



Success Story: George

Conflict Management & Responsibility Matter for this
Young Tanzanian's Career in Logistic

March 2019



Introduction

What follows is a series of success stories about young people who received Passport to Success® life skills training as part of their courses in Tanzania's Vocational Education and Training Authority (VETA) and the Tanzanian Entrepreneurship and Competitiveness Centre (TECC). They received this training thanks to the Via: Pathways to Work (aka Via: Jiandalie Ajira) program, a partnership between International Youth Foundation (IYF) and Mastercard Foundation. The stories share the transformations experienced by the young people in their work as well as their engagement with their families and communities in their daily lives. The interviews and success stories were conducted and produced by Alfredo Jochoma, a Mandela Washington Fellow under the Young African Leadership Initiative (YALI) during his professional development experience at IYF.

Via: Jiandalie Ajira

Via: Pathways to Work (or Via: Jiandalie Ajira) applies a systems approach to improve economic opportunities for underserved youth in Tanzania. By focusing on program outcomes, Via's goal is to influence the collective behaviors of TVET system actors (government, employers, civil society, and youth), so that they are more responsive to the needs of young people and industry. As such, Via facilitates sustainable changes and refinements in the technical and vocational education and training (TVET) and entrepreneurship systems. IYF works closely with VETA and TECC to strengthen training and services young people receive, so they are more prepared to succeed in the world of work. Specifically, Via is integrating life skills programming and career support services, clearly identified workforce and industry gaps, into technical offerings. The Via legacy will be in the systemic changes made at institutional levels and across an array of youth training and support services stakeholders, leading to significant numbers of youth benefiting from these advances over time. Via is also implemented in Mozambique.

Passport to Success®

A significant component under Via is working with VETA and TECC, and their associated stakeholders to sustainably integrate PTS into their course offerings. Educators, employers, and policymakers increasingly emphasize the development of life and employability skills as a way to prepare young people for success in today's rapidly changing world. IYF's experience has been that offering combined life and employability skills programming results in young people who are self-motivated, reliable, productive, resilient, and confident decision-makers. Superior quality content and service delivery distinguish PTS, strengthening teachers' pedagogy to be more activity-based and student-centered. Developed and defined over the course of a decade, the curriculum adheres to best practice standards experts agree are critical to effective life skills programming. Among these standards is a focus on a core group of widely endorsed life skills—including self-confidence, responsibility, and respect—that responds to the needs of youth, employers, and youth-serving organizations.

Conclusion

These stories are just a sample of young people who have benefited from PTS. The Via program's goal is to ensure that many more young Tanzanians can receive this training over the years through Tanzania's training institutions. For more information on the Via program and PTS curriculum, please contact:

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After working for some time, at Authentic Tanzania Limited, a tourism company in Dar es Salaam, George, 26, needed to get a driver's license for his role in logistics management. He decided to enroll in a driving course at the Vocational Education and Training Authority (VETA) Dar es Salaam.

George was focused on the driving until he was introduced to the International Youth Foundation's Passport to Success® (PTS) life skills classes taught in complement to the driving lessons. He found out that although he was already working, he had a lot to learn still. "For sure PTS is a passport to success for one's life," he says. Of all the PTS lessons he liked those on responsibility, positive thinking, and controlling emotions. Since he works with people from different cultures and regions, there are often communication breakdowns. He said it is sometimes hard to control his emotions, especially anger. Likewise, conflict resolution was one of the topics that has become very relevant and helped George to respond to critical situations.



To illustrate the point, he recounts an experience back at work after his course. "Since I am a logistics manager, it's my responsibility to make sure that the resources are available for better serving of our clients, but the head of each department should submit an order. So, one day, the cook didn't tell me that there wasn't enough food in the storeroom for the clients. That day there was shortage of food for the clients and the director was mad at me. The cook also blamed me," said George. "I didn't want to quarrel with them. I resolved the food problem and after everyone had eaten, I sat down with the director and the cook. After I explained the situation to the director, he found out that the cook was to blame, not me." George says that without the PTS classes, they would have argued a lot without resolution, and someone would have lost their job.

He also talks about how the lessons on responsibility are important; some of his colleagues have lost their jobs because they couldn't put that life skill into practice. "I thank God for putting PTS classes in my way. Besides being an employee, I am also a father and a husband; I need to be responsible. As a logistic manager I have to control a lot of resources of the company, so I have to be very responsible."