



Interactive Exercise: Meeting the Needs of Youth and Employers

Scenario 1:

The youth employment program in question is placing youth in internships at the end of the classroom portion of training. To set up the internships, staff members have made multiple presentations to companies in the hospitality industry about the purposes of the program, underscoring the social responsibility angle. They have emphasized that despite the social backgrounds of young people, they have been able to learn the social and vocational skills that are needed to be successful as waiters, receptionists, and cashiers.

After many weeks of hard work, the program secures 50 internships lasting 160 hours. Staff members visit youth once during their internships to monitor their progress by interviewing the youth and at least one person who has supervised the youth during his/her internship.

After reviewing 10 monitoring reports, the Program Manager becomes concerned. In almost all of the cases, the employers indicate the youth lack enough English to carry out basic tasks and have had a hard time following multiple instructions. The youth, for the most part, found the internship a good learning experience but found it hard to be at work on time.

Questions:

1. What information did you read in this scenario to suggest a possible weakness in the initial dual-client assessment? What evidence is there that the assessment yielded useful data?
2. What might have been the cause of any mismatches in training of these youth or profile and what employers need or expect?
3. If you were the Program Manager, what would you do?

Scenario 2:

Unbeknownst to many people, Lapland is a country with the world's youngest population and highest youth unemployment rate. Young people face major challenges in securing formal employment due to limited formal sector jobs, lack of information about jobs, and lack of skills and experience. Many youth work in the "informal sector" but are not able to become successful entrepreneurs due to their limited access to land and credit, and lack of necessary skills. Participants are asked by the government to plan and set priorities for a dual-client assessment in Lapland. Divided into working groups of three to four participants, participants are asked to plan an imagined dual-client assessment – addressing the following questions:



1. How do we identify high-growth sectors and future labor market needs in various regions of Lapland? Based on what we know about Lapland, what would we expect these to be?
2. With limited resources, how do we figure out the needs of employers and find appropriate opportunities (both employment and enterprise development) for youth? Sampling strategies?
3. How do we find out what young people are interested in doing? How do we match them with available opportunities?
4. What kind of training (both hard and soft skills) do young people need to take advantage of these opportunities? How do we know these are the right skills?