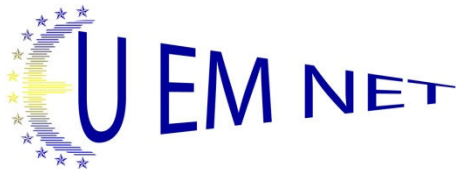


# Case Study LUXEMBOURG



## Future Skills Workshop

**Context:** In the Tourism and hospitality sector in Luxembourg, skills anticipation is not done formally. There are no real practices identified, and no coordination exists between the sector's actors. Skills need identification relies mainly on market reaction to problem encountered in the daily work. A workshop open to VET schools, employers and Policy-makers was organised by the LIST.

### Process – how we did it in Luxembourg

Before the workshop organisation, a preliminary questionnaire was filled in order to have a general overview of the T&H sector in Luxembourg. Thanks to this questionnaire, stakeholders were identified and invited to participate to the workshops. Meetings with the ministry were also organised in order to have its support.

Luxembourgish participants went through all 3 stages of the workshop (in plenary) guided by facilitator from the LIST.

*"I was waiting  
"nothing" and I  
am nicely  
surprised"*

### Conclusions, observations and recommendations

- Positive exchanges and interesting discussions despite the small number of participants
- Participants regret the lack of implication of other actors
- Realisation phase is then complicated in such a context (without decision-makers)
- For the future, such workshop could be useful, but pre-action should be performed, like individual interviews for example
- Workshop should then be built on the results of this pre-action, asking participants to react and propose concrete actions to previously identified problems.

*„Everything stops  
at the phantasy  
phase, that's a  
shame"*