

“It’s an initiative that we should promote as it enables us to improve ourselves”



In April 2025, Blaise, based in the Democratic Republic of Congo (DRC), shared his experience with Tembo with us.

Blaise Cisholero

Pharma Manager

Médecins sans Frontières - DRC

What is your background with Médecins Sans Frontières (MSF)?

I started working with MSF in 2020 as a nurse supporting the mission pharmacy at the coordination office in Bukavu (DRC).

I was then deployed several times to high-risk areas, working with displaced populations in Katasoma and Nzibira, as a pharmaceutical (pharma) technician. In 2022, I moved to Kalole (Shabunda) as pharma supervisor for the malnutrition project. After that, the projects ended and I returned to Bukavu, then moved to Salamabila to support the vaccination projects as pharma and cold chain manager.

I'm currently supporting the Minova project as interim pharma manager.

Do you know Tembo? Is it a useful resource for you?

Tembo is an initiative I discovered in MSF. It was through the Nzibira project that I first learned of its existence.

I tried to deepen my knowledge of Tembo when I

was in Kalole, where I enrolled in several courses. And when I came back to Bukavu, I continued my training. I took courses on abuse, behavior, emotional intelligence and anti-corruption. And I obtained Tembo certificates.

For me, it's an initiative that we should promote as it enables us to improve ourselves, especially as there are so many courses available. Personally, I've developed a strong interest in it.

What about your colleagues? Do they know Tembo? And do they use it?

Yes, very well. It's more difficult to use Tembo during interventions, because we're always working on projects in volatile contexts and everyone's very busy.

But in regular projects, like the one in Kalole, everyone has time to familiarize themselves with Tembo and people are interested. On the coordination side, with the staff I managed at the central pharmacy, I had to train people on how to use Tembo. Later on, these colleagues were also able to obtain certificates, especially when the trainings on abuse and behavior became compulsory. They didn't really face any difficulties.

Do you see any challenges in using Tembo?

First of all, I see problems with the devices.

Then there are the problems of lack of time. For example, in our role in the pharmacy (...) we don't have any time for breaks, especially given the numerous tasks, such as supplying the shop with

What do you do with the certificates you receive from Tembo training courses?

Once I receive a certificate, I print it and file it in my personal folder. Since I'm still working with MSF, I also send it directly to Human Resources so they can record it in Homère, and it becomes part of my completed trainings and certifications.

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tools, etc. So, for people to take trainings, it requires a sacrifice. You have to invest yourself, and that becomes difficult when fatigue accumulates.

Is there a course that you found particularly interesting and/or useful in the context of your work?

For me, it's the course on emotional intelligence. It's a course that has enlightened me a lot, especially the aspects concerning staff, stress and team management, as well as how to behave and rise above certain situations that are not usual. It was a pleasure for me to take it, and I found it very interesting.

I file all my certificates in a folder, those already obtained from MSF, those I obtained when I was with another organization and my academic records.

When I present my certificates, I'm proud to demonstrate that I've taken these courses, whether short or long, it remains education. These are assets and help me to do my job.

Tembo - Facilitating access to digital learning for humanitarian workers, to enhance their impact on MSF's operations and mission.

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