

THE FUTURE OF GDOL: A BOLD TRANSFORMATION



Georgia has long been the Top State for Business, recognized for connecting talent with opportunity and driving economic growth. Now, the Georgia Department of Labor (GDOL) is leading a bold transformation — modernizing systems, improving service, and building a workforce **ready for the future**.

CUSTOMER-CENTRIC TRANSFORMATION

GDOL is **elevating the customer experience** by reimagining interactions, services, and touchpoints:

- » **Clear Communication:** Plain-language resources for all Georgians
- » **Seamless Service:** Streamlined operations to remove barriers
- » **Rapid Access:** Digital and call center enhancements for faster, more responsive support

EVERY GEORGIAN DESERVES TIMELY ANSWERS, CLEAR GUIDANCE, AND A PATH FORWARD.

EMPOWERING TALENT & LEADERSHIP

GDOL is **investing in people — the agency's greatest asset** — to cultivate a high-performing, future-ready team:

- » **Leadership Growth:** Programs for emerging and established leaders
- » **Culture of Excellence:** Transparency, accountability, and responsiveness at every level
- » **Team Impact:** Staff equipped to deliver elevated public service every day

WE BELIEVE THAT HIGH-PERFORMING TEAMS = HIGH-PERFORMING SERVICE.

MODERNIZATION & OPERATIONAL EXCELLENCE

GDOL is **unifying strategy, technology, and operations** to drive seamless efficiency:

- » **Replacement of Legacy Infrastructure with Modern Technology:** Migration to a new cloud-based system
- » **Smarter & Safer:** Improved experience, faster claims, reduced fraud
- » **Streamlined Operations:** Upgraded infrastructure, unified systems, and cutting red tape

FASTER. SMARTER. MORE RESILIENT.
GDOL IS BUILT FOR THE FUTURE.

STRATEGIC INFLUENCE & PARTNERSHIP

GDOL is **strengthening its leadership presence** through transparency, collaboration, and meaningful partnerships:

- » **Job-Matching Expansion:** Connecting Georgians with opportunities faster
- » **Collaborative Networks:** Employers, workforce boards, educators, and communities
- » **Talent Pipelines:** Building stronger connections between skilled workers and businesses

PARTNERSHIPS TODAY. PROSPERITY TOMORROW.
WHEN GDOL PARTNERS, GEORGIA THRIVES.

GDOL is evolving into an organization that is **future-focused, forward-thinking and resilient**, ensuring that we don't just adapt to change — **we lead it**.