

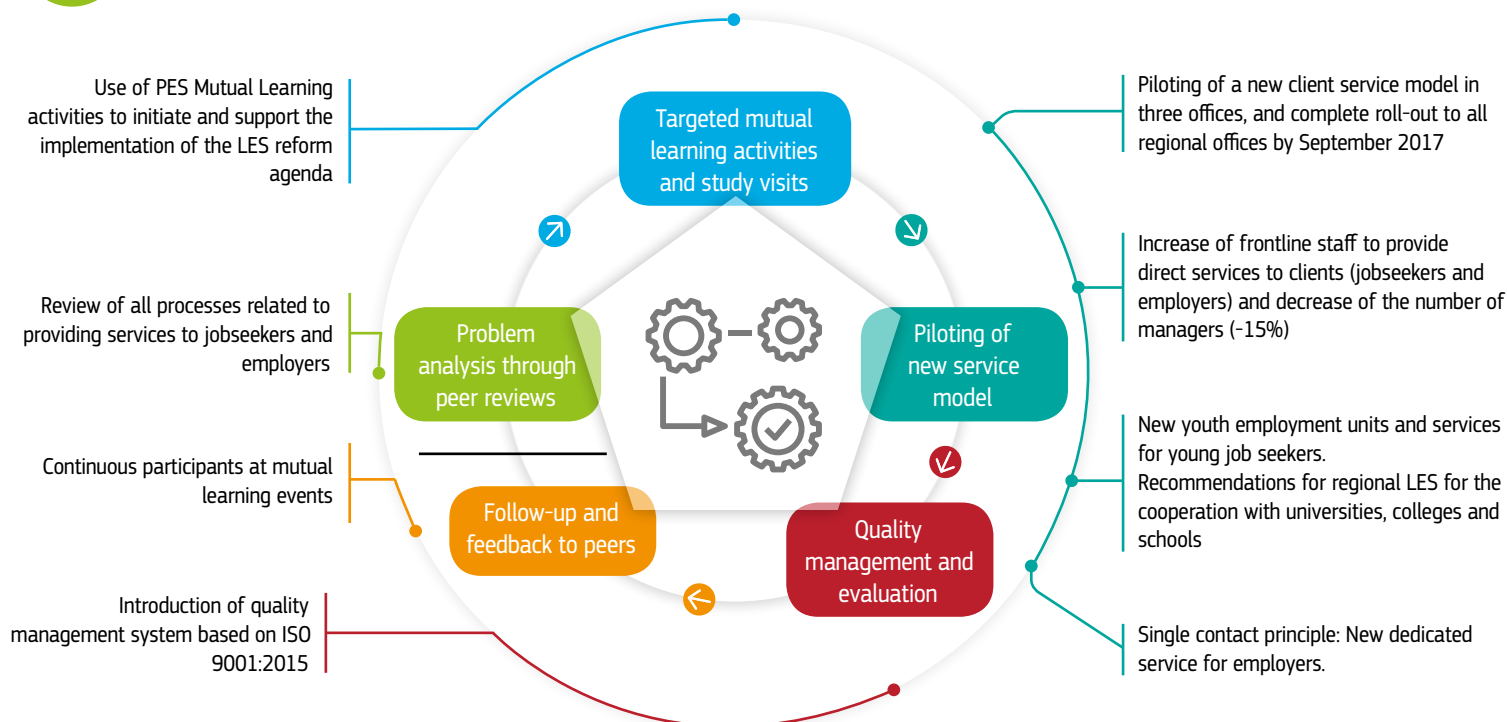
# Success Story:

## Organisation development at the Lithuanian Employment Services

### Challenges

Lithuania is facing a number of structural labour market challenges, including a declining population, high rates of labour force emigration, shortages of labour and skills as well as skills mismatch in certain sectors. The aim was to establish the Lithuanian Employment Service (LES) as a key strategic provider of labour market services by reforming structural and organisational aspects to render services more efficient and to better meet the needs of jobseekers and employers.

### Actions



### Success Factors

- Internal demand from LES staff to learn from other PES experiences
- Up-to-date, concrete and precise information about a range of models from other PES
- Evidence from other countries to support reform decisions.
- Strong support by senior management
- Strategic alignment and successful engagement of stakeholders

### Results

The LES is now a dynamic, modern and strategically agile organisation with an ongoing reform agenda. To better meet client needs, a new client services model to increase customer orientation and enhance service provision has been established, focussing on a face-to-face customer approach.

### Follow-up Visit

'Sustainable integration into the labour market', Norway



JAN 2017



JUN 2017

### Thematic Review

'Engaging with and improving services to employers', Lithuania

### Working Group

'Cooperation with the education sector', Germany and Austria



OCT 2017



OCT 2017

### Benchmarking external assessment

LES with peers from Austria, Iceland, Greece

### Webinar

'Career guidance and lifelong learning: competency assessment of jobseekers'



DEC 2017



JAN 2018

### Webinar

'Engaging employers in career and lifelong learning'

### Follow-up Visit

'Engaging with and improving services to employers', Belgium



FEB 2018

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