

Better Business Organizes “Employability Skills Development Program” for UNRWA Syria

(Amman – February) Better Business, the Jordanian consultancy firm that specializes in building service cultures, has recently completed a Presentation Skills and TOT (Training of Trainer) Program under the title of “Employability Skills Development Program” for the employees of the ‘engaging youth’ project at the United Nation Relief and Works Agency (UNRWA) in Syria. This project, funded by the European Union, aims to generate new ideas, new skills and new jobs for young Palestinian refugees.

One of the three basic components of ‘engaging youth’ focuses on Career Development and supports young Palestinian refugees with learning employment related skills. Better Business is working with ‘engaging youth’ staff to enhance their capabilities in training job seekers between the ages of 17-33 years. The program included workshops covering several communication and soft-skill areas and staff were trained in inter-personal skills; effective communication across different levels/cultures in society; problem-solving & decision-making; and presentation/facilitation skills.

According to Dr. Suhail Jouaneh, the Co-Founder & Chief Learning Officer of Better Business: “This program helps employees meet higher standards in developing Palestinian refugees’ creative thinking and essential skills, leading them to work professionally and compete with their peers globally. We took into consideration the youth’s different needs in their transition from school to work, and walking with each age level step by step.”

Ms. Lina Hamdan, Career Guidance Expert for the UNRWA Engaging Youth Project in Syria, went on to say: “We thank Better Business for their efforts to give their best services, engaging our staff in such an impressive program. Through this training we are able to use their skills and experience to deliver a highly professional employability skills workshop that will help young job seekers enter the workplace equipped with strong personal skills.”

About Better Business

Better Business was established in 2003 by an entrepreneur. The company specializes in building service cultures, offering services in the development of organizational behavior and human resources, providing expertise in organizational development, capacity building and workforce management.

About Engaging Youth

UNRWA, the United Nations agency for Palestinian Refugees provides assistance, protection and advocacy for 4.7 million registered Palestine refugees in Jordan, Lebanon, Syria and the West Bank and Gaza, pending a solution to their plight. The 'engaging youth' project, funded by the European Union, focuses on accompanying young refugees in the transition from school to work: building careers, developing life skills and promoting self-employment.

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