

# InComm

Feel at Home



KUNGL  
TEKNISKA  
HÖGSKOLAN

**TU/e**



UNIVERSITAT POLITÈCNICA  
DE CATALUNYA  
BARCELONATECH



TECHNISCHE  
UNIVERSITÄT  
DARMSTADT



TÉCNICO  
LISBOA



# Building the inclusive university culture, from ideas to implementation. A training programme

24.-26.11.2021

Hosted by InComm: Feel at Home  
@ TU Graz, Austria

Are you involved in the onboarding of master and/or PhD students? Do you take care that Master and/or PhD students feel at home at your university? Then we can offer you the perfect training programme! Together we will aim at building the inclusive university culture, starting with our ideas to eventually drawing an implementation plan. This training programme will be interactive, intense and inspiring!

Here are some quick facts:

- Date: 24.-26.11.2021 (Wed lunch – Fri afternoon)
- Target group: Post Docs, PhDs, and administrative staff involved in the onboarding of master and PhD students
- Location: Graz University of Technology, Graz, Austria
- Topics:
  - Communication with the new generation of students
  - Creating the inclusive community in the international classroom
  - Building an inclusive community – a community management training
  - Creating an inclusive community by supervising students in their PhD
  - Implementing action back at home universities

### Ice-Breaker Activity: “Onion of Diversity”

Onion of Diversity is an Ice Breaker Activity where you can get a group of participants to interact and get to know each other better. Here you can form 2 circles, one on the inside and one on the outside. Each person will need to face each other and ask one another questions provided by the team organizer. Here we suggest adding some personal as well as professional questions that can interest the participants in starting a longer conversation following the activity. Once the team organizer says stop, the participants will move in opposite directions to start a conversation with somebody new.

#### Text for Preliminary Program:

*This activity will focus on:*

- *Meeting the participants*
- *Starting a conversation with someone new*
- *Getting to know the people you will be working with the next days in a little more personal detail*

## Workshop 1: Communication with the New Generation of Master and PhD Students

The last twenty years has seen seismic shifts in technology and communication. Social media, public debate, and movements in values have created new paradigms, particularly at universities where new generations are bringing new approaches to interaction and learning.

Education professionals, whether teaching, supervising or administrating, are now often faced with these generational differences within their daily interactions. How can we best harness this situation to help build an inclusive university culture? This half-day workshop introduces the key issues and looks at approaches we can adapt in the university world.

### Text for Preliminary Program:

*This workshop will focus on:*

- *Learning and communication from the perspective of the new generation:*
  - o *The demands and requirements of our learners right now.*
  - o *The synergies and gaps between current generations of university professionals and learners.*
- *If you can't beat them, join them:*
  - o *Using Millennial and Generation Z technology in interaction.*
  - o *Adapting to new communication styles*
- *Designing a learning experience in the inter-generational classroom.*
- *Designing the communication process to improve your daily communication and interaction around the university with new generations.*

## Workshop 2: Creating the Inclusive Community in the International Classroom.

**Creating the ideal learning environment at any university requires a multitude of different skills from teaching professionals. As our lecture halls and seminar rooms become more international, awareness of what we need to create the best kind of educational culture becomes paramount.**

**Professors and lecturers now routinely lead groups of international students through their learning process. This brings additional challenges as managing different learning styles and attitudes of students towards university work and life can be culturally dependent and vary significantly from student to student. In turn this can affect the dynamic and productivity of the learning environment.**

### Text for Preliminary Program:

*During this one-day workshop, we will work on refining our skills to understand and manage the different approaches and learning styles of international students, in order to maximise the teaching experience for both student and teaching professional.*

*The workshop will focus on:*

- *How different cultures affect the learning styles of university students.*
- *How cultural diversity can bring new approaches and strengths to didactic style.*
- *How to manage educational tasks, deadlines and exercises for different cultural audiences.*
- *Giving instruction and feedback for different cultural experiences.*

*The course will build on different models and approaches from intercultural, leadership and psychological theories and this material will be taught via a series of simulations and exercises designed from the real-life experiences of teaching staff at the TU and other universities.*

### Workshop 3: Creating an Inclusive Community by Supervising Students in their PhD

Striving to become more international, universities are shifting their focus on recruiting international PhD students. But how can these become part of our universities and feel welcome and eventually at home at our institutions? PhD supervisors play a key-role in this process and are often left alone with this important task. As universities, we are obliged to offer support to academics in their role as supervisors and mentors and as key players in creating an inclusive community for PhD students with or without an international background.

In this workshop we will co-design a workshop for PhD supervisors which can be held at your university. The aim is to use our collective intelligence and experience to draft the perfect training module for this target group.

#### Text for Preliminary Program:

*This workshop will focus on:*

*Pressing problems when supervising PhDs*

*Case study method*

*Introducing different methods which can be used for working on the different issues (Method Pool)*

*The outcome of this workshop will be:*

- ☐ *template for workshop*
- ☐ *case studies*
- ☐ *set of methods*

## Workshop 4: Building an Inclusive Community – A Community Management Training

**The communities at our universities are rapidly becoming more international and more diverse. Community management is all about creating involvement from all people at our campuses, students, teachers and staff alike. This one day workshop will focus on how to draft and implement a community strategy with a first set of projects to implement for proper onboarding.**

### Text for Preliminary Program:

Community management is all about creating involvement from all people at our campuses, students, teachers and staff alike. The course ultimately will lead to understanding how to tackle community management. We will work hands-on on a draft strategic plan and learn from best practices from TU Eindhoven and other universities. The overall aim is to learn the basics so you can start working with your own community at home.

The workshop will focus on:

- Essential tools to develop a strategic plan at the university
- Involvement of your relevant stakeholders, including management, to reach the communities
- Event set-ups that allow you to share culture & build communities
- Processes and topics that can help to address or influence the community

Wrap-up and Implementation: We do care about colleagues/students/ourselves so what now? Getting started to implement ideas

**So what now? Are you familiar with the feeling after an intensive training programme that you are full of great ideas, but there is no time to sit down and think about the first steps you need to take to implement some of the ideas at your university? In this session time will be specifically dedicated to thinking/talking about implementation and drafting a first implementation plan to put in place back at your home university.**

**Text for Preliminary Program:**

*This workshop will deal with:*

- *Valuable insights gained from the training programme*
- *Sharing application ideas between participants*
- *Discussions concerning matters of implementation of ideas*
- *Drafting a focused and actionable implementation plan*



	Wednesday, 24.11.	Thursday, 25.11.		Friday, 26.11.
Morning		Workshop2: Creating the inclusive community in the <b>international classroom</b> (Sarah Schantin-Williams, TUG)	Workshop 3: Creating an inclusive community by <b>supervising students in their PhD</b> (Verena Schwaegerl-Melchior, Barbara Boettger, TUG)	Workshop 4: Building an inclusive community – a <b>community management</b> training (Erik de Jong, TU/e)
Lunch	Opening & Welcome Lunch	Lunch Break		Lunch Break
Afternoon	Workshop1: <b>Communication</b> with the new generation of master and PhD students (Sarah Schantin-Williams; TUG)	Workshop 2: Creating the inclusive community in the <b>international classroom</b> (Sarah Schantin-Williams, TUG)	Workshop 3: Creating an inclusive community by <b>supervising students in their PhD</b> (Verena Schwaegerl-Melchior, Barbara Boettger, TUG)	<b>Wrap-up &amp; Implementation:</b> We do care about colleagues/students/ourselves so what now? Getting started with implementing ideas (Sarah Schantin-Williams & Barbara Boettger, TUG & Erik de Jong, TU/e)
Evening	<i>Social Activity: Welcome Dinner</i>	<i>Social Activity: Meet my Culture</i>		<i>Social Activity: Christmas Market</i>



## Invitation Example Text:

Dear colleagues,

We would like to invite you to our training event **“Building the inclusive university culture from ideas to implementation”** from November 24 to 26, 2021 at Graz University of Technology. Within the [InComm: Feel at Home](#) project, we have been working on this topic since 2019.

After an analysis of student and stakeholder surveys at our universities and the output of the Collective Intelligence Conference, we became aware that we need to focus on building an inclusive university culture. Therefore, our training programme is aimed at both **academic and non-academic staff involved in the onboarding process**. We are inviting lecturers teaching international students, academic personnel supervising PhDs, and administrative staff supporting internationals and making them feel at home at our universities.

Together we will aim at building an inclusive university culture, starting with our ideas to eventually drawing an implementation plan. This training programme will be interactive, intense and inspiring!

## Invitation Example Text Continued:

Here are some quick facts:

- Date: 24. - 26.11.2021 (Wed lunch – Fri afternoon)
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- Location: Graz University of Technology, Graz, Austria
- Topics:
  - Communication with the new generation of students
  - Creating an inclusive community in the international classroom
  - Creating an inclusive community by supervising students in their PhD
  - Building an inclusive community – a community management training
- Costs: Costs for the training programme are covered by the InComm project.

More information about the program as well as the registration form can be found on our website:

<https://www.incomm-project.eu/events/training-programme/>

We are looking forward to receiving your registration. Should you have any questions, please do not hesitate to contact us.

The InComm Team

*<add here your name and position>*

## Next steps

- Finalizing the program
- Creating a lay-out for the invitation and program (email and homepage)
- Sending out invitation: July 2
- Sending out reminder: September 22 - 30
- Registration via homepage until: October 25

# Division of Tasks

- Prior to the event:

- Homepage - TUDa
- Sending out invitation – everyone
- Registration via homepage – TUG / TUDa

- At the event:

- Organizational help: TUG, Berenice, Mirko
- Documentation team: Benedetta, Denise, Nadia

# About the InComm Project

Various academic studies and international surveys have shown the difficulties that newly enrolled international students face upon arriving at their new institutions. Master's and doctoral students are particularly prone to experience problems in orienting themselves and adapting to new academic and socio-cultural environments. International offices and welcome centres are often the first resource that students use to obtain information and help to get adjusted.

InComm was established in order to help ease the onboarding of newly enrolled international master's and doctoral students, to improve their feeling of inclusion and to foster the creation of a true international campus.

InComm will collect best practices across institutions of higher education, develop a customer journey, create training modules and design an interactive InComm+ Tool to support staff working with international students.



#1:  
Catalogue of  
Best Practices



#2:  
Customer  
Journey



#3:  
Training  
Modules



#4:  
InComm+  
Tool