's a mindset as well as an outcome.

Visit [impactservices.emerald.com](https://impactservices.emerald.com) for more information or contact Steve at [impactservices@emerald.com](mailto:impactservices@emerald.com) for a quote.

## Impact Skills

**Impact Services includes a comprehensive set of learning materials to support you in your role.**

From practical guides on project management, communicating effectively and engaging with non-academic audiences, to supporting research design and effective dissemination, we've aimed to include content which covers multiple stages of the research workflow. Like with any change – you must be comfortable in your own 'impact shoes'.

There's a variety of media options available, with articles, self-assessments, videos and infographics and over 240 resources available on demand and across all devices.

Visit [impactservices.emerald.com](https://impactservices.emerald.com) for more information or contact Steve at [impactservices@emerald.com](mailto:impactservices@emerald.com) for a quote.

# For your institution....

## Impact Healthcheck

The Impact Healthcheck has been designed to get everyone in your institution moving to the 'impact' beat – ensuring it forms an integral part of your institution's culture.

The Healthcheck aims to uncover more about your institution's current impact culture in order to draw out conclusions.

Through completing the various sections of the Healthcheck, you will be presented with the foundations of an implementation plan, highlighting areas that are running harmoniously, and others which might need some honing.

It's useful to re-visit the plan at regular intervals – after all, maintaining an 'impact-fit' institution is vital, but achieving it usually takes some time.

Visit [impactservices.emerald.com](http://impactservices.emerald.com) for more information or contact Steve at [impactservices@emerald.com](mailto:impactservices@emerald.com) for a quote.

## If you work in the research office....

As well as using the Impact Healthcheck to understand the steps your organisation needs to take towards being 'impact-fit' you are likely to be interested in the Impact Planner and how it can help the researchers you work with.

The Impact Planner can be used to help researchers grasp some of the fundamentals around impact literacy, the need to understand the problem and the tools to develop a comprehensive plan. It is a great way of engaging with your researchers by introducing best practice concepts around impact. When used in this way it can help maximise the time you spend together working through some of the more complex challenges.



# What you can expect from our partnership

**Our mission is to improve impact literacy and support healthy practices.**

To do this effectively we will work closely with you to understand what's important. You'll have a dedicated relationship manager and specialist customer support.

We can then work together to develop a bespoke implementation plan, meet regularly to make sure you have the support you need, and that plans are on track to demonstrate the positive effects of using the service with the aim of working together to make continuous improvements.

So that ultimately research can lead to positive change.

**To discover Impact Services, and how they could help you, contact us for a quote specific to your institutions needs.**



**Steve Lodge**

Head of Services.

[impactservices@emerald.com](mailto:impactservices@emerald.com)





[impactservices.emerald.com](https://impactservices.emerald.com)



Together we can make a **Real Impact.**

