

AGENDA

Workshops: IRO Services and International Networking Marrakech, 26th-28th February, 2012

Workshop 1: International Relations Office Services

Invited expert: Inmaculada Madera / Michelle Grindle

Introduction: International Relations Offices in many institutions act as a focal point for the institution's international activity, often being the hub of administrative and executive powers regarding the different activities the institution undertakes. In this sense, it must be a "service provider" for the different stakeholders addressed by such activities: students, local community, internal stakeholders such as departments. etc.

Specific Objective: The objective of this Workshop on IRO Services is to examine the correlation between activity and service offering, as well as planning for service set-up and execution. An expected output of the workshop will be a "minimum service set" to be determined by the partners.

Target: IRO staff / managerial positions.

Day 1: Sunday, 26th February

26/02/2012			Venue: Hotel ATLAS MEDINA: Conference Room
From	To	Duration	
09.00	09.30	30'	Welcome and Opening Ceremony Presentation by Host Partner: Mobility Service Experience of the UM5S <i>Mr. Karim Baina, and Prof. Rachid Beza</i>
09.30	10.00	30'	Strategic position of an IRO within the institution <i>Inmaculada Madera</i>
10.00	10.30	30'	Purposes of an IRO (Mobility, projects, strategy, admin...) <i>Inmaculada Madera</i>
10.30	11.00	30'	COFFEE BREAK
11.00	11.30	30'	Discussion: What purpose do the TIES partner IROs have? <i>Partners will share what function their IRO currently covers within the institution. Facilitated by Michelle Grindle</i>
11.30	12.00	30'	Determining services for an IRO: Fit for the purpose <i>Inmaculada Madera</i>
12.00	12.30	30'	Researching and marketing services: Demand-led approach <i>Michelle Grindle</i>
12.30	13.30	60'	LUNCH in the Atlas Medina
13.30	14.00	30'	Service set-up: What resources are needed? <i>Inmaculada Madera</i>

14.00	14.30	30'	What services do the TIES IROs currently offer? - Analysis Exercise <i>Partners will share the list of services offered. Facilitated by Michelle Grindle</i>
14.30	15.15	45'	Discussion: Establishing a Minimum Service Set <i>From those offered, which are common to all partners? What should be added for more successful IROs? Facilitated by Michelle Grindle</i>
15.15	16.15	60'	Case Study: University of Alicante IRO services: Marketing of Spanish Courses for Foreigners <i>Michelle Grindle</i>
16.15			Question and Answer Session, Wrap up.

Workshop 2: International Networking

Invited expert: Inmaculada Madeira / Gaspar Hernández / Michelle Grindle

Introduction: Networking and communication are fundamental skills for international office staff and those working in projects, international activities and with external parties. The ability to capture and, most importantly, retain contacts via mutually beneficial actions is key to success in the globalised world. However, it is not as easy as just 'knowing people' and requires a great deal more strategy...

Specific Objective: Provide participants with an overview of the accepted strategies behind networking, as well as the relative pros and cons of different approaches. Share experiences good and bad between participants. Provide an overview of important communication skills.

Target: IRO staff / managerial positions.

Day 2: Monday, 27th February

27/02/2012			Venue: Hotel ATLAS MEDINA: Conference Room
From	To	Duration	
9.00	9.30	30'	Basic concepts of networking <i>Inmaculada Madera</i>
9.30	10.30	60'	International Networking in Higher Education: A Key Tool for Internationalisation and Cooperation <i>Inmaculada Madera</i>
10.30	11.00	30'	COFFEE BREAK
11.00	11.30	30'	Discussion Session: Experiences of TIES partners, how you network? <i>Partners will share their tactics and normal practices for networking. What tools and methods they employ. Relative pros and cons will be debated.</i> <i>Facilitated by Michelle Grindle</i>
11.30	12.30	60'	Building an international culture "at home" to foster successful international networks <i>Inmaculada Madera</i>
12.30	13.30	60'	LUNCH in the Atlas Medina
13.30	14.30	60'	Communication Skills <i>Michelle Grindle</i>
14.30	15.30	60'	Networking for International Projects <i>Gaspar Hernández</i>
15.30	16.00	30'	Selecting Partners and Negotiating Projects <i>Inmaculada Madera</i>
16.00	16.45	45'	Practical Exercise: Experiences in Networking <i>Partners will share their experiences in projects, communication and dealing with consortia.</i> <i>Inmaculada Madera, assisted by Michelle Grindle</i>



16.45			Question and Answer Session, Wrap up.
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Coordination Meeting

Facilitator: Michelle Grindle (UA)

Introduction: In a meeting in Alicante the TIES project partners requested a series of guidelines for the next activities to be developed. These included activities such as the Guide to be produced as a main project deliverable, the setting up of an internationalisation network, and the national roundtables. UA has committed to produce such guidelines and present the first draft ideas in this workshop in Marrakech.

Specific Objective: To provide partners with a set of useful guidelines for the upcoming activities, to ensure effective application of the project objectives.

Target: TIES project partners.

Day 3: Tuesday, 28th February

28/02/2012			Venue: Hotel ATLAS MEDINA: Conference Room
From	To	Duration	
09.00	09.20	20'	Next Project Activities: Recap of the agreed calendar <i>Michelle Grindle</i>
09.20	09.55	35'	Internationalisation Guide: Process, guidelines and expected outputs <i>Michelle Grindle</i>
09.55	10.30	35'	Roundtables: Guidelines and expected outputs <i>Michelle Grindle</i>
10.30	11.00	30'	COFFEE BREAK
11.00	11.35	35'	International Network: Guidelines (review of statutes, set-up, next steps) <i>Michelle Grindle</i>
11.35	12.00	25'	Open Discussion and Any Other Business. Meeting Close.