

Eindhoven University of Technology as an international employer!

The the challenges and how we met them

*Willem van Hoorn
November 6th 2015*

@SietarNL @TheHubEindhoven
@TUEindhoven @willemvanhoorn



TU / e

Technische Universiteit
Eindhoven
University of Technology

Where innovation starts

Overview



- **Facts & figures international employees at TU/e**
- **Things we do to improve their feel @home**
- **Ongoing projects and plans for the future**

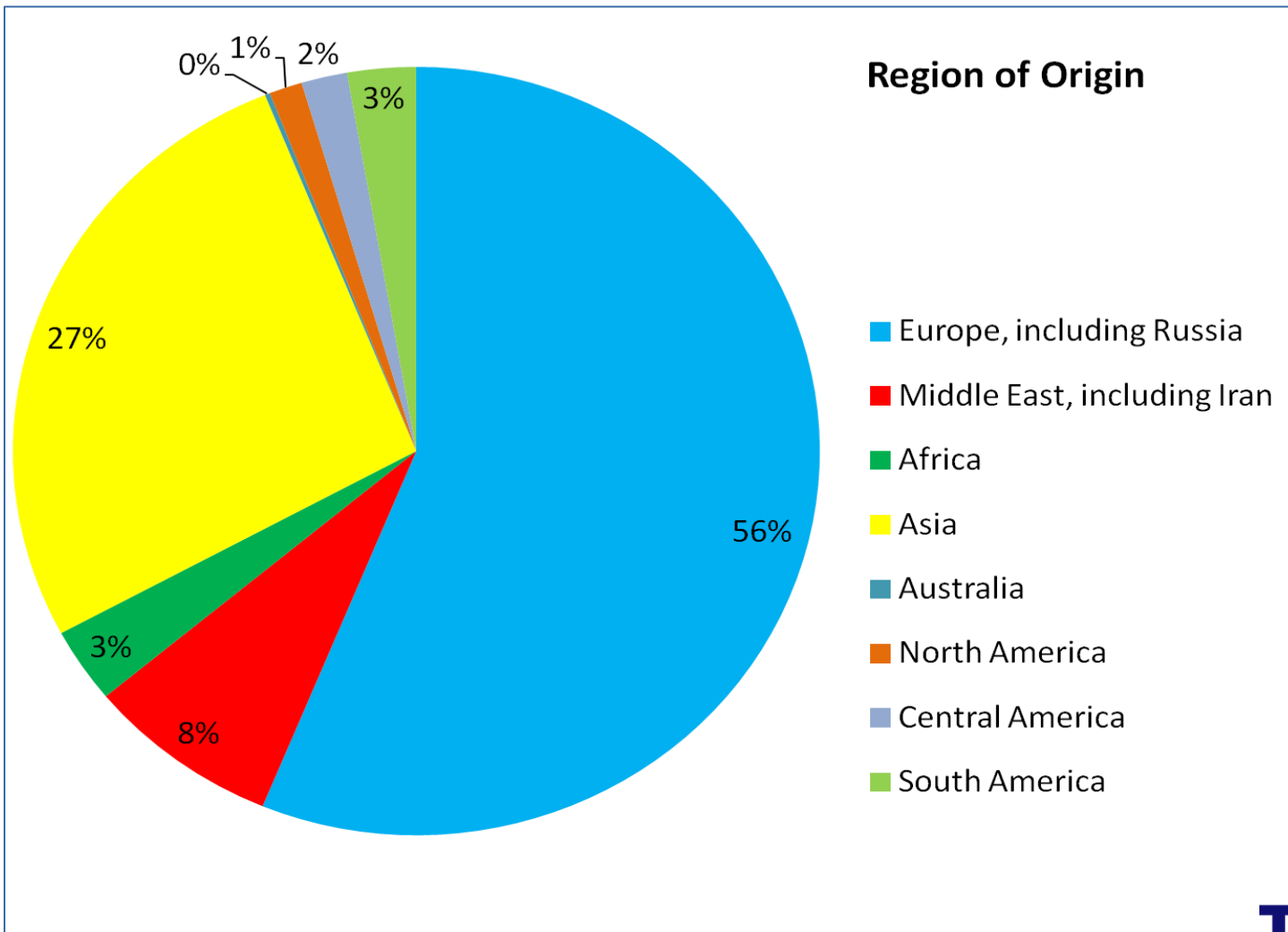
International colleagues @TU/e

TU/e has

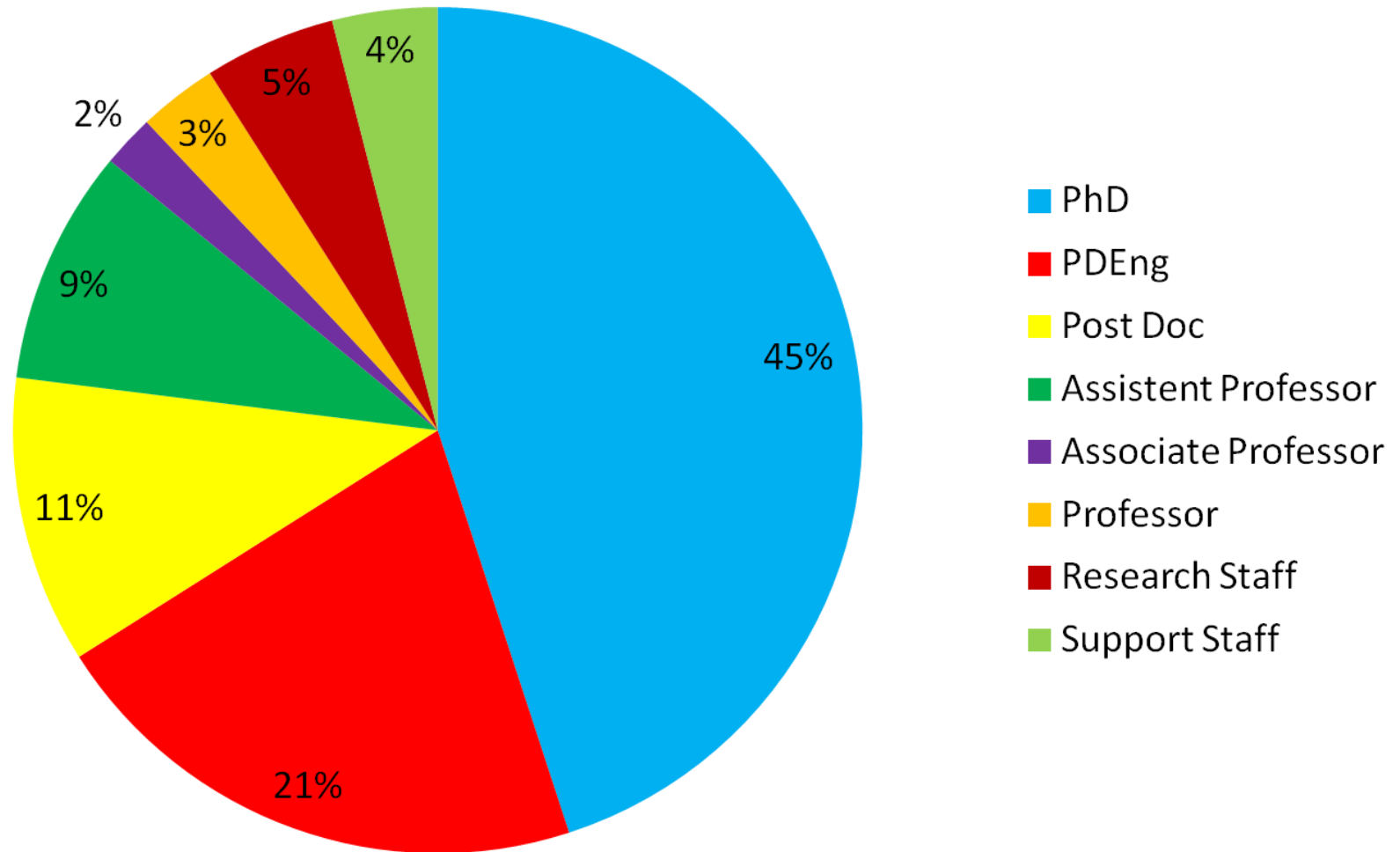
- **Roughly 1100 international employees on payroll**
- *On a total of almost 3100, so more than 1 in 3*
- **+ some 500 'NOP'**
- *An estimated 60% travels to Eindhoven with spouse / family, or has the spouse come over later.*
- **And some 1400 international students (of 9000)**



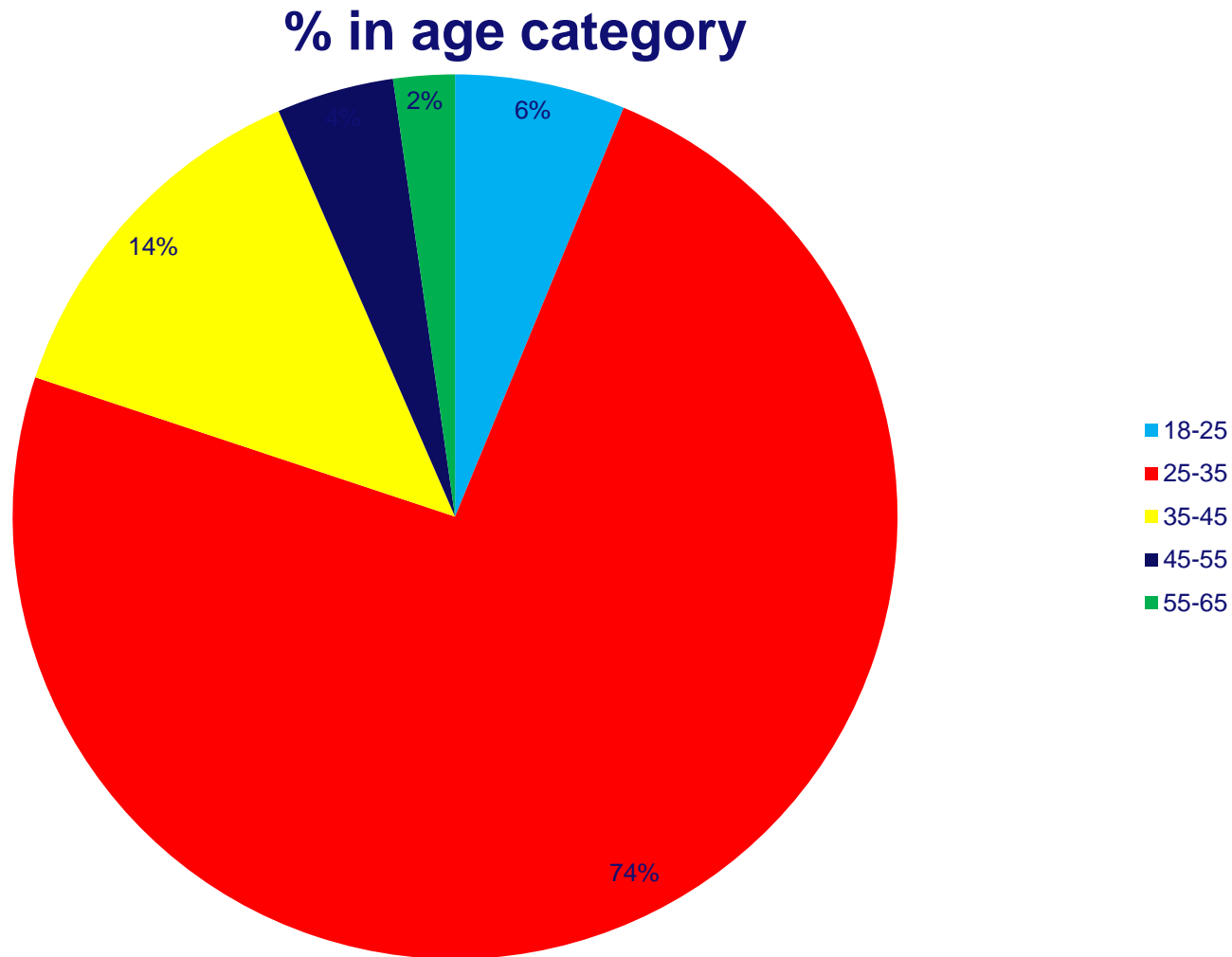
By region of origin



By position at TU/e



By age category



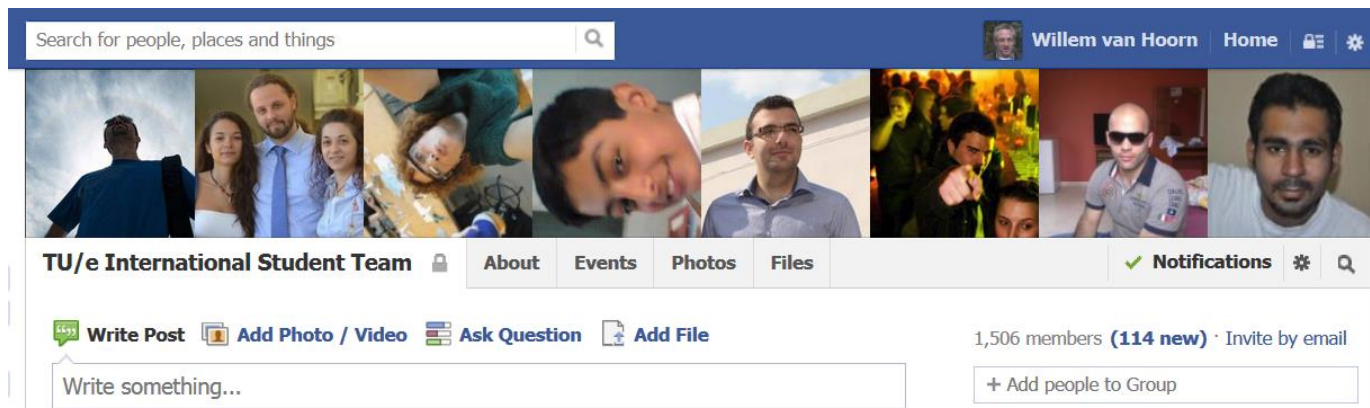
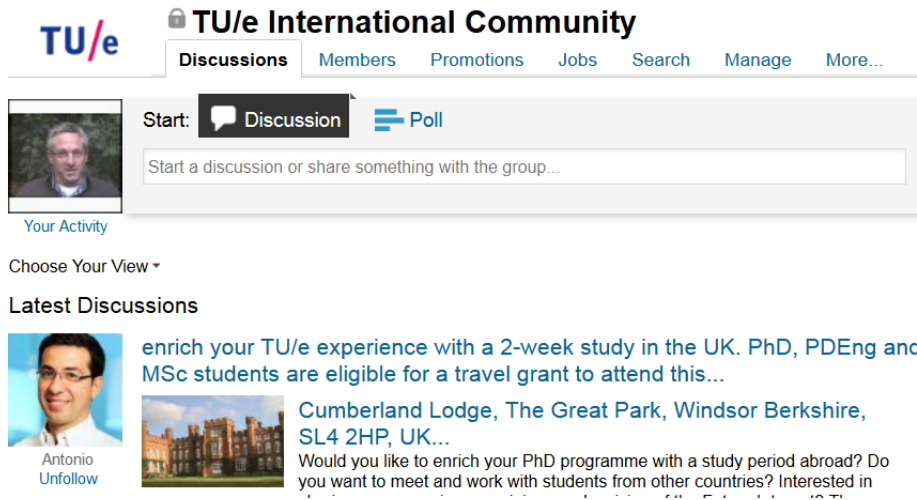
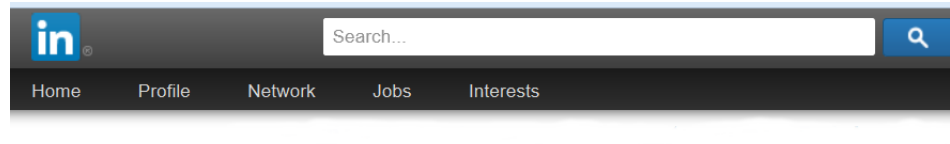
2007: 'Wake-up call'



First actions

- **Survey (among then 600 international colleagues)**
- **Meetings based on outcomes of survey**
- **Define actions & prioritize (quick wins + longer term)**
- **Since 2008: 0.6 FTE for ‘feel @home projects’**
- **Today: overview of some of the projects realized**
 - Some of the things we do for international employees
 - Both material & immaterial

Platforms in social media



Booklet 'Preparations Before Arrival'

Preparations before arrival for MVV applications through the Expat Center Brabant

and other information for new international employees



Version for non EU residents

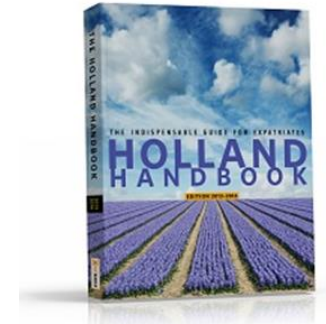
TU/e

Preparations before arrival

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Introduction days (1)

- For new international colleagues & for their spouses
- 3 main purposes
 - Word of welcome
 - Practical info
 - ‘Make friends’ (= start or strengthen your network)

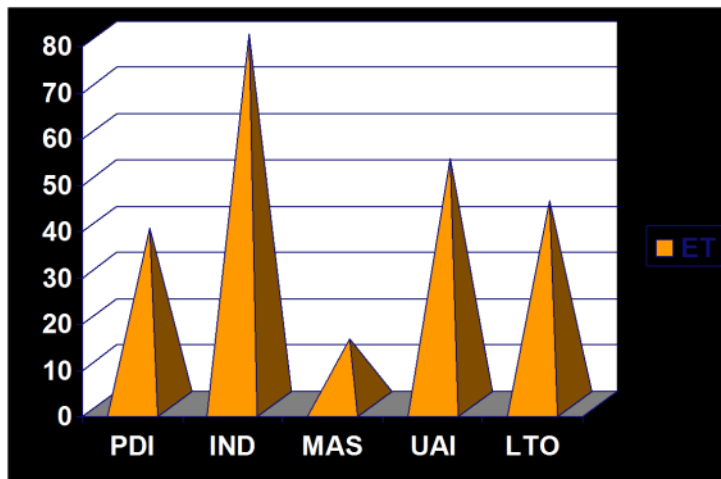


Introduction days (2)

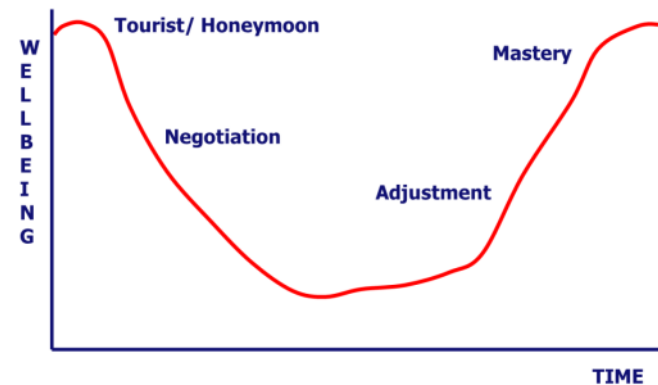


Workshop
'working in an Intercultural Setting'
(and sniffing out some Dutch ways of doing things)

Hofstede's Cultural Profile for 'the' Dutch



'Culture shock'



Buddy system



[Onderwerp of persoon]

Zoek

| [Home](#) | -> [Domeinen](#) | -> [Personeel](#) | -> [Jonge Wetenschappers](#) | -> [Personeel Best Practices](#) | -> [Personeel Best Pract TUE Buddy](#)



Print



Tweeten

Internationale promovendus TU/e kan rekenen op buddy

Best practice jong talent – Technische Universiteit Eindhoven

Daar sta je dan op Schiphol als buitenlandse promovendus, klaar om te promoveren aan een Nederlandse universiteit. Maar hoe vind je aansluiting in een nieuw land, ver weg van je vertrouwde omgeving? De Technische Universiteit Eindhoven (TU/e) helpt internationale medewerkers op weg door ze te koppelen aan een buddy.



Course 'Intercultural Communication & Cooperation'

[Homepage](#) / [Education](#) / [Research](#) / [The University](#) / [Departments](#) / [Services](#) / [TU/e Library](#)

Service for Personnel and Organisation

[TU/e](#) / ... / [PROOF program](#) / **Intercultural Communication & Cooperation**

[Home Service](#) >

[Career and Development](#) >

Intercultural Communication & Cooperation

Scientific work at the TU/e takes place in an international and intercultural environment. The workshop offers you the basic skills you need to develop cultural awareness and group dynamics to work successfully across cultures in a Dutch academic context. We use 4 steps, known as the 6 Rs:

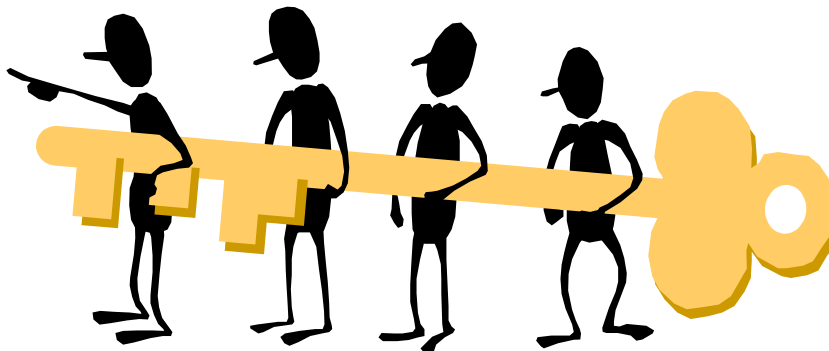
Recognise cultural differences and develop cultural awareness: who am I and what is my cultural framework? Being aware there are cultural differences

Sign up directly

Do you already know which course to follow? [Click here](#) for signing up directly.

Questions?

Please contact the HR team



Course 'Teaching Across Cultures'

- For Dutch teachers: student population internationalizes
- For international colleagues: getting teaching tasks

Service for Personnel and Organisation

TU/e / ... / DPO / Career and Development / TEACH program / **Teaching across Cultures**

Home Service ›

Career and Development ›

Teaching across Cultures

Teaching effectively in an international setting

Teachers and students from different cultural backgrounds often have different teaching and learning styles. They also have varying expectations about teacher-student interaction. The purpose of this course is to discuss these differences. The course offers an insight into the various mechanisms that might play a role in inter-cultural teaching.

You start by making a list of your own cultural values. You learn about the

Sign up directly

Do you already know which course to follow? Click here for signing up directly.

Questions?

Please contact the HR team of your department or service.



Dutch language courses

- For staff & students by TU/e Center for Languages & Intercultural Communication
- For international spouses by Volksuniversiteit Eindhoven



TU/e International Common Room

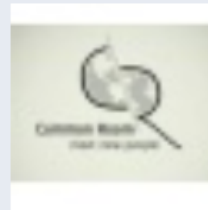
- A place to meet, study, relax and organize activities
- Joint effort Student Center & Personnel Department



TU/e International Common Room



TU/e Common Room



TU/e Common Room has its door open to a wide range of different people, who together form community...

Like · Willem van Hoorn likes this.

Common room for international TU/e students and staff

Introduction

The TU/e has a common room for the international students and staff (and their Dutch colleagues, of course).

The common room is a place where you can go to meet others, in an easy

International TU/event: 'Connect With my Culture'



Experience Cultures at The World Stage Event



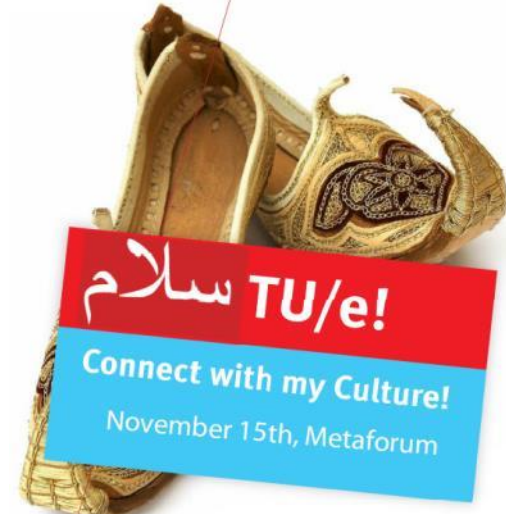
Experience Cultures at The World Stage Event



Experience Cultures at The World Stage Event



Experience Cultures at The World Stage Event



Experience Cultures at The World Stage Event

International TU/event: 'Connect With my Culture'



Social program accompanying spouses

- Some early departs due to spousal unhappiness
- ‘Dual career’ often not an option @TU/e
- ‘Happy spouse = happy employee’
- NB: beyond ‘Dutch taboo’
- Co-developed, tested, implemented with Indigo World
- Now Standard offer to international spouses



Social program accompanying spouses (2)

- **‘Get in Touch’ (with People and Places in Eindhoven)**
- **Initial program: weekly meetings**
 - Visit useful places, find your way, get to know the city
 - While doing so: meet people and make friends!
 - Facebook group to sustain contacts
 - Reveal and share your strengths!!!
- **Plus extended activities around special events**



Spouses network: movie and journal article



Setting Up a Social Support Program for Accompanying Spouses of International Knowledge Workers

By Willem G. van Hoorn and Carola L. Eijzenring

Background Information

In the past decade, Eindhoven University of Technology (TU/e) in The Netherlands has witnessed a rapid internationalization of its

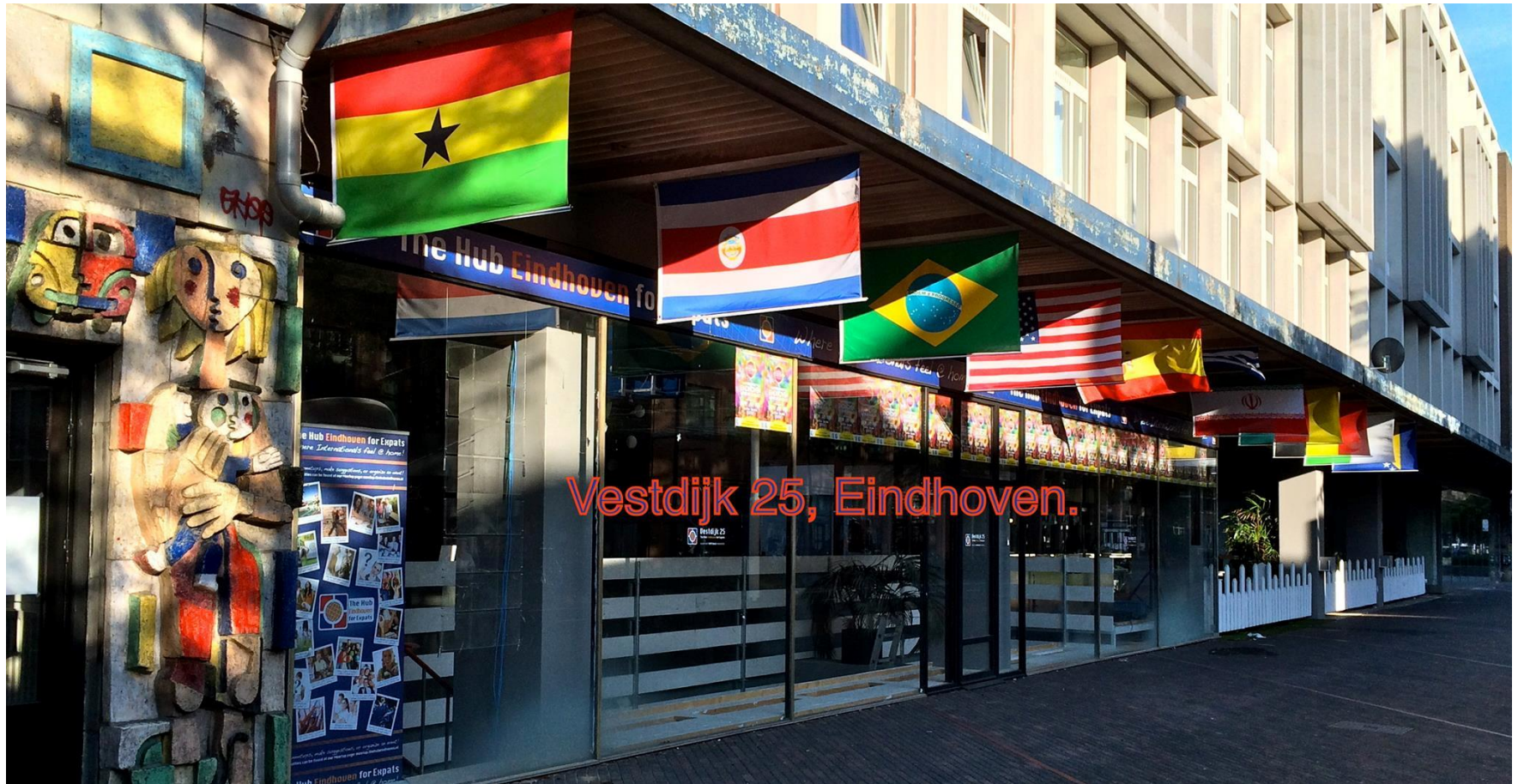
Programs for International Colleagues

Recruiting and embedding international staff members in these numbers comes with some

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De Hub.....



TU/e gladly cooperates / participates / supports



The Hub **Eindhoven** for Expats

Where Internationals feel @ home!

Research we participated in

High skilled migrants at the Dutch Universities Survey - Master-thesis Social Policy and Social Interventions

Dear Sir/Madam,

For my master-thesis (Utrecht University) I study what motivated high skilled migrants in the research sector to have to migrate to another country and what helps them prolong their stay, as well as the policy that the university implements on this area. I would like to gather the data I need for my research by filling out this survey.

The gathered data will be treated confidentially and a

The male accompanying partners

Suggestions for an attractive organizational support program for male accompanying partners

EEN NIEUW LEVEN IN EINDHOVEN

Over integratie van partners van expats aan de TU/e

Heather Donaldson

Opdrachtgever: TU/e, Willem van Hoorn

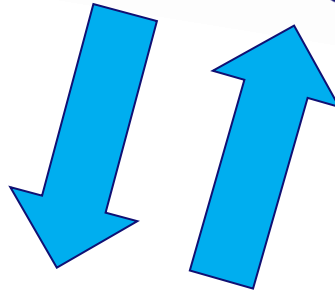
Fontys Hogeschool HRM en Psychologie,
Toegepaste Psychologie

Mendy Liu

Current projects (1)

TU/e has

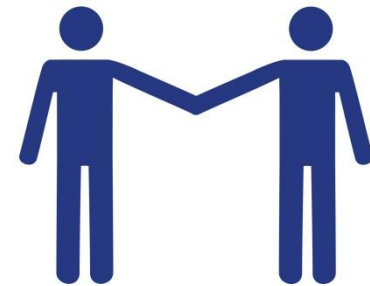
- Close to 1100 international employees on payroll
- on a total of 3100
- so almost 1 in 3



Current projects (2)

- **Updating Buddy system**
- **Focus on benefits of buddy system**
- **Introduction at all faculties**
- **Chain reaction:**
 - **? Get a buddy ? -> become a buddy !**

I'm a buddy!



Plans for the future.....



Get in touch & get a job !

- **Dual career program
in cooperation with Expat Center,
Brainport Talent Center & more**
- **Convenant 'Kracht On Tour'**
- **Expat Spouses Initiative:**
 - **Develop & strengthen professional skills**
 - **Build a network**
 - **Workshop: Dutch Labor market**
 - How to apply for a job**
 - Social Media**
 - Cover Letter & resumé**



Plans for the future (2)

- **Incorporating diversity issues in Management training programs**
 - **More awareness about impact multicultural environment**
 - **Use strength of multicultural teams**
 - **Management style that fits in multicultural environment**



More plans

TU/e:

- **Community Building**

City of Eindhoven

- **Coordinator & steering group 'Living in'**
- **Redesigning urban planning towards internationals**
- **International Healthcare Center (SGE)**



Finally: a point for discussion....

- Is this 'lean'? 

- Is it worth the effort? 

