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GET READY, SET, G(R)O(W)!

*Windesheim Intercultural Skills
Explorer*

International

 +2.500 short term exchanges



+50 nationalities on campus



student buddy programme



+50 faculty exchanges



+78 %

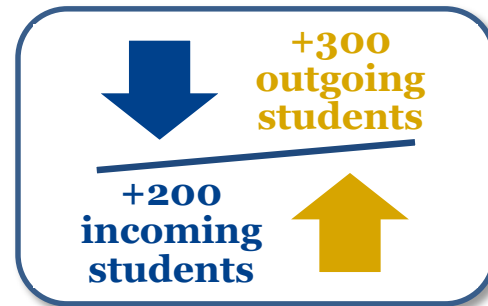
Overall international student satisfaction



+200 partner universities



30 fully English taught semester programmes



Strategic Plan 2017 - 2022

Our MISSION

Making an active contribution to ...

AN INCLUSIVE AND SUSTAINABLE SOCIETY

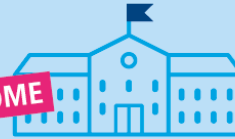


WE CARE

Our SOCIAL RESPONSIBILITY

HIGHER EDUCATION
for every student with potential

WELCOME



no student drops out unnecessarily

Our AMBITIONS

1
Every student develops his/her **OWN LEARNING JOURNEY**



- Personal
- Challenging
- Flexible

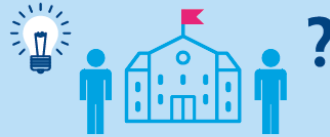
2  **WE DARE**
Research focusing on an **INCLUSIVE AND SUSTAINABLE SOCIETY**

3 
SMOOTHER TRANSFER OF STUDENTS
through the education chain

Our CULTURE



We look out for each other and are committed to society.



We have the courage to innovate, to question the status quo and the drive to always make improvements.



We share our knowledge ...



... and focus on collaboration

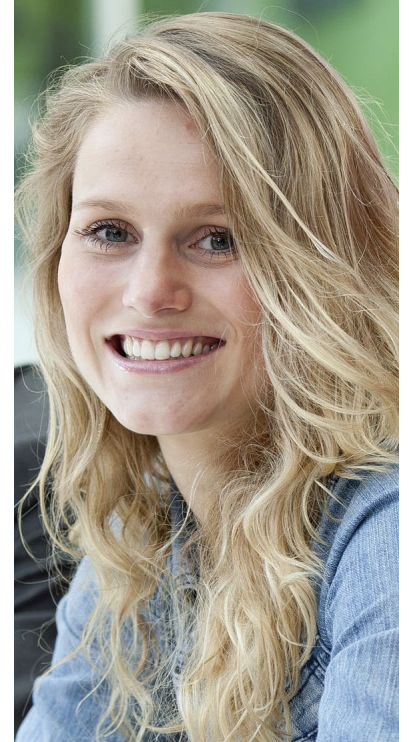
WE SHARE



What inspired us...

CIMO's globalmindedness survey reported that intercultural development is not an automated response to spending time abroad:

- 1/3 of students showed little to no development
- 1/3 of students did improve in intercultural competence
- 1/3 of students found their stereotypical views reinforced



What we find essential

Connecting to people from other cultures

To develop and maintain good interpersonal relationships with culturally different others.

Performing in an international work environment

Effective completion of task-related goals. Getting the job done. Meeting deadlines, targets

Enjoying the intercultural experience

Good personal adjustment, feeling comfortable and in balance. Feeling fresh and rested enough to consciously attend to others instead of reacting automatically.



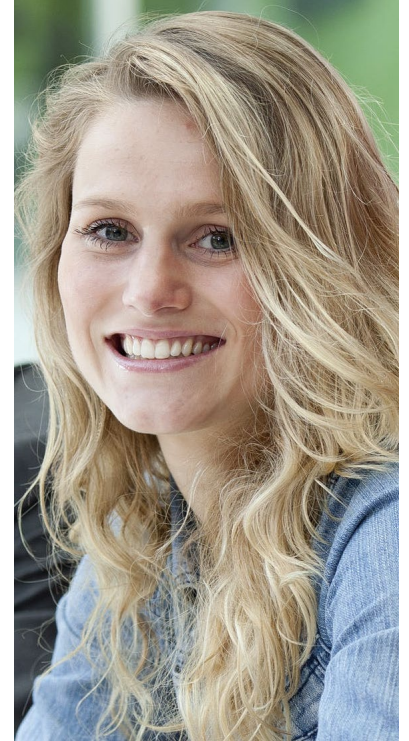
Expedition set-up

Cross faculty collaboration

75K for 3 years

Licensing track for 10 trainers

Aimed at approx. 400 participating students on annual basis



What we developed: WISE

1. Pre-departure briefing on culture & safety

2. *IRC + feedback*

3. *Preparatory training: learning journal & action planning*

4. *Assignments on the go*

5. Upon return: welcome back session





IRC?

4 dimensions of cultural competence

Intercultural sensitivity

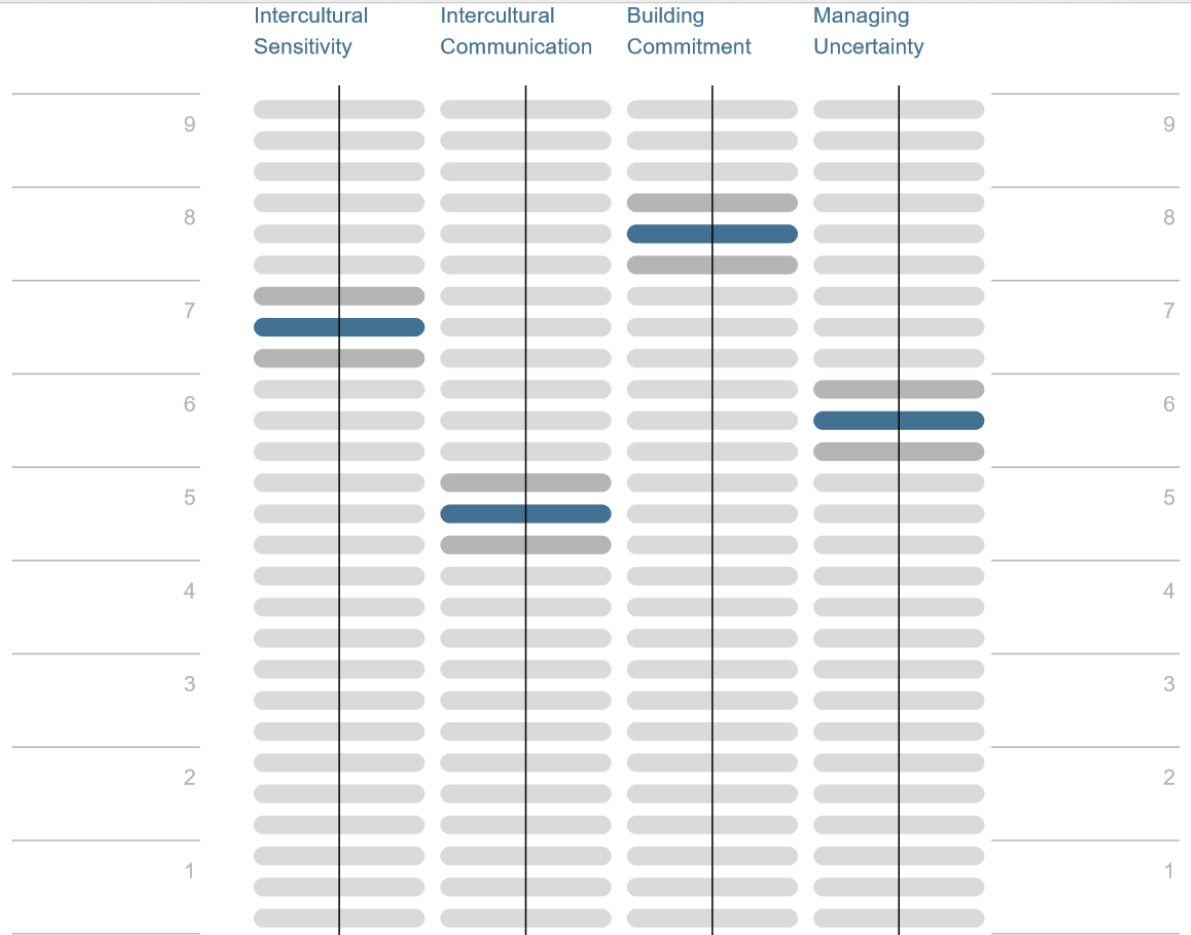
Intercultural communication

Building commitment

Managing uncertainty

Source: Intercultural Business Improvement







Intercultural sensitivity

1. The degree to which a person takes an active interest in others, their cultural background, needs and perspectives

A cognitive / perceptual competence

Cultural awareness

Attention to signals



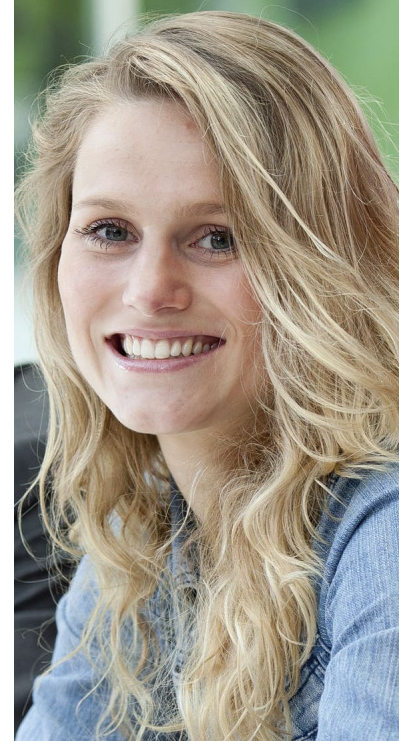
Intercultural communication

2. The degree to which a person actively monitors own communicative behaviours

A behavioural competence

Active listening

Adjusting communicative style



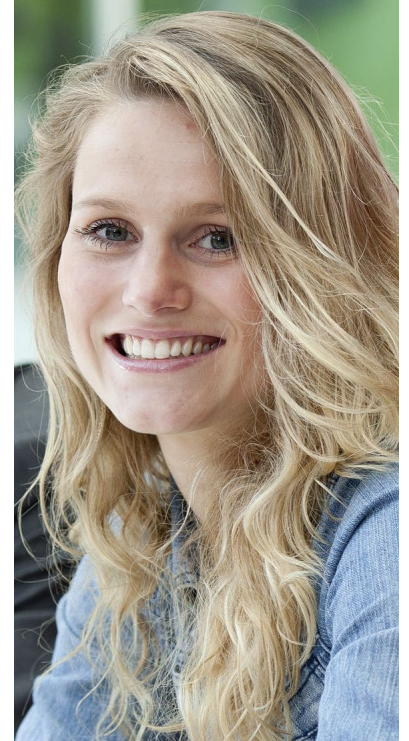
Building commitment

3. The degree to which a person actively influences the social environment, concerned with integrating different people and personalities

A behavioural competence

Building relationships

Reconciling stakeholder needs





Managing uncertainty

4. The degree to which a person appreciates the challenges of culturally diverse environments as an opportunity for personal development

An affective / motivational competence

Openness to diversity (cultural complexity)

Exploring new approaches



Students in their first weeks abroad...

‘Everything is chaotic here’

Need for reassurance?

What does it do to the student?

Frustrating? Challenging? Fun?



Preparatory training: action plan

IRC ACTION PLAN

	1	2	3	4	5	6	7	8	9	10
CONNECT
PERFORM
ENJOY



1: On a scale from 1-10

Please rate yourself on

Connecting
Performing
Enjoying

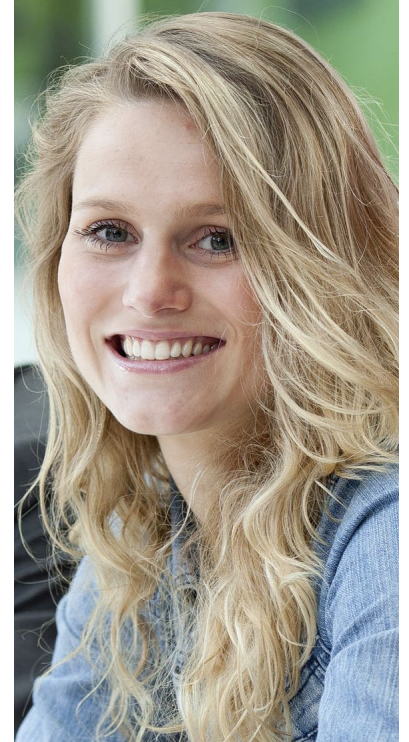
2: Which is your priority?

C, P or E?

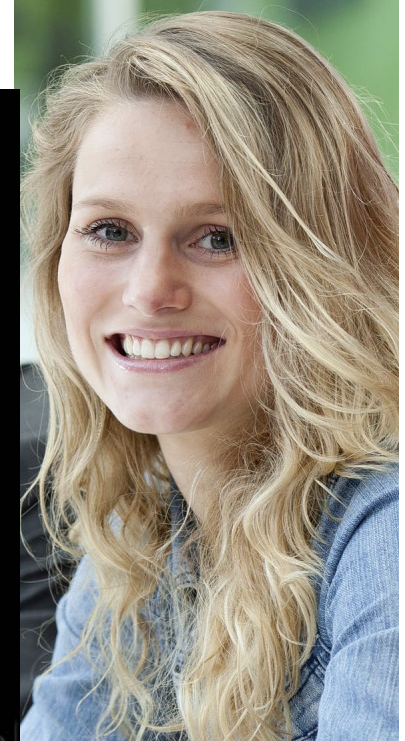
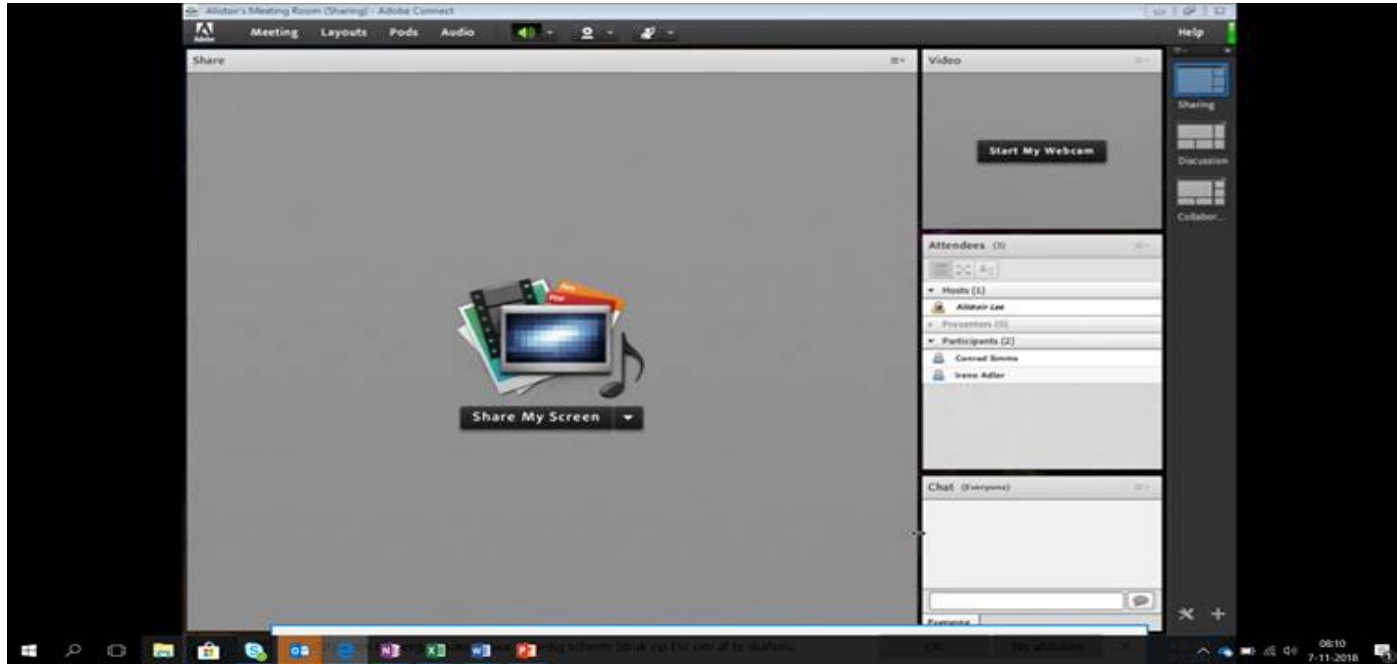
Please select 2 IRC facets you want to focus on as your next step:

3: Exploring with your neighbors

Which other IRC facet do you recommend me to develop?



Assignments on the go & sharing



WISE

Pre-departure briefing on culture & safety

IRC + feedback

Preparatory training: action planning

Assignments on the go

Upon return: welcome back session



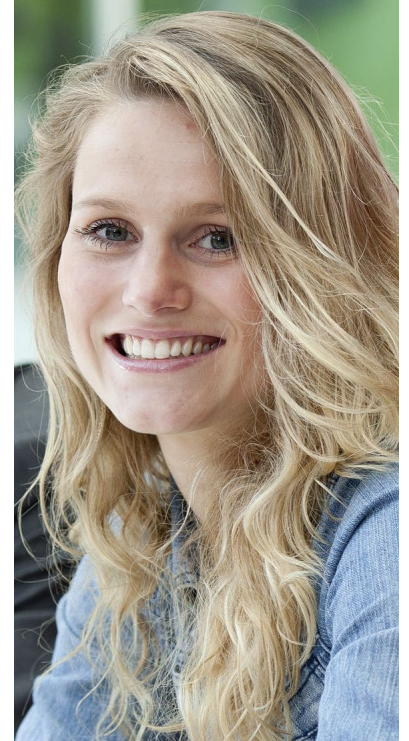
Welcome back session

Exchange of experiences and stories, capitalisation on learning outcomes, speeddating with the new incomings.

Key question:

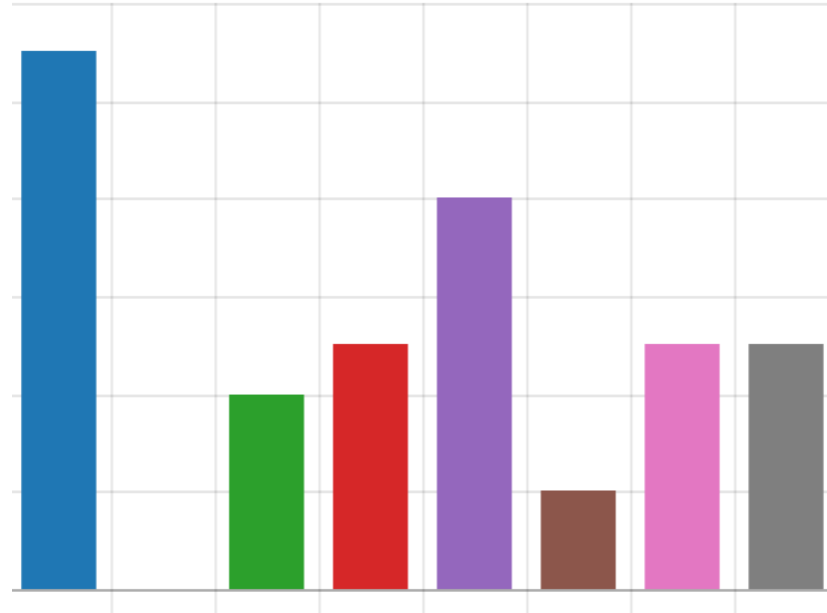
(Related to one of the two facets students chose to focus on during their semester abroad):

What was the most significant change you've experienced in your mastering of intercultural skills?



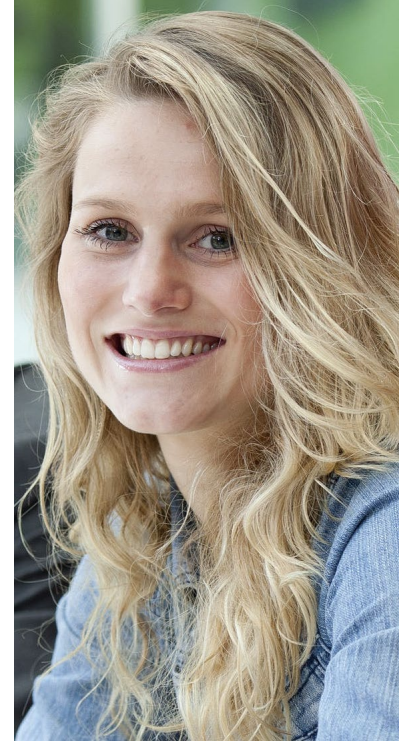
Facets highlighted

- Cultural Awareness: The ability...
- Attention to signals: The abili...
- Active Listening: The degree t...
- Adjusting Communicative Styl...
- Building Relationships: The de...
- Reconciling Stakeholder Need...
- Openness to Cultural Complex...
- Exploring New Approaches: T...



Most significant changes

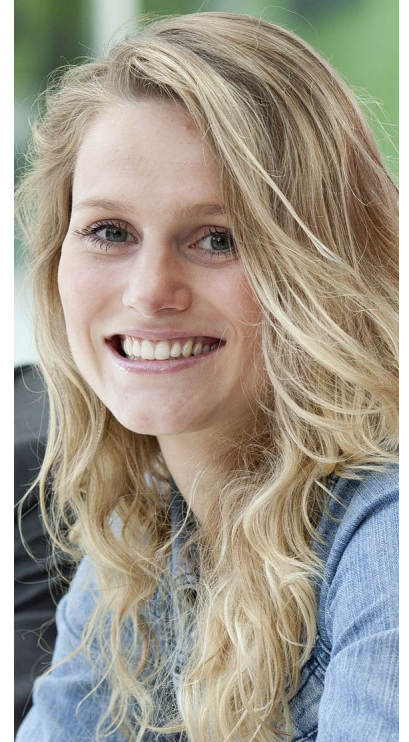
- *My phone got stolen and I could rage and panic, but that wont change a thing. So staying calm is the main, this I learned.*
- *Having a lot of setbacks in a group project. Since my exchange I know how to react towards others during projects when it is not going well.*
- *Personal resilience and integrity as I went through the process of moving, making a living, living itself etc. It was challenging to move by myself without outside input like parents or friends. I could definitely use this in my upcoming internship as it gives me self confidence to believe in my autonomy and my ability to achieve.*
- *Take initiative to become noticed. Not everything seems what it's like at first sight; think about and try other angles to achieve your goal!*





Future ambitions

- Get the IRC framework and definition of Intercultural competence adopted across all faculties to build a common language, for students and staff
- Implement WISE not only for those who plan to spend semesters abroad, but for students who internationalise @home as well.
- Develop a certificate of Intercultural Competence to be acquired by active participation in internationalisation activities on and off campus and have it recognised as a diploma supplement.



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