Be the right you for the right job

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"The best way to educate is to value and promote the person more than to teach techniques." Thierry Mauvernay
President of the Fondation Philanthropique

Probably the best development tool out of Africa
The story of Zablon

Some time ago I was offered to tell you my story. I proudly agreed to do so and I hope you will like it. My life counts 32 years now and I live together with my lovely wife Diana and our 2 boys. Life is now good to me and others I have been able to share some of my happiness with others in Tanzania, whom I helped to join Jobortunity. But it wasn’t always like that. Ten years ago something changed. This is my story.

My name is Zablon Loishouwack Ngira. Sure, feel free to try again. I understand that it’s not easy to pronounce if you did not grow up in East Africa. Or, just call me Zablon, like all my friends do.

I was born in Ambureni village, Arusha. The neighborhood I grew up in was not the best place to start a life full of prosperity. But I guess, even if we do not have a choice in picking our place of birth, we can choose to grab the opportunities that come our way. For me this happened in the summer of 2009. One day I heard through the vineyard that a Mzungu woman had started a school for young people to learn a profession. Now, imagine yourself as a young man from Arusha. What would you do? Well, I went up to Moivaro without hesitation, but with a pounding heart, to submit my application. And guess what, I was accepted and a couple of weeks later I started my training.

The classes, however, started very different from what I had expected. Instead of getting some practical skills I was confronted with learning about myself and how to develop a professional attitude in work and life. This wasn’t always easy but it changed my life completely. Looking back on the past 10 years, what helped me to become successful is having a positive attitude, a goal in life, pride and loyalty and my trust in taking small steps forward. This is Hi5 and it’s easy to remember, because I work with my hands. Every day I use my fingers to create wonderful food for people to enjoy and everytime they remind me to be Hi5. Let me name you some great places: Onsea House in Arusha, Ramada Hotel and La Vinstoteca Barcellona in Bahrain. It was a pleasure to work there and today I’m with the BMMI Group in Bahrain. I still remember that I was very happy with my first salary of 150, but looking back it turned out to be my first little step towards the 3440 I earn today. In my new job I look forward to my new role in the kitchen as Head Chef. I do not know exactly what my future will bring, but I have my attitude, my goals and I’m full of confidence. If I, a boy from Ambureni village, am able to achieve a good life, I believe this is also possible for many other boys and girls.

That’s why I have shared some of my fortune with others. I have paid school fees for a couple of Jobortunity students, such as my little brother who is now working as a chef in St. Jude Arusha. I believe that good luck should be paid forward in life.

Do not feel limited. Go out and shine!
Introduction

"Once upon a time, there lived a woman in a country below the sea. She had a dream of going into Africa to make a difference for young people in need of a better life."

It would be a great start of a fairytale, but instead it’s just the beginning of a true story. This story is about a Dutch lady that left for Tanzania to start a social business, a training institute and ten years later she has proved it’s reason for existence. Many young people have graduated and found jobs in order to sustain themselves and their dear ones. A lot of companies in the hospitality industry have been blessed with a skilled staff, contributing to good business. A vast number of tourists have experienced karibu when visiting Tanzania. At least, if they were smart enough to book with a Jobortunity partner company and if they were lucky enough to be served by a Jobortunity graduate. First of all this is a storybook.

Enjoy this book for whatever reason you decided to open it. Be it curiosity, a love for Africa or anything else. It is written to inspire you to open your mind and heart and to take action. It offers you insights in Hi5 Tanzania, Jobortunity and all the people involved as well as short stories that will turn a smile on your face.

So, how to read this book? Part 3 of the book opens a window to our future and why we need more Hi5. A new century started 20 years ago and gives us a glimpse of the 21st century skills that are needed to appreciate real life stories to learn about the Hi5 training and development tool out of Africa, we recommend to wander through parts 1 and 2 first. In the first part Hi5 is explained in all its simplicity and effectiveness and there’s a good chance that it will be love at first sight. Like so many great ideas you might say ‘why didn’t I think of that?’ When going through part 1, take a regular look at your own hands to offer a glimpse of the Hi5 work in daily life. We interviewed students, graduates as well as trainers. We spoke to partners in business, sponsors and others involved in making Hi5 work. Personal statements that can also be viewed online by scanning a QR-code that is offered in the story. This part of the book also contains a selection of the typical tools that Jobortunity is using to make learning fun and more effective.

"It would be a great start of a fairytale, but instead it’s just the beginning of a true story."
Take your hand and have a look at it. Imagine that it reminds you instantly of 5 very important issues. That’s what Hi5 people experience everyday. The thumb tells you to have a positive attitude. The index finger reminds you of their goals. The middle finger is a symbol for self-confidence and the ring finger stands for being a team player. Finally the little finger says that you have to take action to get things done.

All the lessons learned at Hi5 are connected to the fingers to make it a life long toolbox for the students.

Heart, heart and hands are connected everyday through knowledge, experience and action. Wouldn’t it be great if all people were taught to use it. What a wonderful world it would be.

**Hi5 in a nutshell:**

*Probably the best development tool out of Africa*

- **The thumb:** Be positive and professional  
  - Presenting yourself  
  - Positive attitude & Open mindedness  
  - Taking responsibility  
  - Time management  
  - Work ethics

- **The index finger:** Have a goal and direction  
  - Planning  
  - Understanding & following instructions  
  - Goal oriented

- **The middle finger:** Stand out and be proud  
  - Knowing yourself  
  - Actively developing yourself  
  - Self-confidence  
  - Taking care of yourself

- **The ring finger:** Be loyal and a team player  
  - Being a team player  
  - Relationship oriented communication  
  - Problem solving and conflict management  
  - Service minded

- **The little finger:** Take little but smart steps  
  - Life skills  
  - Computer skills  
  - Being pro-active / Flexibility  
  - Effective work  
  - Jobapplication
The thumb: Be positive and professional
Sure, that’s easier said than done

A positive mindset can be developed step by step. Jobortunity offers this process by exposing the students daily with positive and solution-oriented approaches. And, consequently they develop a new mindset, heartset and handset. Knowing, experiencing, doing! There is no escape!

"Yes we can." - Barack Obama -

The thumb is at the core of the Jobortunity approach. Why is that? I, the author, asked the same question when visiting Kim in 2010. "I will show you Hans," she said. "If you raise your thumb you can touch every other finger with it. You cannot do this with the other fingers. At least this goes for most people," she added with a smile. "And even if you manage to do so, you will probably use the thumb to support one of the other fingers." I instantly tried it and guess what? She was right! Kim continued: "It means that a positive attitude can help you improve all the other areas of development in your life. It's not the only thing to work on, but without it, attending school at Jobortunity is a hard job. We want to help these vulnerable young people to develop a strong character; self-confident, ambitious, social and realistic. This is quite a challenge that requires perseverance and therefore a positive mindset."

"Be professional" has been added to the thumb to express that participating in the Jobortunity course is about learning life skills, but with the aim to use them in a working environment. Practical skills are part of the curriculum too. Many students do not have experience in dealing with guests and colleagues when they enter the training program. Considering the fact that in working life they will also be confronted with multicultural relations one can understand the importance of having an open mind towards new situations that will pop up when they start working in the hospitality industry. Therefore a positive attitude is important in personal and working life.

‘Thumbs up’ is nowadays recognized as a positive symbol in different cultures. Hi5 has adopted it and for the students it goes without saying. Research shows that in general positive people are more happy and nicer persons to have around you. It’s not hard to understand that having a positive attitude will help you to deal more easily with problems or setbacks. And because the latter are a part of daily life, it’s quite handy to develop such a mindset. At the same time many people respond to this by saying that it’s easier said than done. You might conclude that such a response is a sign of not being positive, but of course there is some truth in it. Just knowing that a positive attitude will bring you further in life is not enough. Our behavior is mainly determined by our subconscious mind, the areas in our brain where convictions, beliefs, feelings and memories reside. So we have to change the wiring deep inside our brains. Sometimes this can happen because of a dramatic experience in our life, but generally it’s a process.
The big crossing
During the Great Migration in the Serengeti we see many impressive spectacles. Who cannot help but watch the wildebeests crossing a river filled with danger knowing it’s the best, if not, the only way to go. For many young people from a poor background it felt just like that when they entered the Jobortunity premises. An outsider might find it strange to grab each opportunity for a better life, but it takes guts to make a first step that you never took before. Now, looking back, many are happy that they took a jump. And they can be proud they took this big crossing in their life.
How to benefit from Hi5
Jisikie huru kuungana nasi - Feel free to join us

How can business benefit from Hi5?
The Tanzania government acknowledges that the country suffers from what they call: the skills gap. Increasingly, employers in Tanzania are frustrated by the lack of soft skills among employees. But, let’s face it, this issue does not confine itself to Tanzania. This era is likely to be further dominated by rapid developments in technology, such as artificial intelligence and robotization. In the past 20 years we have already made acquaintance with a growth in online services, automated working processes, etc. that have changed our way of living and working. The impact of this will probably give rise to the need for more specific human contact, i.e., the ability to make contact with another human being and to communicate in a personal way. Therefore it’s not hard to imagine that in such a world the human factor becomes a valuable asset that makes a difference. Our most valued customers will consider this in their choices. But ‘the human factor’ is not just some application or concept you can implement overnight into an existing working process or company culture. It requires real people with the right attitude to develop, implement and feed it. An intrinsic motivation to be human. The most talented employees will consider this in their choices, as they wish to work for an organization or company that will manage to be truly human. That’s what we believe in. And this also raises the question on how to add human meaning to work and life?

How society benefits from Hi5.
We live in times where there are many holes in society. A quick view at the world shows us that many problems to address. Climate change, pollution, fossil energy, over-population, famine, migration, poverty, etc... Are we looking at a world, where people are inter-connected, have an impact on our well being and that of all life on this planet. Humanity has faced crucial periods in its existence before and we face one again today. Part of being human is also the need to find people, who are eager to deal with the intellectual property of an approach for change that is a social good but also a source of personal income generation? Moreover, the question arises how to maintain and guarantee quality?

Hi5 is a man point of interest and exploration for the near future. The first step will be to develop and start implementing a strategic approach involving present partners and stakeholders to move on, sustain and reach more youth in and outside of Tanzania and other target groups with Hi5 skills training and empowerment.

Karibuni! We welcome you to join Hi5!