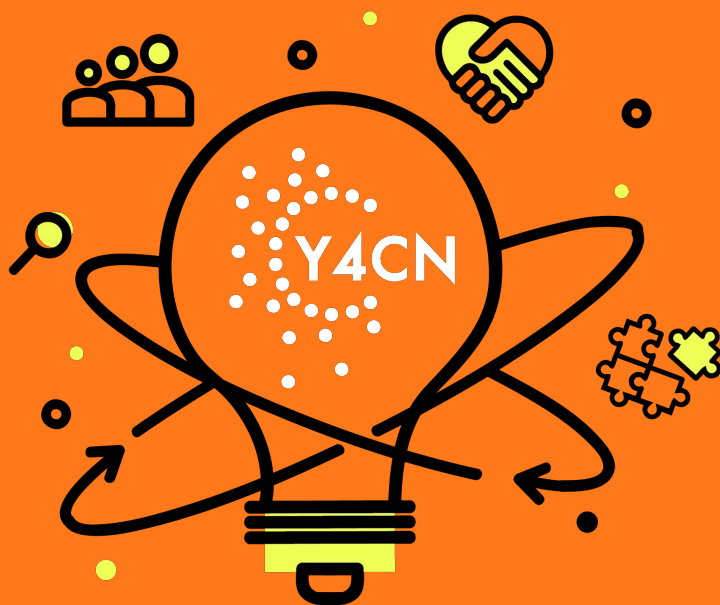


HOW CAN WE FOSTER THE PROFESSIONAL INCLUSION OF EXCLUDED YOUTH?



YOUTH 4 CHANGE NETWORK FORUM

MARCH 18, 2019 • 2:00PM - 5:30PM • DELHI

INTRODUCTION

In 2019, Youth 4 Change Network is organizing five forums in Europe and Asia, in order to gather all the actors of the inclusion ecosystem of excluded Youth.

On March 18, it was the first time that these actors were brought together in Delhi.

This report recounts the exchanges that took place during the event and the key points to keep in mind for future actions.

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YOUTH 4 CHANGE NETWORK

Youth 4 Change Network is a network of support and exchange between organizations working in favour of the inclusion of Youths who are victims of exclusion.

OUR OBSERVATION

Today, there are 1,2 billion young people between 15 and 24 years old. 600 millions of them live below the poverty threshold of 1,90\$ a day, and are victims of lack of liberty, of violence, of abuse, of malnutrition. In 2025, they will be around 1 billion.

Given the extent of this issue, the organizations face major obstacles on the field. Often isolated and with limited resources, these organizations have to double their efforts to effectively help the Youth.

OUR MISSION

We wish to:

- Connect the organizations so that they can exchange their best practices and challenges;
- Be a support for the member organizations (watch, counselling services, trainings);
- Act together by organizing events, publishing books or supporting members' projects.

OUR VISION



By sharing our experiences, our practices, our knowledge, we can act together more effectively against the exclusion of young adults and help them find their place in society.

THE NETWORK



Launched in September 2011, Youth 4 Change Network gathers today about 40 organizations of various sizes, in 19 countries around the world, and who have in commun:

A mission

The social and professional inclusion of excluded Youth

An approach

The desire to unite, work together and to help one another.

PRESENTATION OF THE TEAM



JEANNE ALLARD
Y4CN Coordinator



SALOMÉ GUEIDON
Y4CN Assistant Coordinator



QUITTERIE CAMPAGNE
Y4CN Members Coordinator



Ainsley Swift



Vera Schröder



Imogen Richards



Clara Laviale



Olivia Burns

Y4CN partners with Sciences Po's « Projets Collectifs », an introduction unit to project management in an operational structure, during which students can acquire an additional professional experience.

SciencesPo

Y4CN FORUM

DELHI - MARCH 18, 2019

In 2019, following the success of its past forums in Europe, Youth 4 Change Network decided to extend its advocacy actions in Asia, starting in Delhi.

The objective of this first edition was to gather all actors of the Youth inclusion ecosystem and together, to discuss and find concrete, reliable, and lasting solutions for the professional inclusion of excluded young adults.

After listening to two inspiring Youth testimonies, the discussion was organized around three panels:

- **The softer side:** how to develop young people's skills in today's workplace?
- **Focus on follow-up:** keeping in touch with the Youth every step of the way
- **Stronger together:** combining efforts to make the professional inclusion of Youth a success!

The panels were moderated by:

Neeraj Kumar

[Life Project 4 Youth](#) alumni |
Accountant assistant
for Hello Ride Limited



Jeanne Allard

Y4CN Coordinator

YOUTH TESTIMONY

We were lucky to have two Youths who came to share with us their own journey to professional inclusion. We felt like sharing this wonderful inputs with you: here are their stories.



Abhijit Kumar

[Life Project 4 Youth](#) alumni |
Retail logistician in Decathlon



“ Today, I will share with all of you my experience, from my childhood until now. I come from a family of six, my mother is a housewife and my father is a hawker. In my childhood, we would face **financial issues** because my father’s work wasn’t stable, so sometimes we had to go to sleep without food. In my community, a lot of people, young and old, smoke and drink. This made me sad because for Youth, it is a **waste of their future and their potential**.

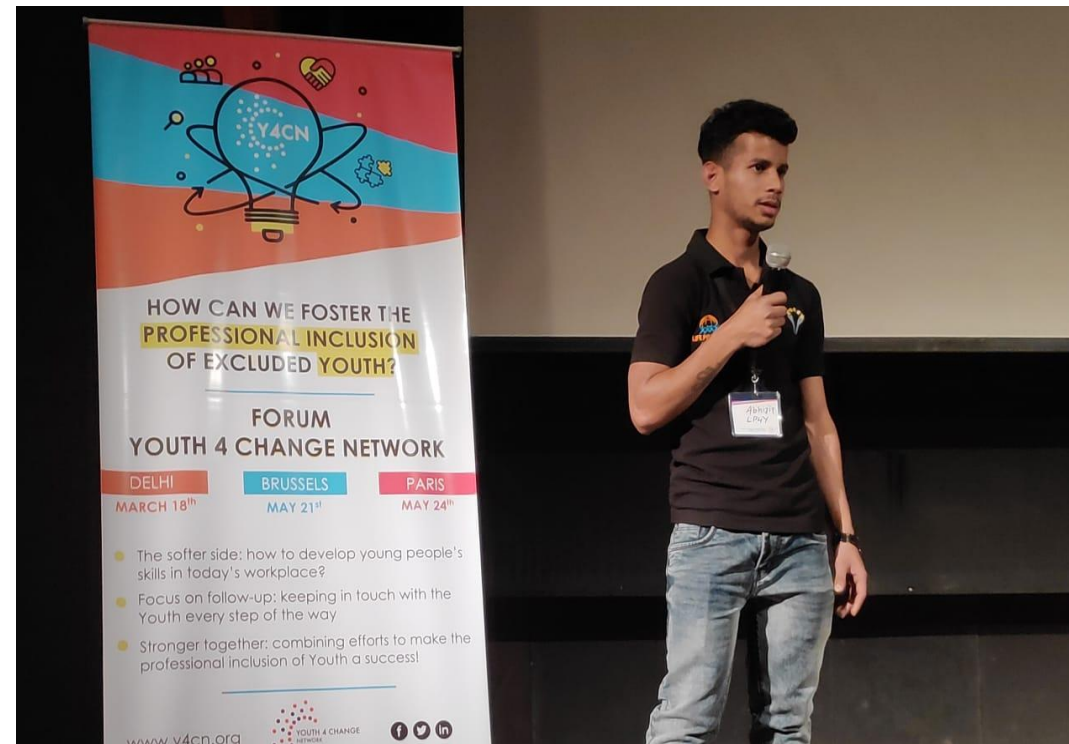
In 2010, the NGO Salaam Baalak Trust arrived in my community. They were providing English trainings, vocational trainings, sometimes local tours because we could not afford to go out of Delhi... They helped me a lot with my education.

After completing my 12th grade, I **didn’t know how to find a job**: my studies were not good, I only had few skills... One of my coordinators from Salaam Baalak Trust told me about the NGO Life Project 4 Youth (LP4Y).

I joined LP4Y with my young brother and one of my friends. There, I learnt **communication skills, English, computer skills**. For the first time, I got **professional exposure**. I visited companies like Decathlon and I really liked it.

In LP4Y, we were also learning some **business skills**: LP4Y is like a small MBA, because we learn many practical skills, for example through our MEI - Micro Economic Initiative, a small business that the Youth are running. Through this practical work, I had opportunities to sell products in some events, and that is why **I want to work in retail**.

After I completed the LP4Y program, I had to work hard to get a permanent job. During my job search, I had to avoid scams: a lot of times, fake jobs were asking me for money. I had a first interview with Decathlon, and I failed, but I really liked the fact that they gave me feedback so I could improve. After that, I did an internship in sales in Whirlpool for 3 months, then I had another interview with Decathlon. This time, I **got selected**, and I am now a permanent employee at Decathlon, where I work as a retail logistician. Decathlon is a very good company: there is freedom, a good team spirit and work environment. There are **opportunities to grow**. Along with my job at Decathlon, I am also taking English classes with Freedom English Academy in the morning, because I want to improve my communication skills so I can work in sales. Everyday, I spend 18 hours between my studies and my job, but **I never lose my motivation!**”





Siva Priya

Skill Development Professional |
Center Incharge - Hyderabad
Center for Visual Impairment at
[Youth4Jobs](#)



“ How has my journey started? How did I become an enabler from a person with disability?

When I was born, the doctors thought that everything was fine with me. It was when I started school that they figured out that I had a problem with my vision. At first, the principal refused to admit me, because the school was not equipped enough to include me with the other students. But then, the principal took a chance and gave me the opportunity to be seated in the class. At home, my parents also took extra care of me, to make sure I would perform well in school. When I reached 7th standard, I was facing difficulties in mathematics, because I was not able to see the symbols on the board. I failed my quarterly exam. And again, thanks to extra care from my parents and teachers, I was able to improve little by little and score 100% in mathematics.

Then, how did I become a public speaker from a stage-fearing person? When I was young, I was very shy and afraid of talking to people. Yet, in school, I participated in elocution competitions, and with consistency and feedback from my friends, family and teachers, I could improve my public speaking.

And how did I become an in-charge from an intern? I started my journey as an unpaid intern. I interned in various places and little by little, I gained experience. Today, I'm working for Youth 4 Jobs Foundation and I am in charge of their center for visual impairment in Hyderabad. I could reach a position where I am trusted with this responsibility. **From “disabled”, I became an “enabler”.**

How has this **metamorphosis** happened? Three things have help me do all that I have accomplished: **opportunity, accommodation, and trust**. From my school days to my work with Youth 4 Jobs, I have been given opportunities, accommodated with constant mentorship, and entrusted with responsibilities. ”



The softer side

How to develop young people's skills in today's workplace?

The first panel focused on soft skills, “key differentiators” in today's workplace.



Ashutosh Tosaria

Director of MyQuest at [Quest Alliance](#)



Ashutosh is working for Quest Alliance, an organization equipping young adults with 21st century skills, by enabling self-learning in a digital world. Since 2013, he has been managing the MyQuest program, a blended learning approach helping Youth to learn core employability skills for career development.

What are the fundamental skills that you want to give to the Youth?

I believe that soft skills are perhaps the hardest skills to build in a young person today. There are a few skills that we feel are of immense importance for young people today. The first one is to **realize the value and appreciate the reason why they need to be self-learners**. They need to be confident enough to understand that the jobs they start their career with, might not be the jobs they will be doing their whole lives. **They will need to keep learning and evolving.**

The second thing that we feel is important is not so much a skill, but rather a perspective that young people need to have: that there is a **rainbow of employability**. Youths should know that there is a great variety of jobs available, and everyone has to find their own pathway to success. And it is also crucial that organizations believe young people are employable, because only then can they start building on what they can do in the future.

Young people need the control and the focus to stay in a job for a certain duration of time. That is the third critical thing, **having a long term vision**. We feel that there is no point, today, convincing young people to just think of earning and maybe saving for their families. What they want to do beyond that is also critical, and somehow, that needs to become the center of what is being broadly called soft skills. How do people connect with themselves? With their aspirations, their fears...? How do they connect with their community? Finally, **English** is definitely an important skill for young people today, as well as **confidence**. So very broadly, this is the set of skills that, as an organization, Quest Alliance has started focusing on.

How do you make sure that the Youth stay engaged throughout the learning process?

On one side, we base our pedagogy on **fun and engagement**. We strongly believe in **self-learning and technology**, so we use a lot of digital self-learning, a lot of collaborative projects or activities in the classroom, where a young person is not left alone. If the end goal is to make sure that these young people are confident and ready to enter the workplace, **the pedagogy needs to suit their current styles of learning**. Most people do not want to be left alone and sit in a corner and learn by themselves. They are already coming from learning environments which have branded them either unemployable, or lacking confidence or focus... So to counter that, we put them together and we make sure that learning is fun, that there is enough technology in the classroom. Technology also allows us to **adapt the pace of learning** and make sure that it aligns with how young people want to learn. And most importantly, we let them **experience reality** as it is. We get the students out of the classrooms, we put them in real life scenarios, ask them to conduct market scans to see what is available to them out there... And then, we help them get it.

On the other side, we make sure that **our trainers are well trained and supported**. The trainers too need to learn differently: they can't be learning the traditional way, and be expected to do something different in their classrooms. And trainers exist in an ecosystem, whether they are working in an NGO or a government institute... So we take time to build relationships where people understand the value of self-learning, to make sure that our trainers are fully supported when applying our pedagogy.



Coraline Joveneaux

Founder and Director of the [Bed & Chai guesthouse](#)



Coraline is a French citizen who has been living in India for almost 10 years and has co-founded Bed & Chai, a guesthouse in one of the most affluent areas of Delhi.

You did not hesitate to offer employment opportunities to specially-abled and / or excluded Youth. Why are you opening your doors to different profiles?

“Actually, for several reasons: first, I’m running a middle-price range guesthouse, and to be honest, I cannot afford to hire graduates of expensive hospitality schools, or very experienced employees. Then, what I have noticed is that once you give an opportunity to these people with unexpected profiles, they are much more motivated, and **they really give back**. They become partners of the business, help me to grow and develop the guesthouse. In the end, **it is a win-win situation**.

Do you have any criteria for recruitment?

Yes, we do have criteria, but they are not academic and can be easily met by young adults. We receive a lot of foreign tourists, and the minimum that they expect is someone who speaks **English** at the reception. The writing doesn’t need to be perfect, but the employee should be able to have a conversation. Then, **I need people who I can totally trust**, because they have access to the bedroom of the guests, and if the guests lose something, I need to be sure that it is not because of my team! A bit of **computer skills** are required too, but I think this can be learnt quite easily on the job. Finally, I feel like schools, in the hospitality sector in India, are kind of formatting the employees to keep their distance.

But I want my employees to have conversations with the guests, feel like they are at home and can share their own experiences! That is something else that I really appreciate about the profiles that I recruit.

How do you train your team to make sure that they meet your expectations and still grow at the same time?

At the beginning, I feel a bit like a teacher: I repeat, repeat and repeat. And then, if the information still isn’t processed, **we try to understand what the problem is and to facilitate the task**. Sometimes, you have to change your process and adapt the tasks. Then, we try to be clear about every situation, and if a new situation comes up, we try to analyze it and learn from it.

My employees also train each other: newcomers stick with older employees for a month, and are not left alone until they are confident enough. We also try to see if an employee has a special skill and to capitalize on it. For example, Javed is very good at working in a team, so last week, he was teaching another employee how to respond to tensions inside the team. **We encourage them to develop their skills and learn new ones**. And finally, we try to help them develop their own projects. Some of them have successfully done so, and **we are very proud of them!** ”





Javed Islam

Youth coming from the NGO [TARA](#)
Employee at [Bed & Chai guesthouse](#)



Javed has recently joined the Bed & Chai team. He was here to give us more details about his journey, as a Youth who developed his own soft skills!

Can you briefly introduce yourself?

“ My name is Javed and I’m 23 years old. I’m an ex-student of the NGO TARA Homes for children, and I have just completed my degree in tourism management. Before joining TARA, I was a street child, but my philosophy is “don’t look behind, see only what you have achieved”. For me, my journey has been great and I was very fortunate and lucky to meet great people like Coraline and the people of TARA.

Throughout my journey, I have helped myself to develop soft skills. For me, **one can develop soft skills if you have the willingness and are ready to grasp from your environment**, whatever you observe from people, from the company you work in, etc.

According to you, what are the most important soft skills that Youth need to develop?

I think the **willingness** is crucial, and the **desire to get exposed**. For example, in TARA, I was sent to do internships during vacation periods in high school. By observing people, I learnt how to behave in an office, how to have a better **communication** with colleagues so that it doesn’t leave behind a bad message... **Computer skills** also and **being able to handle responsibilities**, for me these are the kind of soft skills which enable you to grow.

Do you have any tips for us? For NGOs, for companies, for Youths to succeed in the development of soft skills?

I believe that all institutions and companies should have a soft corner for our society, where they could contribute at least by providing exposure through internships or trainings. Youths from different backgrounds could come and gain some knowledge and experience, and then be able to stand on their own two feet. Because young adults like me, **we don’t need pity, we just need an opportunity!** ”



Focus on follow-up

Keeping in touch with the Youth every step of the way

The second panel focused on follow-up of the Youth. Indeed, beginning a new job is not an easy task, and it can be even more difficult for Youths who are entering a professional world from which they have been so far before. Therefore, it is crucial to bring them support even after the end of a program. Additionally, follow-up is also important because it can help to assess the efficiency and the impact of NGOs' programs.



Arunesh Kumar Singh
CEO at [Generation India](#)



Generation was created in 2014 to help bridge the gap between unemployed Youth and employers, through a demand-driven, global Youth employment program. Generation's strategy is to deploy a replicable, rapidly scalable program to place disconnected young adults in jobs, by providing them the skills and support they need to be successful. It is present in more than 10 countries across the Americas, Europe and Asia. In India, it has so far enrolled 8000 students across 32 cities and works with more than 400 employer partners, and a wide range of implementation partners.

How do you follow up with the Youth at Generation India?

“ We found that one of the most important reasons why Youth tend to not pursue the skills that they've been imparted through trainings institutions and various organizations in this space, is because of the **lack of social network**, which they tend to lose once they come to join these jobs. They're also first-time employees, and job conditions can be harsh. **They have to face many challenges.** ”

At Generation, we don't consider ourselves to be a training institute or a recruitment agency, we are actually a 7-step methodology. And one of the things that we do is a **mentorship program**. We have a network of trained psychologists who basically work and spend time, all month, both in the trainings and into their jobs, talking to our learners and to our graduates. This mentorship program continues not just during the bootcamp, which is between 5 to 8 weeks, but also for 2 months when they're into the job, because that's when the real difficulties start. **The objective here is essentially to be able to enhance the well-being of our learners.** The objective is not to make these learners stay in their jobs, but really to try and understand what the problem is, and support their well-being.

The second thing that we do to follow up with the Youth is **community-building**. We ensure that there is community-building happening at the time of the training, by developing “Generation families”. We create platforms, Facebook groups, etc. wherein learners will help each other. We get them to come together in groups, speak with each other, and then understand each other's problems and help each other resolve them. We have also developed a large **alumni network**, and we try to make these alumni work as mentors for our current learners.

Finally, we pride ourselves with being an **organization that works across the value chain of skilling**. We start with the employers, then we ensure that our learners have the right skill set: mindset and soft skills, which we were talking about, behaviour skills, as well as technical skills... Then, we also ensure that all of our learners have jobs, because at the end of the day, that's what it is all about. So we are in very **close touch with our employers**, and that's also how we are able to follow up with our former learners and see how they are progressing, what are their issues, etc. ”



Yogita Dixit

Generation
Home nursing aid in Care24



Yogita followed Generation's training and is now working as a home-nursing aid in Care24.

Can you tell us more about the challenges that you faced regarding your professional inclusion? And what are you doing now?

“ I come from a village in Rajasthan where getting education and working is difficult for girls. After my graduation, I didn't pursue my education because of financial issues in my family. Then, I heard about Generation India and wanted to join their training. One of my challenges was to convince my family and community to let me work, but **I received support and advice from my employers and from Generation's staff.** I learnt a lot from Generation, now I'm working as a home-nursing aid and I am supporting my family. I really like working in this field, now I want to become a nurse so I'm working and studying. And I also want to learn English.

If I have one tip to share, it is the importance of **allowing girls to get education and to work**, because they will surely give back to society. ”





Anurag Sud

Sports Leader at [Decathlon](#)



Ritu Saini

Sports Leader at [Decathlon](#)

Ritu and Anurag have both been working for Decathlon for the past 2 years as Sport leaders, respectively in the cycling and yoga departments. Decathlon is a very engaged and committed company, which has been hiring Youth coming from underprivileged backgrounds.

Could you share with us the main criteria for recruitment in Decathlon?

“ **Ritu** : For us, the most important criteria is to have matching values between the potential employee and our company. There are three characteristics that we are looking for. First, we need someone who is into exercising and **physically active**. The second thing is **energy and motivation**, or what we call **vitality**. We are not just looking for employees to sell products, but to motivate people. And the third thing is **responsibility**. We need to be sure that when an employee takes up a responsibility or an activity, he or she is answerable and committed. If you have these three things, then once you come in, you get a lot of opportunities. I like to put it that way: **if you have the hunger in you, we have the work for you!**

Anurag : Like Ritu accurately said, **we are looking for character traits**. We are looking for people who, if something happens, are able to get back up on their feet. These are the non-negotiable terms when we are looking to recruit people.

Once they have joined your company, how do you make sure that the Youth feel like they are part of the team and stay motivated?

Both :In Decathlon, the organizational structure is quite flat: everyone is equal, we try to be an **accessible and supportive team**. The managers are called “coach”, which also makes them seem more accessible. We also have a **system of mentorship** within the organization, where each employee regularly meets with his/her mentor to discuss past and upcoming challenges. We try to **encourage curiosity and learning from past mistakes**, and give the **possibility to grow and improve** through regular trainings.

What are your tips for companies thinking about working with young adults?

Ritu : **Young adults are full of energy, full of creativity** because they are in the age when they are moulding themselves. If you work with them, you will need patience, because they will make mistakes, and you’ll have to forgive them and still help them to correct themselves. But they are also the ones who will give you so many news ideas, because they are open to everything!

Anurag : I believe that it is important for us, as companies, to **give back to society**. It is our responsibility to make sure that we are also involving the people who are not as privileged as us, by giving them opportunities. Having said that, we also need to accept that they will make certain mistakes. We need to give them an opportunity to fail, and we should be ready to pick them up after and most importantly, make sure that they learn something from it! **Overall, I believe that we should accept them the way they are, and see a future in them.** ”

Stronger together

Combining efforts to make the professional inclusion of Youth a success!

During the third and last panel, we discussed how all actors of the ecosystem can combine efforts and unite their strengths, and how it is key to make the professional inclusion of Youth a success.



Meera Shenoy

Founder of [Youth4Jobs](#)



Meera is the founder of Youth 4 Jobs Foundation, the largest organization in India focusing on placing Youth with different abilities in jobs. Meera is convinced that “compassion and business can be combined to transform the lives of the disabled”. She has been working towards that goal for the past 6 years, joining forces with different organizations, including companies, in this daily challenge.

There are not a lot of companies who readily hire Youth with disabilities, so how do you work with them?

☞ We work with companies on several levels.

The first thing we do is **sensitize companies**, by organizing workshops with them, and in the process, they end up realizing what is disability, their mindset changes. For example, we did this in Google, and it was one of our largest campaigns.

Then, we also try to facilitate the professional inclusion of differently-abled Youth. Quite often, companies don't know where to begin, so we help them with this. We have developed a “job role matrix”, a kind of map which shows, for each job roles that you have, which kind of disability can fit in, and what are the kind of simple workplace adaptations that need to be implemented. Again, we have done this with a huge number of companies.

The third thing we do is **constant innovations** to make sure that these Youths with disabilities don't get put at the back, but have customer-facing positions, because each time a customer meets a differently-abled employee, their mindset also changes. We started this with Lifestyle International in Chennai, by putting a speech- and hearing-impaired Youth as a cashier, and now it has scaled across the entire retail industry.

And finally, we are working on **industry reports**. The last one that we published was on “Inclusion in the banking sector”. It has been widely distributed in the sector, and has allowed to inspire people who read it and say: “well, if other companies are doing it, then we can do it as well!”

So that's how we are slowly getting more and more companies on board. Today, **I am happy to say that we are working with at least 500 companies**, of which 200 are first-time hirers of Youths with disabilities.





Yogesh Nagpal

Deputy General Manager,
H.R. (North) at [Lifestyle International](#)



Yogesh Nagpal has been working for Lifestyle International for more than ten years. With over 70 stores in India, Lifestyle International is one of the leading retail companies in the country. In 2014 and 2015, the company was awarded “Number 1 Company to Work for in the Retail Sector” by Great Places to Work Institute & Retail Association of India. About 5 years ago, Lifestyle International started hiring specially-abled young people to work as cashiers in its stores.

Why did you decide to hire specially-abled Youth? And how do you make sure that they are well included into your company?

“ For us, it all started when one of our directors was visiting a hotel in Bangalore and saw a disabled employee working there and doing his job without any supervision. He seemed to be really valuing his job. Afterwards, our director took this idea to the leadership team and the HR head, and asked: “why can’t we do something similar in Lifestyle stores?” We debated about in which roles these people would be more successful, we took inputs from all over India, and finally we decided to test them on 2-3 jobs, one of them being cashier.

We wanted to create an ecosystem within which they could thrive. At first, some of our team members didn’t think it could work, so I spent time to think about how to make it a success, how to adapt our processes. For instance, we initially decided to give additional budget to the stores where specially-abled young people were working, to make sure that the daily deliverables were still met. That way, the operational team was okay with it!

Another challenge was that nobody in our stores knew sign language, and from the hiring to the training, everything needs to be in that language. So we met with some specialists in this industry and nominated people to contact for every city, to make sure there was no gap. Finally, once the specially-abled employees were ready, we had prepared some cards for them to greet and “talk” to the customers, and some badges for them to wear, saying “Specially Abled Cashier”. We also offered them flexible shift timings, to reduce their challenges getting to the stores. And finally, we try to see how they can support in certain back-end activities, so **they can grow inside the company.**

I think we started this journey with two or three people, and now we have more than 400 specially-abled employees working with us. And I am proud to share that we have received a lot of appreciation from customers. We make sure that the team is supportive, and we’ve even had some team members who started to learn sign language! ”





Diksha
Youth4Jobs alumni



Diksha is an alumni from Youth4Jobs, who has recently joined HSBC as analyst.

Can you briefly tell us about your journey towards professional inclusion?

“ After I graduated from my bachelor of commerce, I heard about an NGO considered as a **“family of disabled”**, and decided to join. In Youth 4 Jobs, I got to follow courses such as basic computer skills, spoken English, stitching, etc. Thanks to this, I got new opportunities and got selected to work in HSBC. My goal in life is to become a social worker, but for now, I’m very happy and proud to earn money, be independent and support my family.

How do you think actors can join forces to make it easier for Youth coming from excluded backgrounds to find their place in a company? And what do you think is the role of Youths themselves?

Often, when looking for a job, we don’t know where to turn ourselves to, how to get interviews, which skills we should develop... Actors like NGOs help us to get the appropriate training, gather the information about the jobs available, help us enroll... This work is very important.

As for the Youth : we are differently-abled, but it doesn’t mean that we have to get selected in a job. We can also have the skills that are required for a certain job, so it is our role to get well trained and excel in what we do. That way, **people will focus on our abilities rather than our disabilities!**

I would like to spread this message : for a single work, there are always two, three, even a hundred ways to do it! Don’t get offended, but **everyone is differently-abled!**”



Kanta Singh

Gender lead for the **United Nations Development Programme** | State Project Head for Disha ([UNDP](#))

Unfortunately, Kanta Singh could not be present with us for the forum, but she agreed to share the key elements that we had discussed together in this report.

With over 20 years of experience in the development sector, Kanta Singh is now working for UNDP India as the Gender Lead. She is also the State Project Head for Disha, a project that aims to empower young, underprivileged women by helping them develop skills and connecting them to the market, through employment or entrepreneurship. During her career, Kanta Singh has been partnering and coordinating with all kind of actors: the government, NGOs, training and academic institutions, media and the private sector.

What kind of actors do you work with and how?

“ In Disha, we are working with young women in 4 ways: bridging the information gap, helping them get skilled depending on their interests, helping them find a job or create their own activity, and finally linking them to the market. It is a complete public-private partnership model being funded by the IKEA foundation. UNDP being an inter-governmental body, we can play a convening role by bringing organizations and people together. Through Disha project, we are focusing on young people, especially girls to help them make informed choices in terms of their career.

UNDP works very closely with the government and our programs are aligned with national priorities. We also support civil society organizations in various ways: funding, visibility, access to government, exposure to best practices and technical support.

As you’re a great example of working with different actors, what could be your tips for all of us to work more collectively?

I am convinced that **strength is in numbers.** For NGOs, I believe the most powerful way to get their voices heard is by collectivizing and being part of a network. However, they need to choose their partners carefully. It is also crucial to prioritize issues and know the right time to push the agenda, because timing is critical. Finally, it is important to keep the momentum up and find the right communication mediums.”

CONCLUSION

During one afternoon, we shared a lot of impactful tips, advice, and concrete solutions on “How to foster the professional inclusion of excluded young adults?”

We understood that soft skills are key for Youth to discover their professional and personal strengths and find out what kind of professional career they want to pursue.

Then, as integrating the professional world is a step-by-step process, it is important to keep supporting the Youth even after they leave an NGO’s program. NGOs can keep in touch with Youths by organizing workshops with the alumni, to meet them again and discuss their new life objectives. From a company’s point of view, it can be powerful to further develop human resources policies (mentorship, regular meetings, ongoing training to keep the motivation up, etc.) in order to follow the professional development of the Youth from the beginning and to see them growing in the company, and see the company grow with them as well!

Finally, we witnessed inspiring examples of how NGOs, companies, administrations, and Youth themselves are all working in favour of the professional inclusion of young adults. At the end of this first forum in Delhi, everyone left inspired and motivated to keep taking actions towards this goal, all together!

A huge thank you to all our partners, guest speakers and participants, and see you next year for the second edition of this forum in Delhi!

In the meantime, Y4CN will be in BRUSSELS, PARIS, HANOI and MUMBAI to keep talking about professional inclusion. Stay tuned for the conclusions of these forums!

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THANK YOU ALL FOR YOUR PARTICIPATION

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