



THE “CLUB OF ENTHUSIASTS” IS MADE UP EXCLUSIVELY OF FRONT-DESK STAFF AND AIMS AT SUPPORTING AND DEVELOPING CHANGE PROJECTS IN A PARTICIPATIVE WAY.

## PROMISING PES PRACTICE<sup>1</sup>

# The “club of enthusiasts”

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## LITHUANIA

To ensure high motivation and commitment to change not just in the top management but also in regional and local offices, the Lithuanian Labour Exchange (LLE) established the “club of enthusiasts” which is made up exclusively of front-desk staff and it is open to new recruits. This team has its own work programme and is devoted to supporting change processes, as well as working on different change projects.

Name of the PES	Lithuanian Labour Exchange – LLE (Lithuanian PES)
Scope of measure	National
When was the practice implemented?	2016
What was the driver for introducing the practice? Was it internal or external?	It was internally recognised that there was a need for a stronger involvement of front-desk staff in change and its management.
Which organisation was involved in its implementation?	All units at the local level of the Lithuanian PES
What is the practice / change / reform trying to achieve?	<ul style="list-style-type: none"> <li>▶ High motivation for and commitment to change among staff at all levels within the Lithuanian PES</li> <li>▶ Fostering the bottom-up element of change management</li> </ul>
What activities are planned to deliver this?	A dedicated team has been set up which is made up exclusively of front-desk staff and is open to new recruits. The names and short biographies of the team members are published on the Lithuanian PES’ website and communicated to all employees via internal newsletters. The team has its own work programme and is deeply devoted to communicating the necessity for change, as well as working on different change projects. In doing this, it acts as a direct link between management in the central office and staff in the local offices. Team members have, for instance, contributed to the development of new client service, standards as well as a new employer engagement strategy. The team meetings are organised on a regular basis aimed at discussing new working methods and developing new ideas.
What resources and other relevant organisational aspects were involved?	No additional resources were necessary.
What are the early observations and achievements?	<ul style="list-style-type: none"> <li>▶ Team members are recognised as primary contact people and information sources regarding the different change projects of the Lithuanian PES.</li> <li>▶ A strong overall commitment to change within the Lithuanian PES at all levels.</li> </ul>

<sup>1</sup> Practices referring to promising changes/reforms/approaches.



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