

Training for International Staff to Support High-Quality Student Mobility

Series of Online Seminars

December 10th, 17th and January 21st and 28th

REGISTER BY

08

DECEMBER



Co-funded by the
Erasmus+ Programme
of the European Union



Before we start



This seminar is
recorded



Write your
questions in the
Q&A



Write your
comments in our
Chat

Training for International Staff to Support High-Quality Student Mobility

Online seminar #1 | Setting the Scene: Introducing a Framework for Erasmus Staff Competences – offering a tool to ensure the qualification of IRO staff

Date: 10.12.2020 | Time: 10:00-11:30 CET

Online seminar #2 | Learning fast: a transition from Change to Crisis Management

Date: 17.12.2020 | Time: 10:00-11:30 CET

Online seminar #3 | Reaching Out: How to communicate and perform effectively at work?

Date: 21.01.2021 | Time: 10:00-11:30 CET

Online seminar #4 | Getting On: Career development and soft skills

Date: 28.01.2020 | Time: 10:00-11:30 CET

Thursday 28st January 2021

Getting on: Career development and soft skills

10:00 5'	Introduction to online seminar #4 Christina Bohle, University of Marburg Viktoriya Terzieva, European University Foundation
10:05 25'	Stress Management + Q&A Ekaterina Petryanina, Saint Petersburg State University
10:30 25'	Digital skills + Q&A Monika Platek, University of Warsaw
10:50 25'	Introducing the FESC Guidelines + Q&A Klementyna Kielak, University of Warsaw
11:20 10'	Closing the Training Christina Bohle, University of Marburg Viktoriya Terzieva, European University Foundation

End of online seminar #4



Stress Management





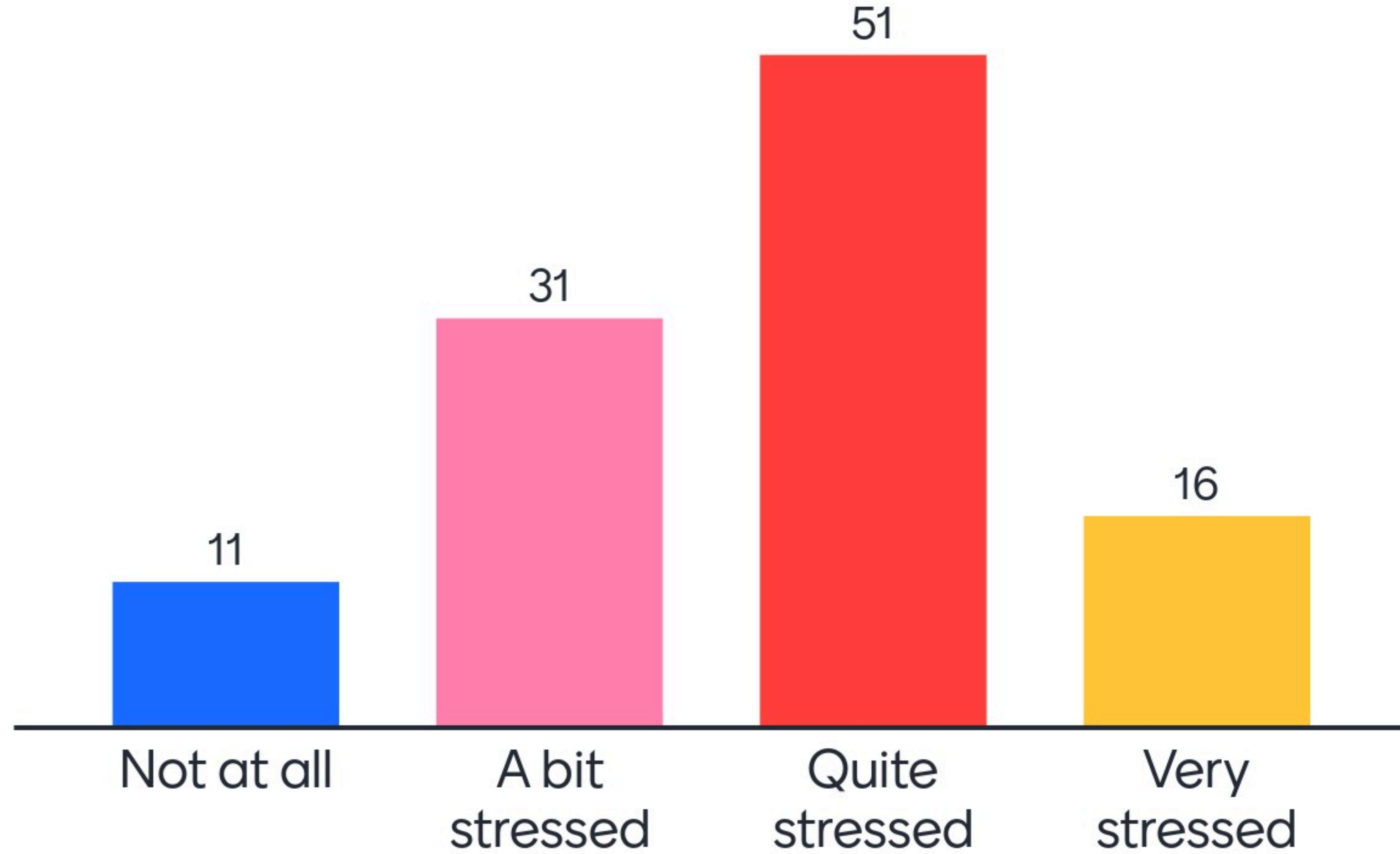
Framework for Erasmus Staff Competences

Stress Management

Ekaterina Petrianina,
Saint Petersburg University



How stressful do you feel lately?



Why stress management is important?

Stress can lead to:

- Health problems
- Difficulty concentrating
- Forgetfulness and difficulty learning
- Difficulty making decisions
- Reduced productivity
- Depression
- Difficulty communicating



You can decrease the negative impact by managing your own stress and stress of your employees

4 simple steps to reduce stress

Events don't give you stress, your view of events does it!

1. Identify and name the problem, be objective
2. Gather information, talk to people involved
3. Plan a resolution
4. Take action

Sometimes the best possible action is letting go.



Tactics to fight immediate stress

- Take a break, distract yourself, take your mind off the cause of stress
- Talk to a friend / ally, express and explain your emotions (be sure not to take it all out on him/her)
- Meditate
- Walk or do some exercise
- Find humor in the situation
- Breathe calmly and deeply
- Use power poses and smile

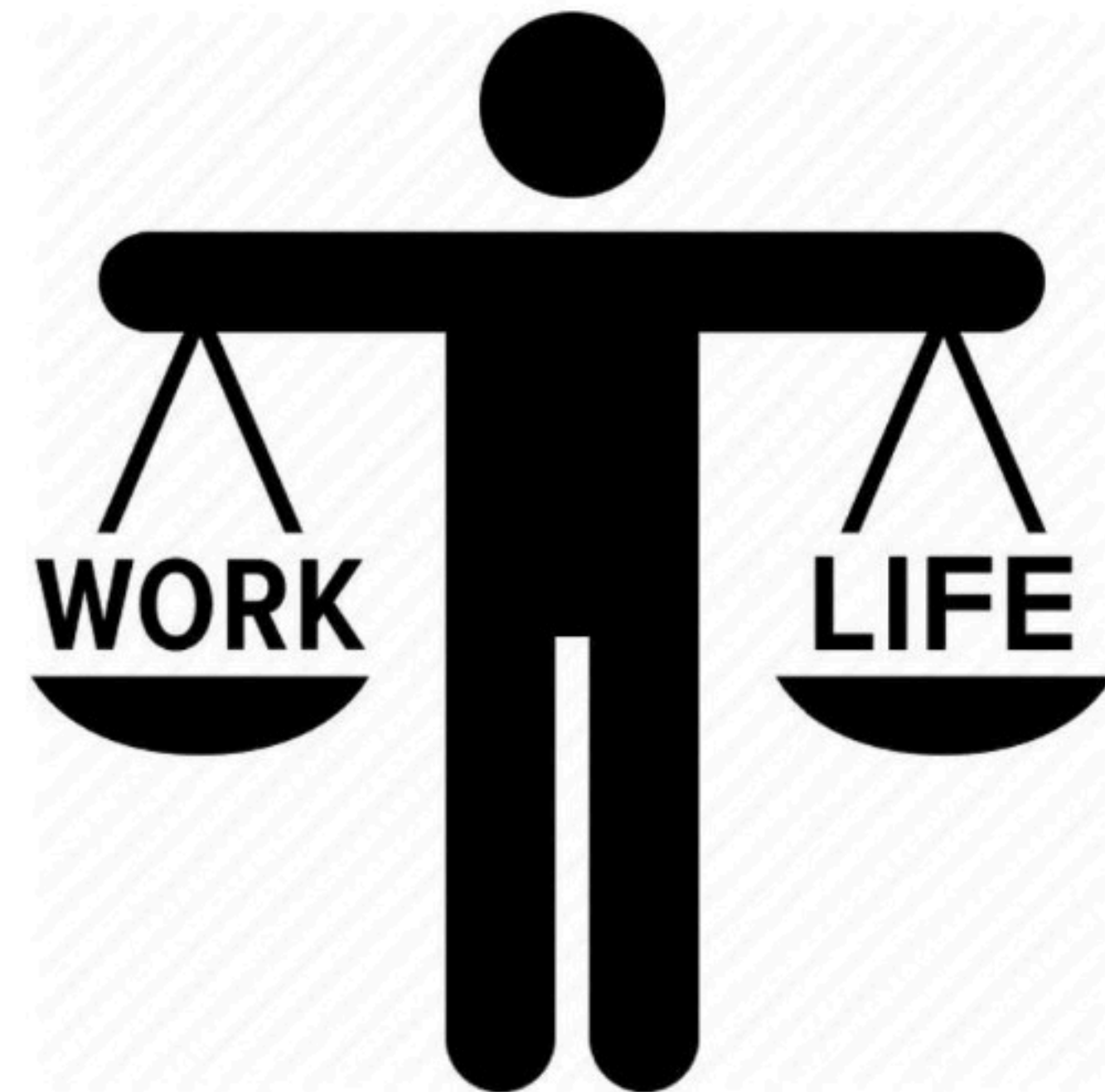


Reducing stress in the long-term perspective

The key is work-life balance.

According to CEB (The Corporate Executive Board) study, workers who place equal priority on their work and non-work roles and events:

- Experience more overall satisfaction and less exhaustion
- Are 21% more productive
- Are 33% more likely to stay in the same organization



Managing time in order to reduce stress

- Include your personal life into your schedule
- Set time slots for time-consuming repetitive things like e-mails and only work on them during these time slots
- Try to monotask as much as possible (if necessary, use [Pomodoro tool](#))
- “Eat a frog” first thing in the morning – get over with a necessary, but unpleasant task first thing in the morning
- Set aside time for big challenging goals



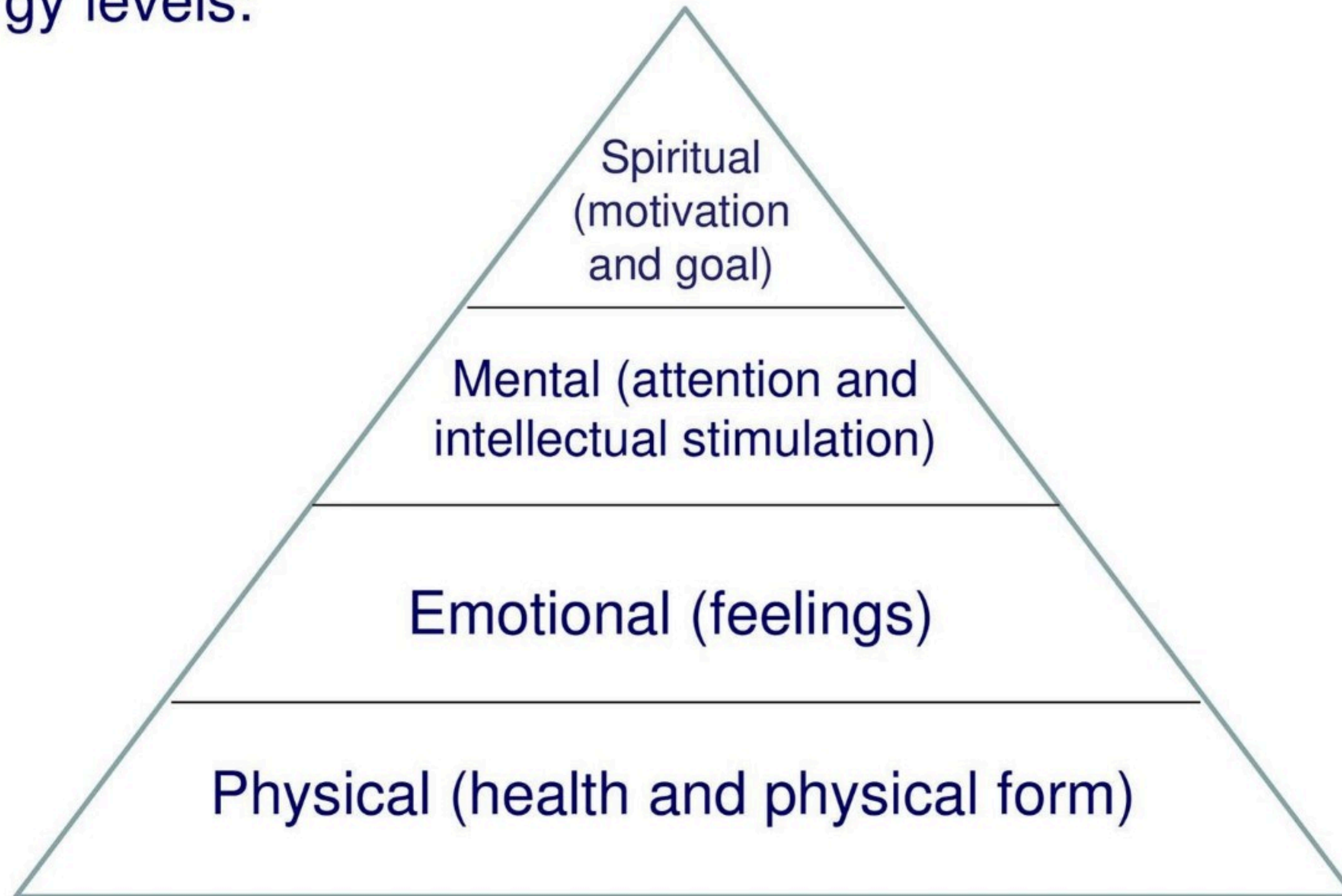
Energy Management

Do not think only about how much you work, care that you have sufficient time to regenerate and gather the energy. If you spend your energy and then replenish it adequately, you can grow your energy levels.



Energy Management

Energy levels:



What techniques do you use to manage the stress?

Sports

Sport, friends and family

Talk about the problem

relax in the bathtub

yoga

Meditation

time schedule

Generally go for a stroll and then
rethink the situation

Walk, breath

What techniques do you use to manage the stress?

Meditation

Breath

watch movies

Sleep

work out

Driving and listening to music, going out with friends/family

my dog

pets

sport, meditation, family time

What techniques do you use to manage the stress?

Good sense of humour

play with my children

planning

Go for a walk

Yoga

exercise

Listen to music

Tai chi

complain to my favorite colleague

What techniques do you use to manage the stress?

using checklists

Resting, Clear Thinking and Praying

Music, relaxing

listening to music

Breathing

Take a bath

breathing

talking

yoga

What techniques do you use to manage the stress?

Distraction - happy time with the family

sports, going for a walk, listening to some music and reading

sleep

Walk, Yoga, Talk

talk it out with those close to me

Music spiets calling friends

Breathing exercises - music

Music

breathe

What techniques do you use to manage the stress?

sleep

Nothing

Mental Clarity
Bathtub
Allocated Slots
for Me-Time

sleep

yoga, sleep, walks

meditation, walks, brain dumps
(journaling)

relax, do some sports, laugh with
friends

talk with friends and team

walking, read a book

What techniques do you use to manage the stress?

Coffee break, chat with anyone else

Time management

breathingmeditation

excercise, read a book, do something to take your mind of things, talk to someone

I just try to do sth else apart from work tasks (ex.: being with kids from my family)

breathsmilesing

Physical activity, hobbies that require concentration

walking in the park, coffee time, sport, family time, meeting friends

Put on headphones and listen to nice music, ignoring anything else

What techniques do you use to manage the stress?

Just keep on going

sport, walking

get the work done

relativise, talking about it, watch your breath

BreathMeditation

Talk to a friend, Deep Breathing, Step away from the stressful situation.

Sports. Take small breaks

sleepshare with friends/familyplay gamesbreathtake a walk

Audio books

What techniques do you use to manage the stress?

Start doing something

Sport; movies, friends

walking

pets, movies, rest

Cooking

walking

eat ;)

watch movies, read a book, walk

Interrupt and do something else

What techniques do you use to manage the stress?

Breathing

Watch movies and tv series

Dedicate time to challenging goals

reading, meditating, being calm

small goals and motivation

praying, concentrating, listening to relaxing spiritual music, laughing with colleagues

Swim

Music

Reading

What techniques do you use to manage the stress?

sports, breathing exercise

listen music

My cats

Sing

sports, reading, socializing

physical activity, spending time in the nature, sleeping, reading books

watching tv series

monotasking

Doing sport and relaxing, walking and running or going to the mountains

What techniques do you use to manage the stress?

Sport

exercisehugs with family

meditation

MUSIC

humor; relax;

planner

distractionsdoing things I like to do

work out

75%

Resources:

[https://www.ted.com/playlists/315/talks to help you manage stres](https://www.ted.com/playlists/315/talks_to_help_you_manage_stres)

<https://www.coursera.org/learn/conflict-and-stress-management>

Spencer Johnson. Who Moved My Cheese: An Amazing Way to Deal with Change in Your Work and in Your Life.

Jim Loehr, Tony Schwartz. The Power of Full Engagement: Managing Energy, Not Time, Is the Key to High Performance and Personal Renewal

Digital Skills for staff dealing with student mobility



Agenda

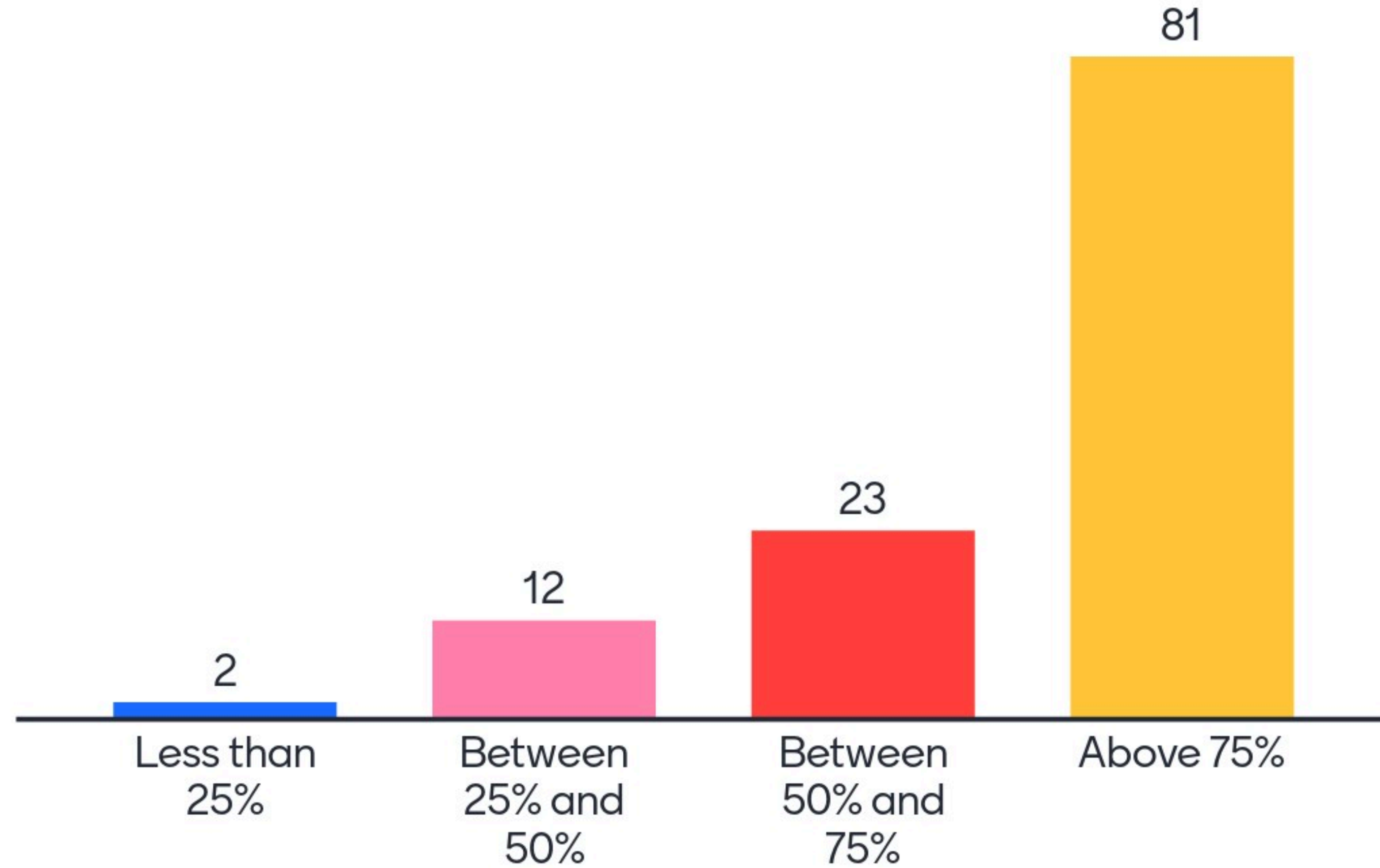
1. Digital skills – introduction
2. Digital evolution in the new Erasmus+ programme
3. Online communication
4. Other digital solutions

Digital skills

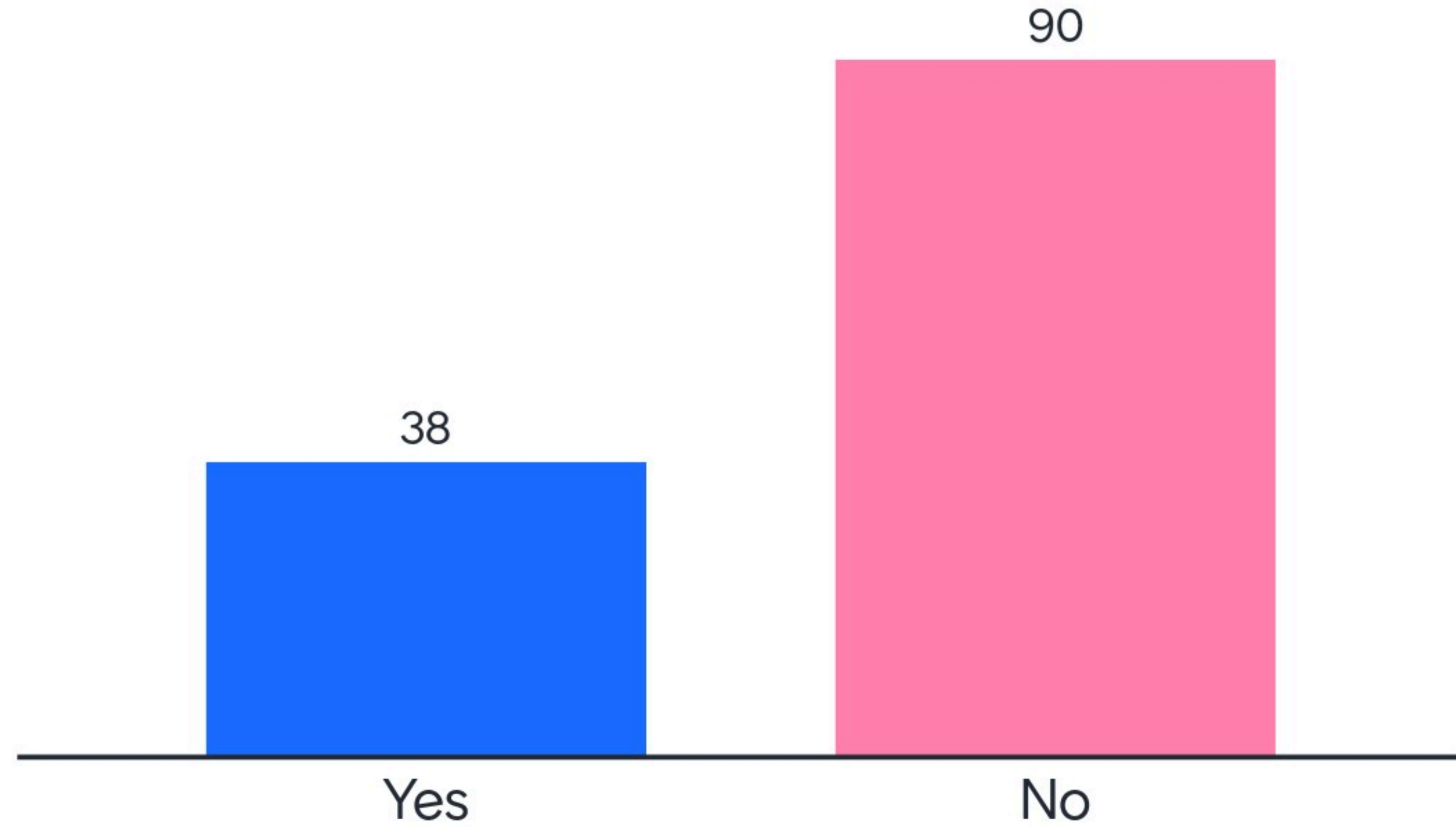
ability to use digital devices, communication applications, and networks to access and manage information

- Emphasis on digitalisation in the new Erasmus+ programme – introduction of Erasmus Without Paper, Online Learning Agreement
- Switching to remote work – communication from a home office
- New channels of communication
- Pointed out as one of the most relevant skills of staff both by the students and staff (survey and interviews conducted before the pandemic)

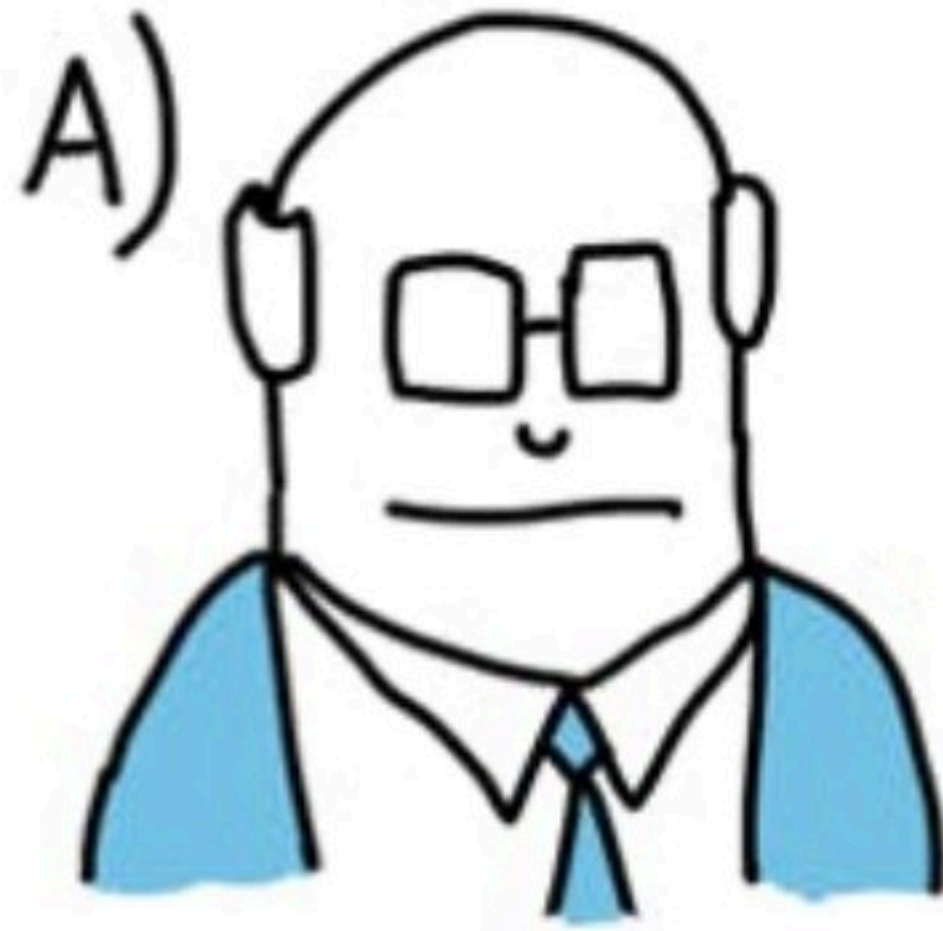
What percentage of your daily work is done using IT tools?



Did you use IT tools to the same extent before the pandemic?



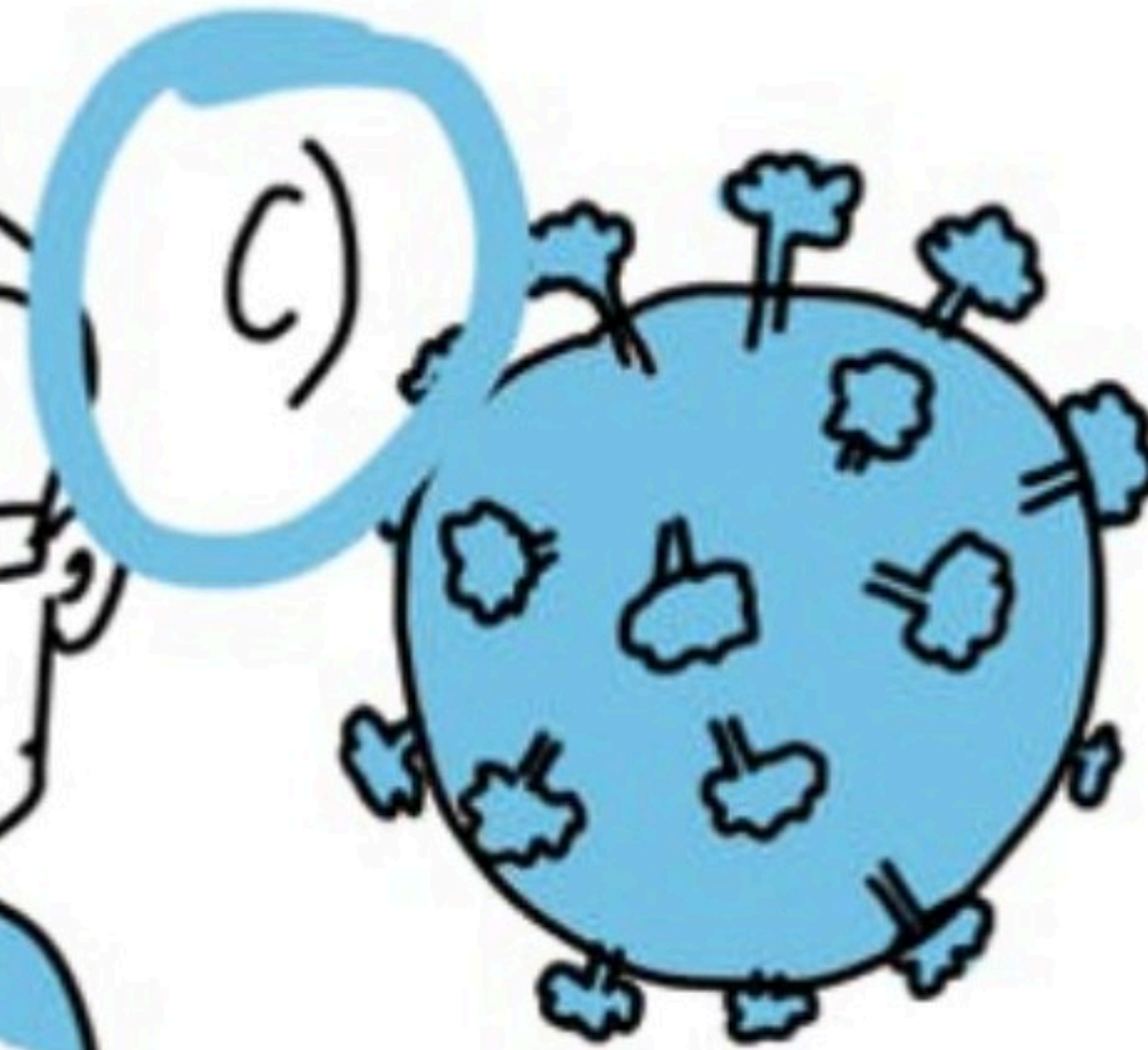
WHO LED THE DIGITAL TRANSFORMATION OF YOUR COMPANY ?



THE CEO



THE CTO



COVID-19

BUSINESSILLUSTRATOR.COM

New Erasmus+ programme

- Erasmus goes digital – focus on the digital solutions
- Erasmus Without Paper (EWP), Online Learning Agreement (OLA), European Student Card (ESC) are planned to be implemented in the new project
- Many digital solutions will become obligatory



Why should Erasmus be more digitalised?

- Fast & safe data transfer – GDPR compliance
- One format common for all the institutions
- Reduced workload – eliminating a lot of email communication
- Precise data exchange – elimination of "lost" emails



"Every piece of paper you see is here for a reason: I haven't thrown it away."

What skills are needed?

- Ability to **use appropriate digital tools/solutions**
- Ability to demonstrate **awareness of diversity** in a digital environment
- Ability to **organize and manage** data/information in a digital environment
- Ability to **assess relevance and credibility** of digital data

Communication

- Conclusion from FESC survey and study visits: improvement in communication both within the institution and with partners
- Communication **within the institution** during the pandemic (home office to home office)
- Communication **with mobile students** while they are abroad
- Communication **with partner institutions**

IT tools for communication

- MS Teams, BigBlueButton, Google Meets, Zoom, Skype, etc.
- Communication via chat, call, videoconference
- Webinars for larger audience
- Virtual office hours – possibility to meet students even if they are abroad
- Sharepoint, google drive
– common use of files

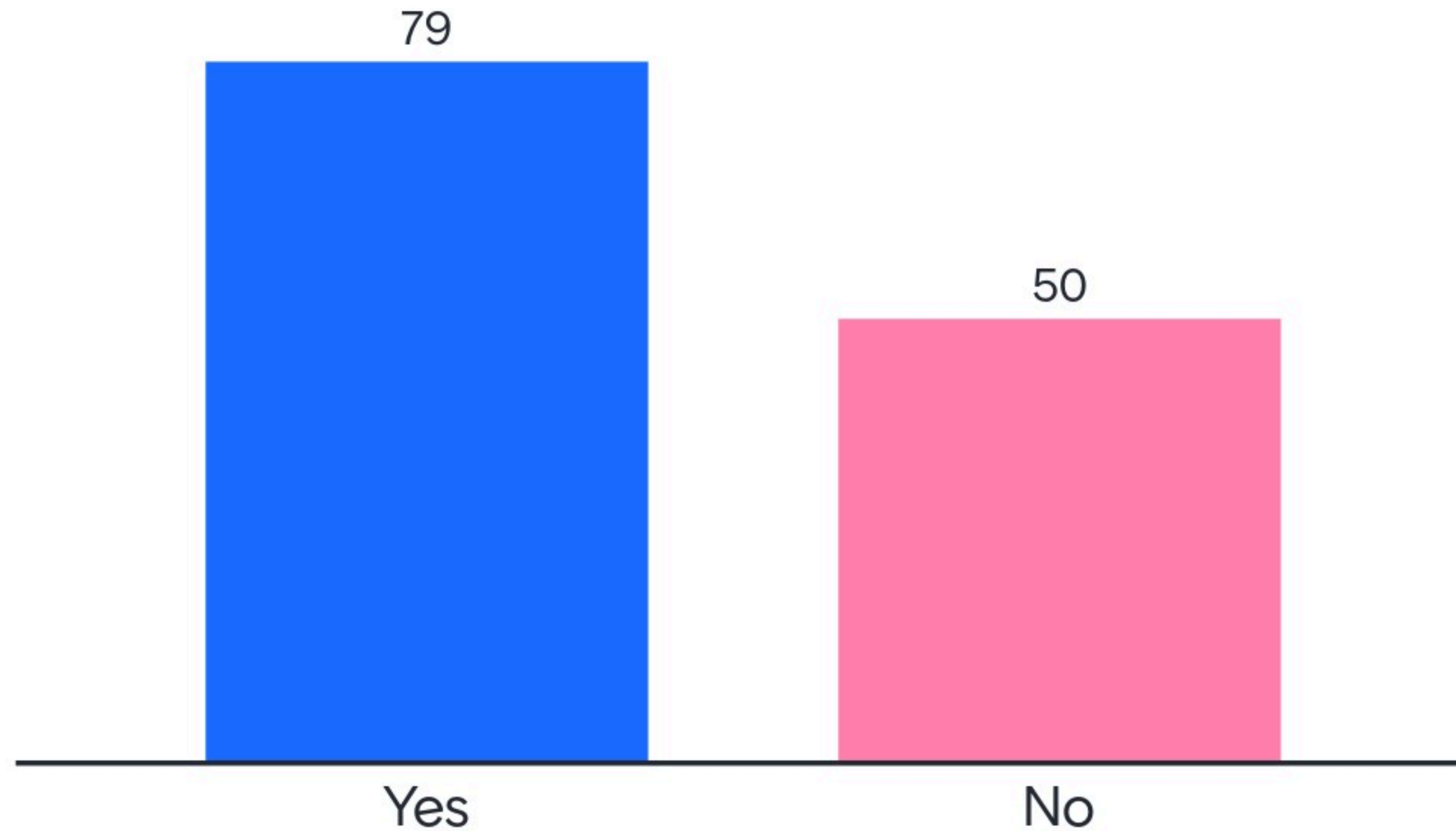


Source: <https://knowledgeone.ca/communication-tools-to-increase-engagement-in-online-learning/>

How to choose a proper tool?

- Support of the IT staff (vs reality)
- Defining what communication is needed
- Defining the target group (size, preferences)
- Technology constraints & accessibility
 - Audience capacity
 - Possibility to record
 - Possibility to share screen/present
- Internal regulations (user licences, national regulations)

Do you use any of the non-traditional channels to communicate with incoming and/or outgoing students? Ex. Facebook, Instagram, WhatsApp



Communication through social media

Conclusion from FESC survey:

students crave for personal, immediate and clear communication given in a timely manner.

Social media as useful tool to cater for their needs.



Website

According to students, a good website is:

- updated
- easy to read (clearly structured)
- understandable
- available in different languages



Source: <https://inclusion-international.org/call-for-tender-web-development-design-and-maintenance/>

What skills and attitudes are needed?

- **Communication skills & language skills** – clear message
- **Digital skills** – to manage & update the website/social media
- **Knowledge about the programme** to structure the information
- **Open-mindedness** for non-conventional communication ways
- Ability to **use proper mode of communication** depending on a target group

Read more:

Erasmus Without Paper:

<https://www.erasmuswithoutpaper.eu/>

<https://uni-foundation.eu/project/ewp-2-0/>

Online Learning Agreement:

<https://www.learning-agreement.eu/>

<https://uni-foundation.eu/project/ola-3-0/>



Framework for Erasmus Staff Competences

Monika Płatek,
University of Warsaw

