Press Release

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Yianna Hormova from Brussels: Proposal for a European Employment Counsellors Exchange Programme

DYPA Governor presented DYPA staff training actions and priorities for providing more personalised support to both jobseekers and businesses.

Yianna Hormova, Governor of the Greek Public Employment Service (DYPA) proposed the launch of a pilot European Employment Counsellors Exchange Programme following the Erasmus example, in her speech at the PES Network Stakeholder Conference, during the regular meeting of the PES Network today in Brussels.

The proposal pertains to short study visits and shadowing colleagues in different PES who also face common challenges such as the cooperation with employers, offering support to persons facing complex labour market integration barriers and the utilisation of digital tools. Aim of the project is for all participants to return to their offices with at least one specific improvement proposal, which they will be able to test and share with their colleagues.

During her speech Ms. Hormova presented DYPA's investment in the continuous staff training with special emphasis on employment counsellors who link jobseekers with employment opportunities and employers with the much-needed human resources.

At DYPA’s invitation, the presentation was jointly delivered with the Ministry of the Interior and highlighted how the unified framework for human resources development in the public sector is aligned with the specialised training needs of DYPA’s services.

Special emphasis was placed on the 200-hour specialised training programme DYPA developed in collaboration with the National and Kapodistrian University of Athens and was funded by the Recovery and Resilience Facility. The programme was implemented in 2024–2025 and its objective was to train 1.000 employment counsellors. It included thematic fields such as career counselling, labour market changes, needs in skills, cooperation with employers and matching jobseekers with vacancies. The training combined theoretical knowledge with case studies and simulations.

At the same time, DYPA utilises the training programmes offered by the Training Institute of the National Centre for Public Administration and Local Government (INEP EKDDA). Participation in training combined with Individual development plans increased from 434 in 2024 to 1.792 in 2025. The numbers refer to participation in training programmes and not the number of single employees participating in training.

Training was also accompanied by the introduction of new tools in employment services. In 2026 313 employees participated in training activities regarding skills-based matching of jobseekers and vacancies while in 2024 853 employees participated in training actions on the utilisation of labour market intelligence.

DYPA Governor highlighted the fact that the employment counsellors have to combine labour market knowledge with active listening skills, to understand the difficulties each jobseeker faces and help them design their next feasible steps. Digital tools and artificial intelligence can support this task while employment counsellors maintain their professional judgement and responsibility for career guidance.

Ms Hormova stated: "Jobseekers coming to DYPA are looking for an opportunity to find a job and they often need help to start looking for one. Employment counsellors need to have the knowledge, time and suitable tools to support them effectively. This is why DYPA invests in training its own staff and makes the proposal to open a pathway for employment counsellors to exchange experiences at European level. This will enable all of us to closely monitor what actually works in other European countries and to return brining back concrete solutions that can actually help jobseekers and businesses".

DYPA's proposals also include learning through real incidences and cooperation between colleagues and innovation workshops in which front line officers will propose and test improvements in every day operation of local PES offices.