

## PES Mutual Learning Webinar 'PES strategies to support the recovery after the COVID-19 crisis'

### Agenda

**Date:** 8 September 2020

**Time:** from 10:00 to 11:30 CET

SESSION	MAIN CONTENT	SPEAKER	TIMING
Opening of the webinar	Opening, greetings Webinar 'rules of engagement' – good conduct Chat and polls; invitation to engage with fellow participants	Thecla Schreuders Moderator	10.00-10.05
Introduction	Overview of the structure and content of the webinar and presentations Intro to speakers with their credentials	Thecla Schreuders Moderator	10.05-10.10
Presentation from the Belgian PES - Actiris	The presentation will focus on how the COVID-19 crisis has affected Actiris, highlighting certain structural problems which already existed and underlining the need for more urgent change.	Mr Pierre Soudan (Counsellor to the General Directorate, DTS, Actiris)	10.10-10.20
Discussion Q&A	Audience responses, discussion, and questions on presentation		10.20-10.30
Presentation from the Dutch PES	The presentation will focus on how the Dutch PES is changing their service concept to foster recovery of the labour market, what digital tools they use to improve support and which services and digital solutions they offer to unemployed people with low digital skills.	Mr Bernard van Nijnatten (Director of Service Provision, UWV)	10.30-10.40
Discussion Q&A	Audience responses, discussion, and questions on presentation		10.40-10.50
Presentation from the Swedish PES	The presentation will focus on how the Swedish PES manages its digital services in a situation where it is no longer possible for new jobseekers to be provided with physical meetings. Experience from the shift (both internal and external reactions), together with pros and cons, will be presented along with the major campaign launched before the implementation.	Mr Mikael Lind (Operations coordinator, Personal Distance Meeting, Digital Department, Arbetsförmedlingen)	10.50-11.00
Discussion Q&A	Audience responses, discussion, and questions on presentation		11.00-11.10
Final Q&A	Participants respond with any final thoughts and questions to follow up		11.10-11.25

SESSION	MAIN CONTENT	SPEAKER	TIMING
Sum up and close of the webinar Thanks	Wrap up key issues Outcomes of the webinar Finding more information Invitation to keep in touch with peers	Thecla Schreuders Moderator	11.25- 11.30

## Context

This webinar is the third in a series exploring PES responses to meet the labour market challenges of the COVID-19 crisis. Following previous events considering capacity planning and assessing local labour market needs, this session will explore how PES have utilised digital tools and how they are enhancing their online services to ensure that jobseekers can continue to receive the necessary integration support.

In a situation where face-to-face meetings have not been possible, PES have reviewed and amended their service models to not only maintain but wherever possible improve support for clients through digital contact.

Three PES, Actiris (Belgium Brussels City Region), the Netherlands, and Sweden, will present examples of how they are building on their channel strategies to meet the needs of jobseeker and employer customers. Some of the key issues identified for both clients and staff will be discussed, while insights and learning from recent PES experiences will also be shared. The pros and cons of various approaches will be considered, including the crucial question of how the counselling needs of clients with low digital skills can be accommodated when physical contact is not possible. The communication of changes in delivery models both internally and to external PES stakeholders will also be considered.

Through rapid and proactive responses, PES have been able to transform aspects of their services, improving access and enhancing communication both within PES and for customers. This can enable more efficient, customer-focused service delivery, encourage more autonomy for jobseekers able to self-serve, and identify more PES resources to provide vital in-depth support for those most in need.

The webinar will illustrate how PES have not only made essential adjustments to maintain essential support, but identified advantages from new ways of working to offer more flexibility to clients and staff. Participants will have the opportunity to learn from colleagues' practices, share examples from their experiences, and gain insights which can be applied in their planning.

## Additional information

The webinar will take place via the Zoom webinar platform and will be recorded. Recordings will be made available on the internet to accumulate knowledge and to disseminate it to those who could not attend the webinar.

During the webinar, participants will be invited to take part in short polls, asking for feedback or comments that will then feed into the discussion.