Research findings

Which country do you currently work in?

107 responses

- Latvia
- Belgium
- Poland
- Germany
- Rep. of Ireland
- Ireland
- UK
- Czechia

△ 1/2 ▽

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TORUŃ   BYDGOSZCZ

Erasmus+
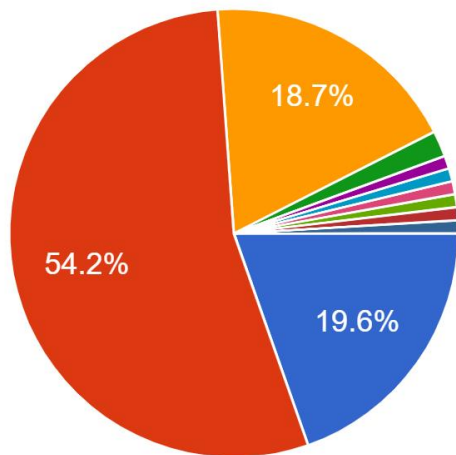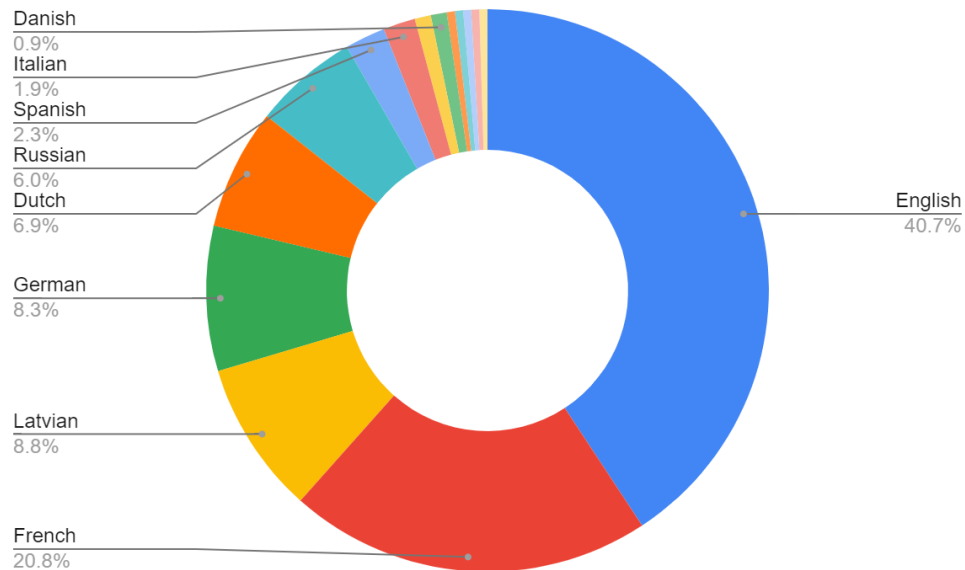
Research findings

Research findings

Which positions in your organisation require language skills the most?	
manager, director (export, product, project, logistics, quality)	31
All	22
Attorney, lawyer	11
customer service	8
translatior / interpreter	8
Administrative staff, assistants	6
sales	6
PR	3
EU-correspondent	2
language teacher	2
marketing	2
architect	1
data protection	1
engineers	1
journalist	1
operations/ manufacturing	1
programmers	1

Erasmus+
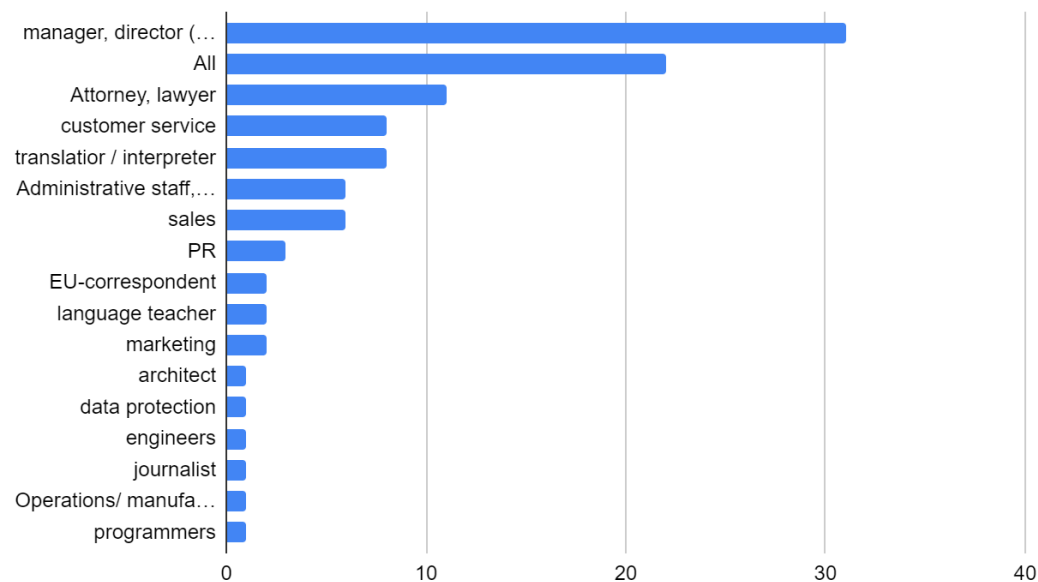
Research findings

How important is professional knowledge of more than one language in day-to-day workplace activities?
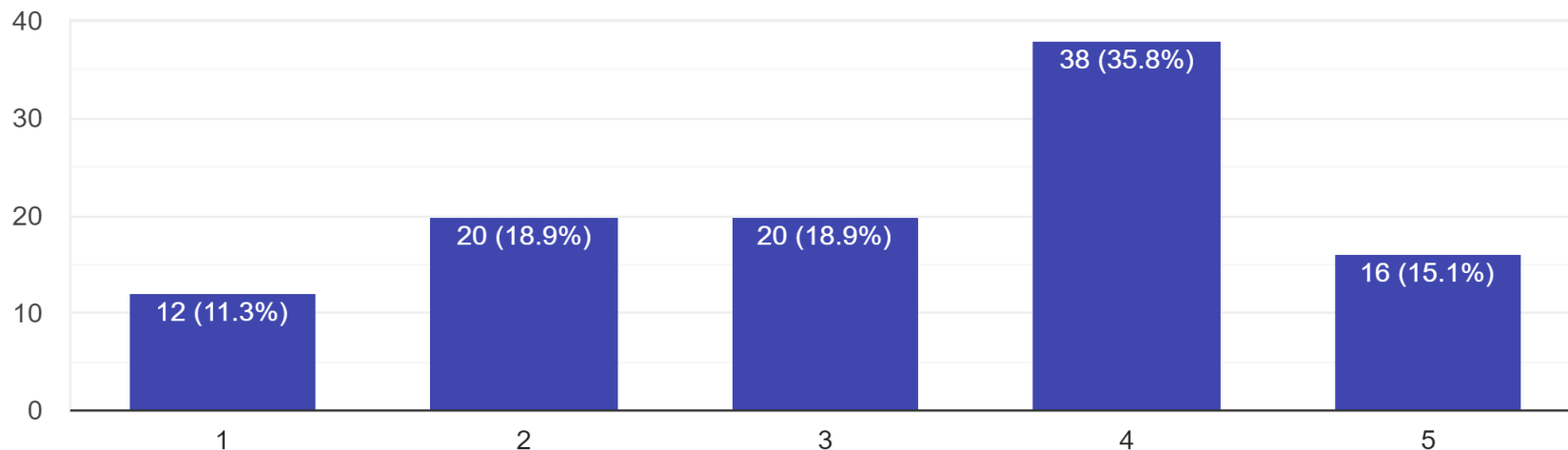
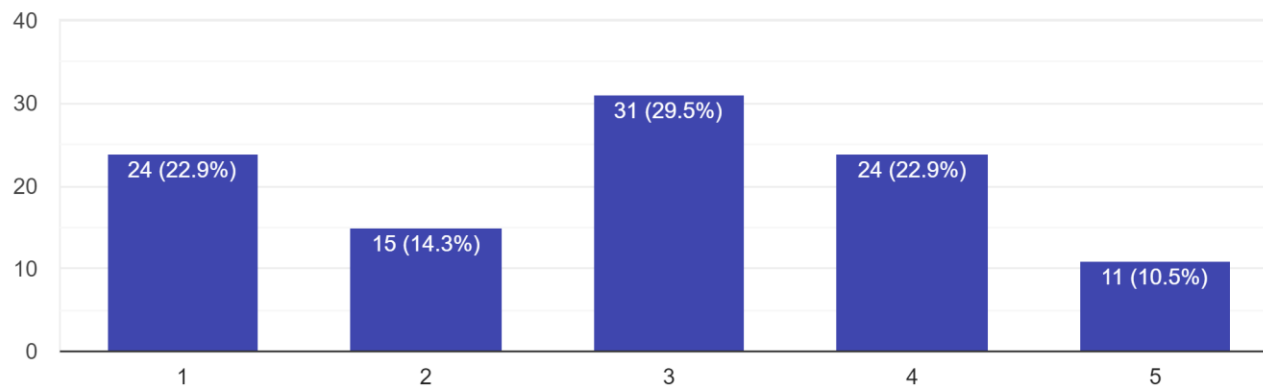107 responses
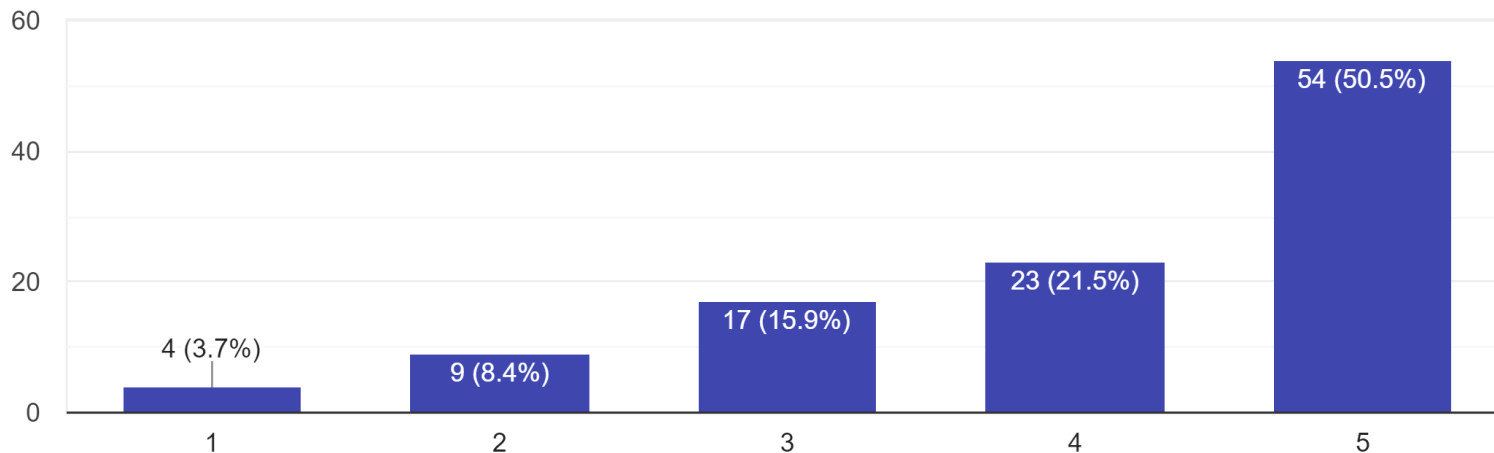
Research findings

participate in meetings

106 responses

Research findings

give presentations
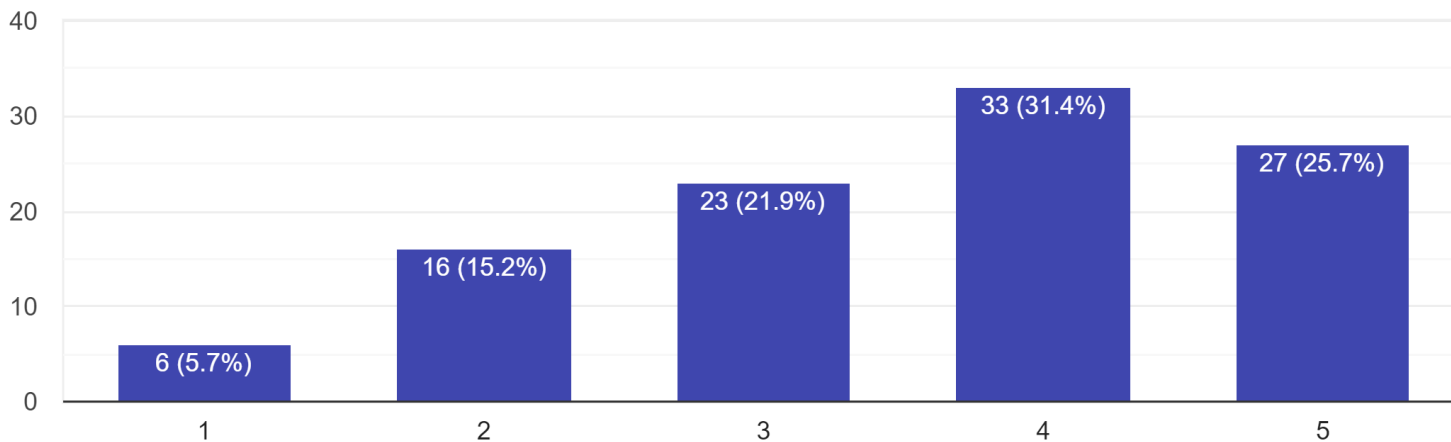
105 responses

Research findings

talk on the phone

105 responses

Research findings

submit/present reports

104 responses
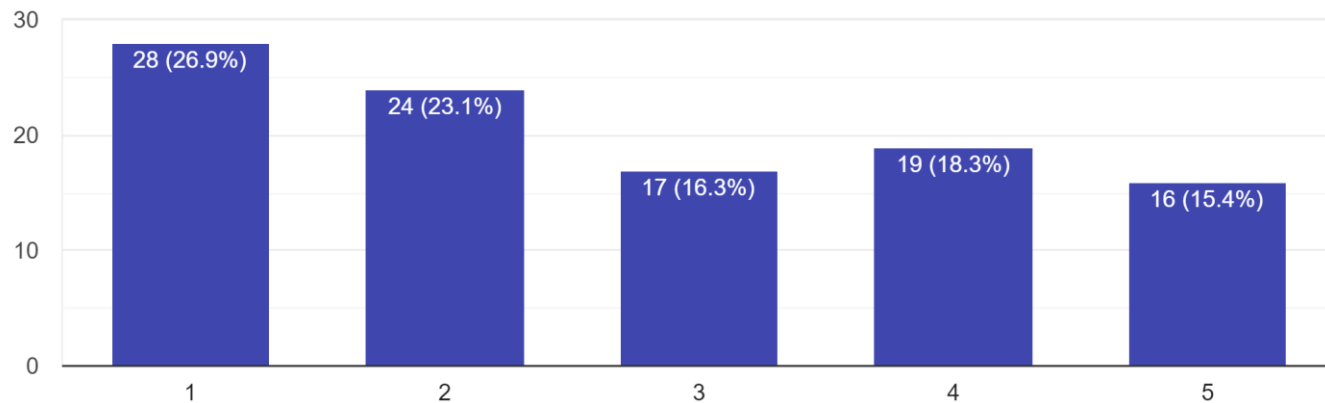
Research findings

collaborate with co-workers

105 responses

- 1: 12 (11.4%)
- 2: 24 (22.9%)
- 3: 21 (20%)
- 4: 27 (25.7%)
- 5: 21 (20%)
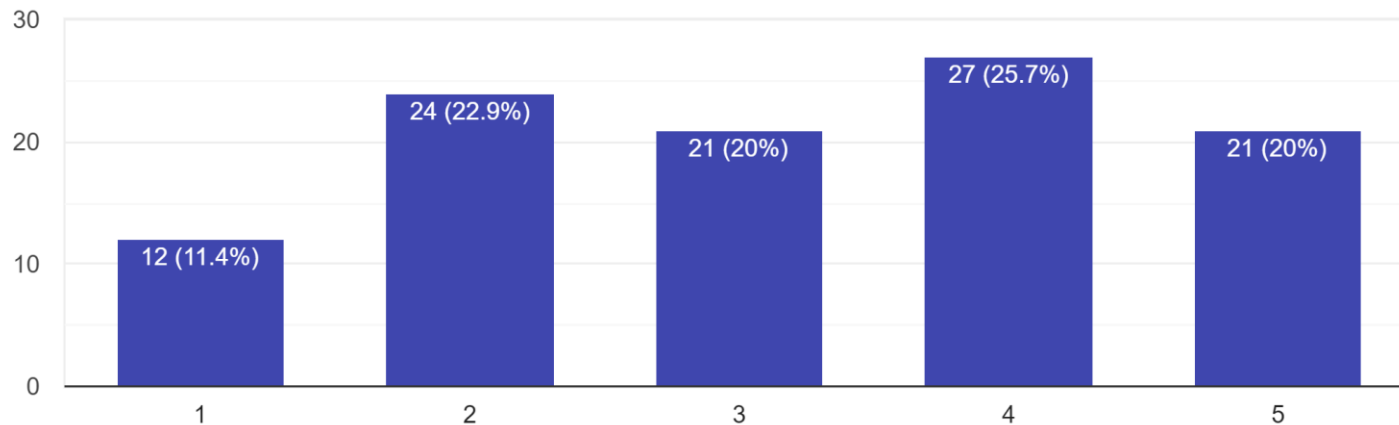
Research findings

network

105 responses
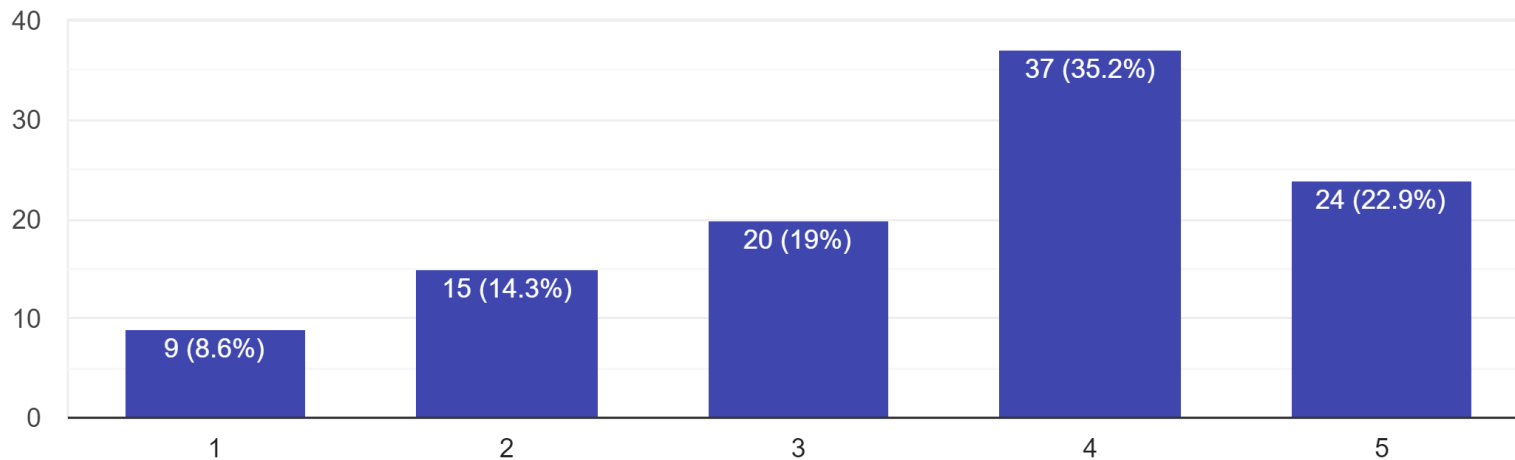
Research findings

deal with customers / clients

105 responses
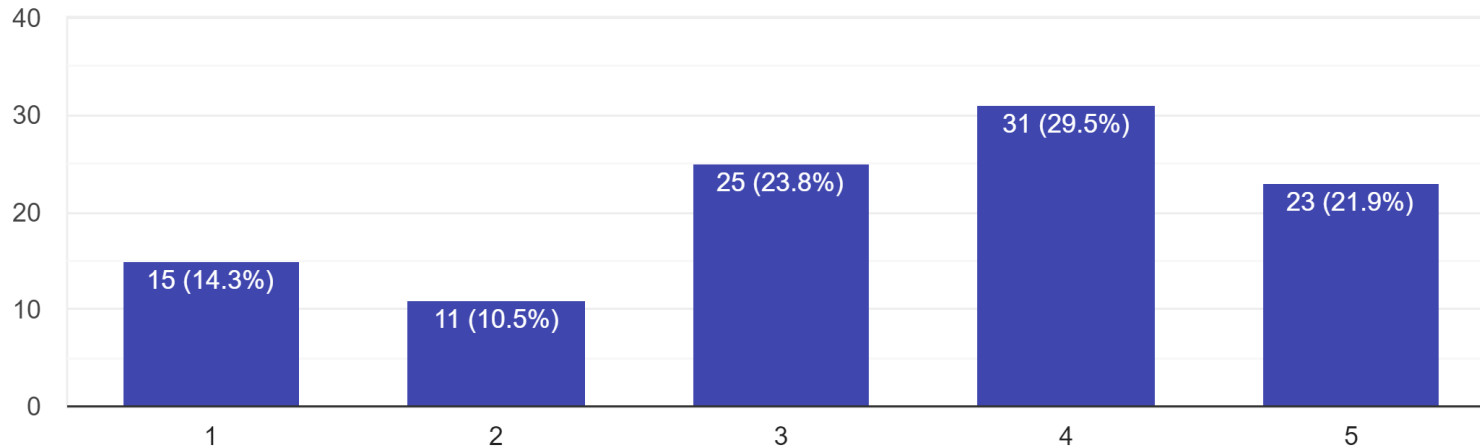
Research findings

mentor new recruits

100 responses
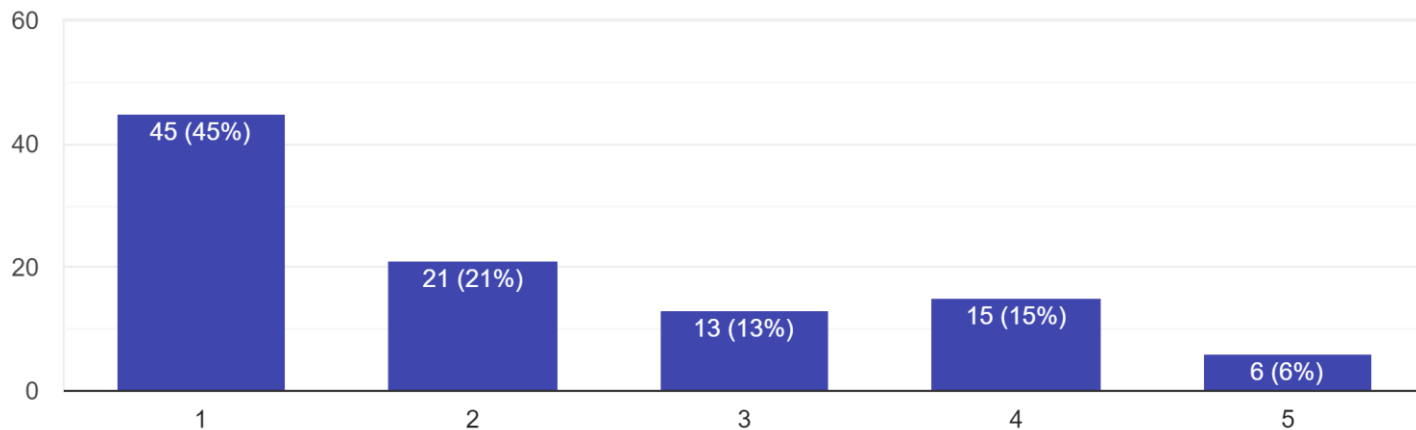
Research findings

write correspondence

106 responses
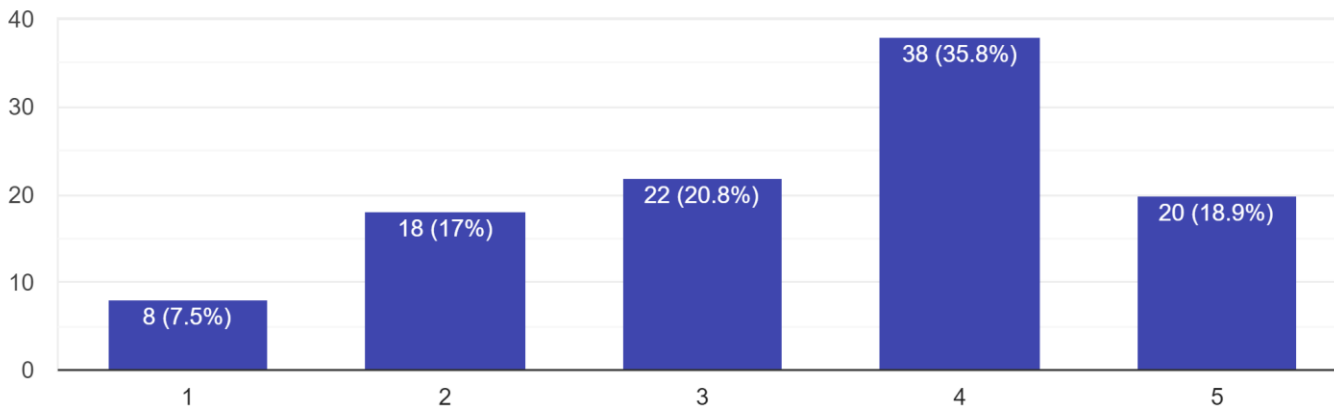
Research findings

travel for professional reasons

105 responses
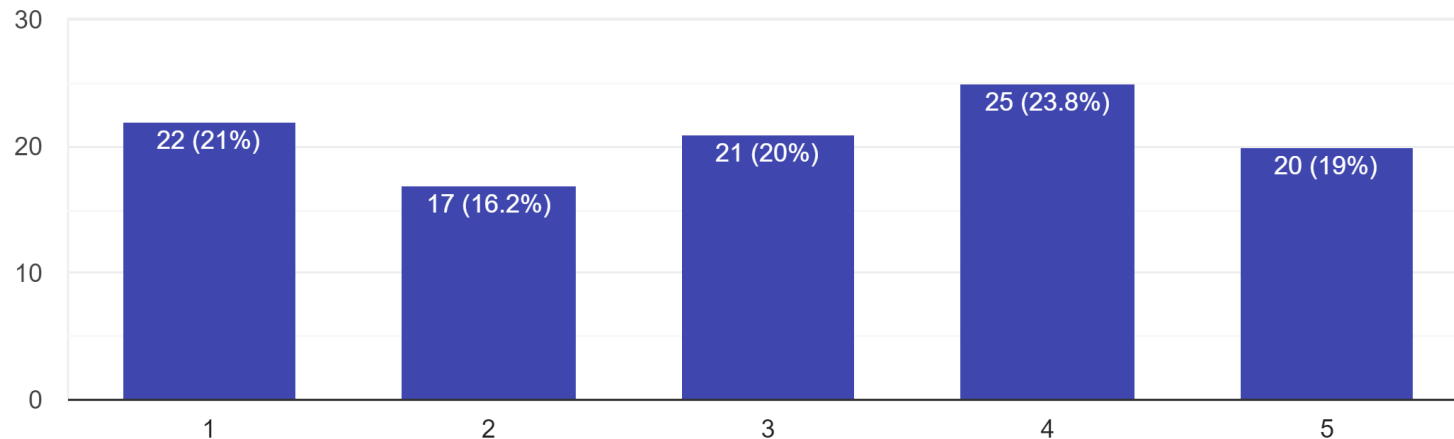
Research findings

manage purchases, orders, complaints

104 responses
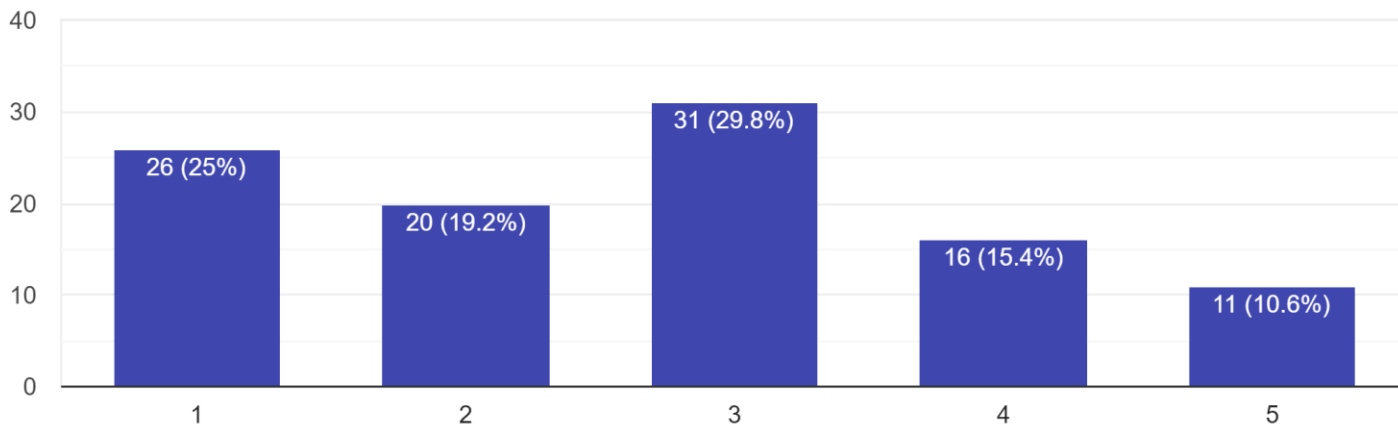
Research findings

gather information, carry out research

102 responses
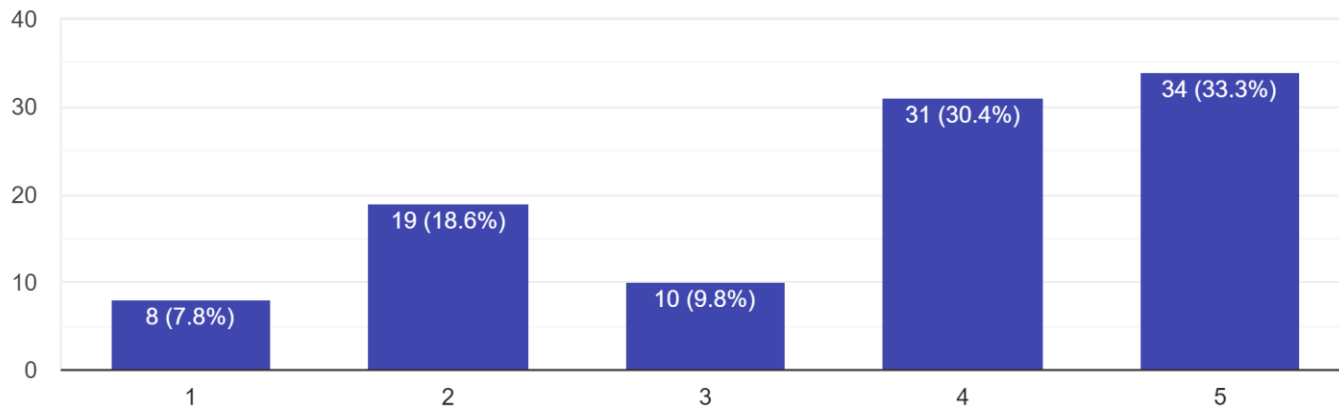
Research findings

read specialist texts (reports, instructions, procedures)

104 responses

Research findings
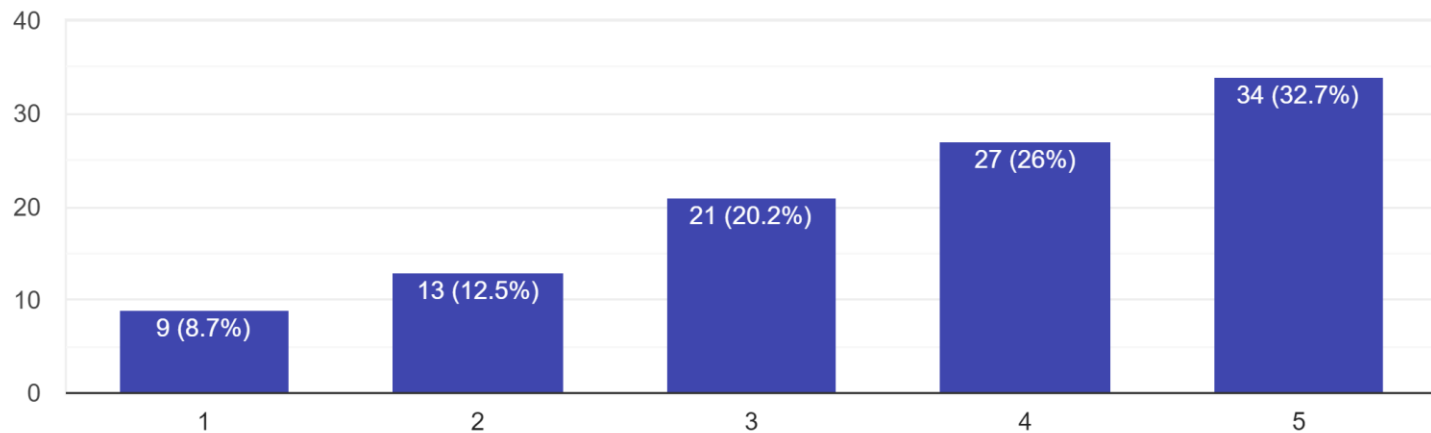
collabCRM online - video meetings

collaborate online - video meetings

102 responses
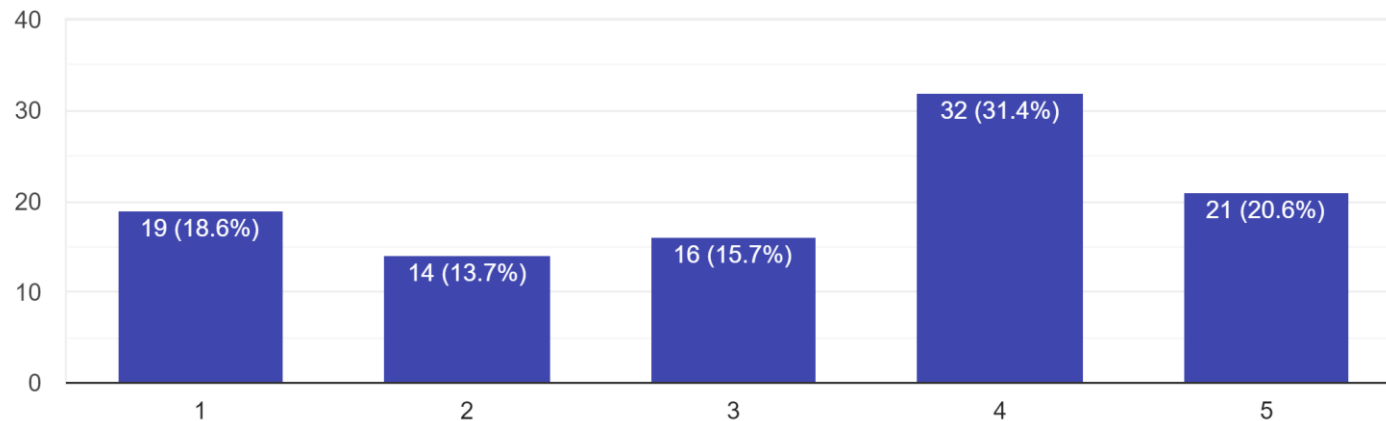
Research findings

apply for a job - job interviews, CVs, letters of application
100 responses
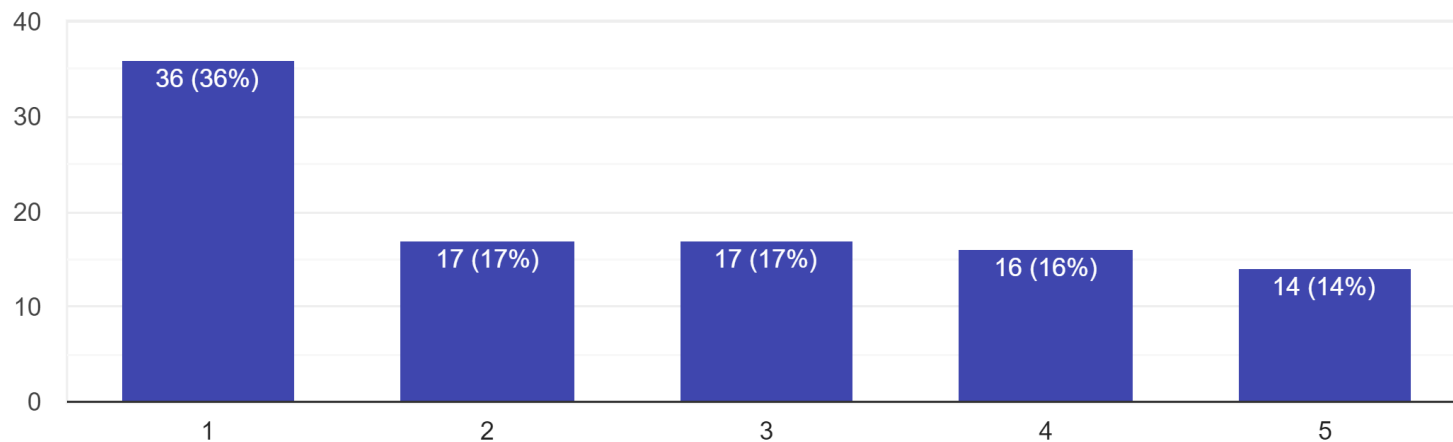
Research findings

read specialist texts (reports, instructions, procedures)	75.2
talk on the phone	74.8
gather information, carry out research	74
network	73.4
write correspondence	72.4
deal with customers / clients	70.2
participate in meetings	68.8
collaborate with co-workers	67.2
collaborate online - video meetings	65.6
travel for professional reasons	63.8
give presentations	59.6
submit/present reports	56.6
manage purchases, orders, complaints	55.6
apply for a job - job interviews, CVs, letters of application	51
mentor new recruits	43.2
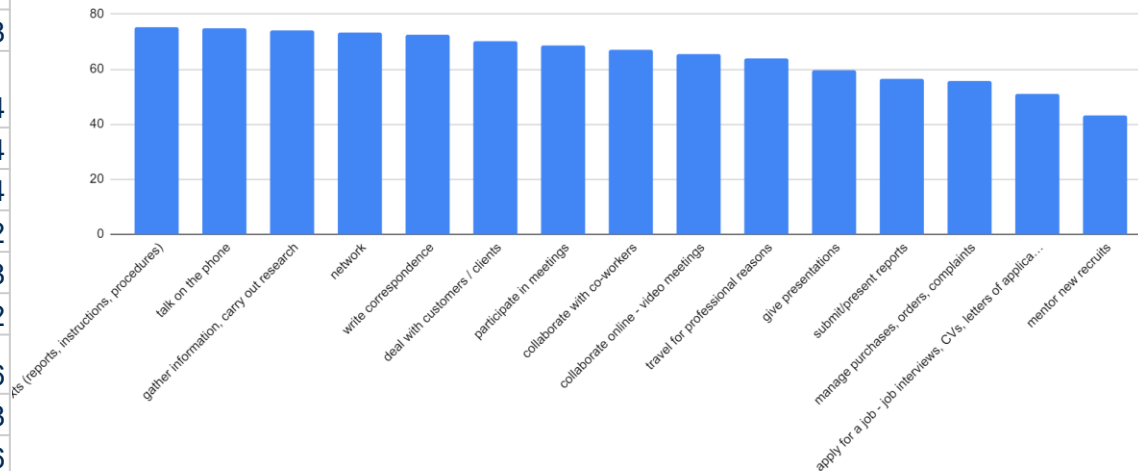
Research findings

Which countries do your customers / clients / co-workers / partners come from?	
the US	31
EU	26
Germany	23
the UK	21
France	17
all over the world	12
Russia	11
Estonia	11
the Netherlands	11
Lithuania	9
Belgium	9
Spain	9
Finland	5
Sweden	5
Poland	5
England	4
Czech	4
Latvia	4
China	3
Luxembourg	3
Switzerland	2
Denmark	2
Italy	2
Malta	2
Austria	2
Baltic states	2
Chile	2
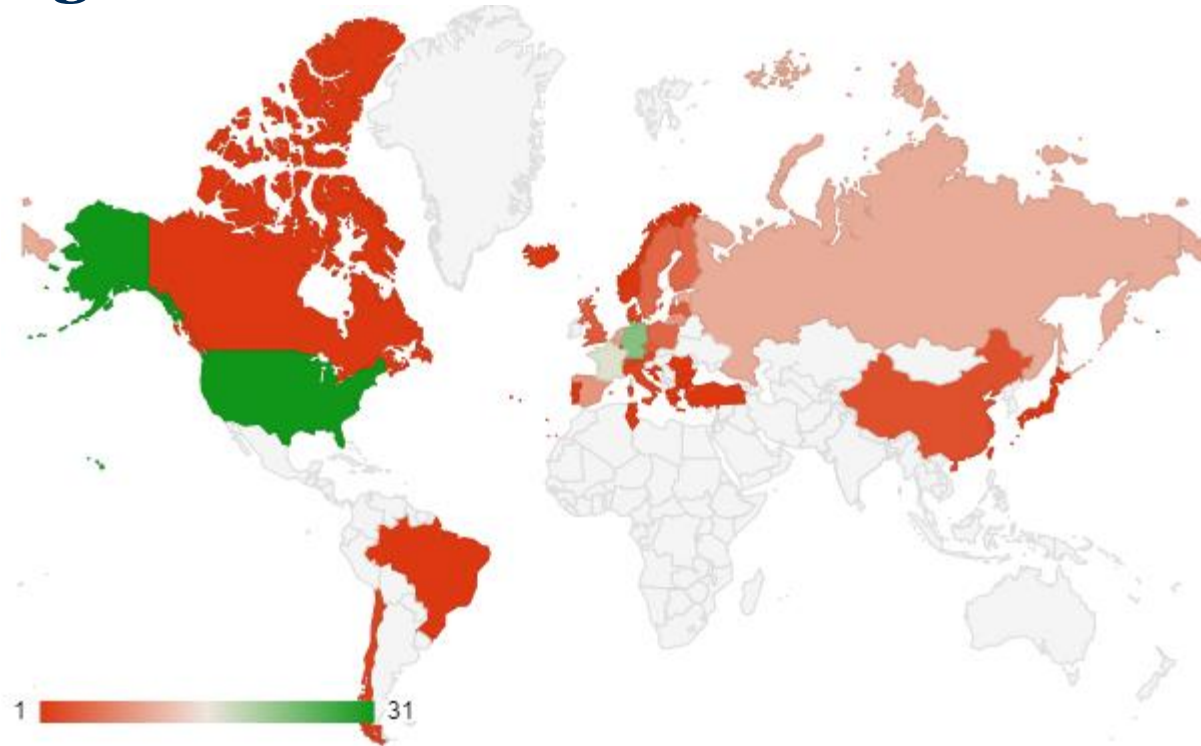
Research findings

What kinds of cultural differences affect work-related communication in your workplace? (e.g. punctuality, forms of address, etc.)

- hierarchical vs non-hierarchical, participatory vs top-down, self-boasting vs "let the facts/content speak for itself", appearance vs content oriented, direct and to-the-point vs avoiding confrontation at all costs/very subtle

- Formality of emails and culture around emailing, forms of address

- Behaviour in negotiation vary sensibly from a country to another. Legal education is closely linked to each country, so legal discussions are also strongly coloured by the country in which the lawyer studied or practices law.

Research findings

What kinds of cultural differences affect work-related communication in your workplace? (e.g. punctuality, forms of address, etc.)

- Japan - stood up during a presentation (when you talk to someone you should stand up)

- Don't try to set up a meeting with Spain before 10, don't come a minute later with Germans

- Chinese colleagues: do not like to admit faults and never say no, even if they can't commit to what you ask. Importance of hierarchy.

Research findings

Is there a system in your workplace to manage/mediate such cultural differences?

- Yes, we send reminder e-mail before meeting
- Training - because the team is multicultural, we have to respect the differences
- general information about the openness and acceptance towards co-workers - as company policy
- trainings, world coffee...
- Dedicated training before working with ASIA (Japan, Vietnam, China...) or in "High Risk Markets"
- Online training
- training multicultural environment
- we are asked in interview for passing epso exam how we deal with cultural differences
- social events like parties

- personal knowledge and awareness and collectively raising them

Research findings

Are you continuing to develop language skills? If yes, by what methods?

- 63 – yes – lessons, courses
- 22 – yes – self-study
- 22 - no

Research findings

Are you continuing to develop language skills? If yes, by what methods?

- 63 – yes – lessons, courses
- 22 – yes – self-study
- 22 - no

Research findings

Please state your preferred study technique(s) for language learning.

watching movies
6.1%

immersion
8.6%

courses, lessons,…
14.3%

Listening
16.4%

conversations, sp…
32.8%

books / reading
21.7%
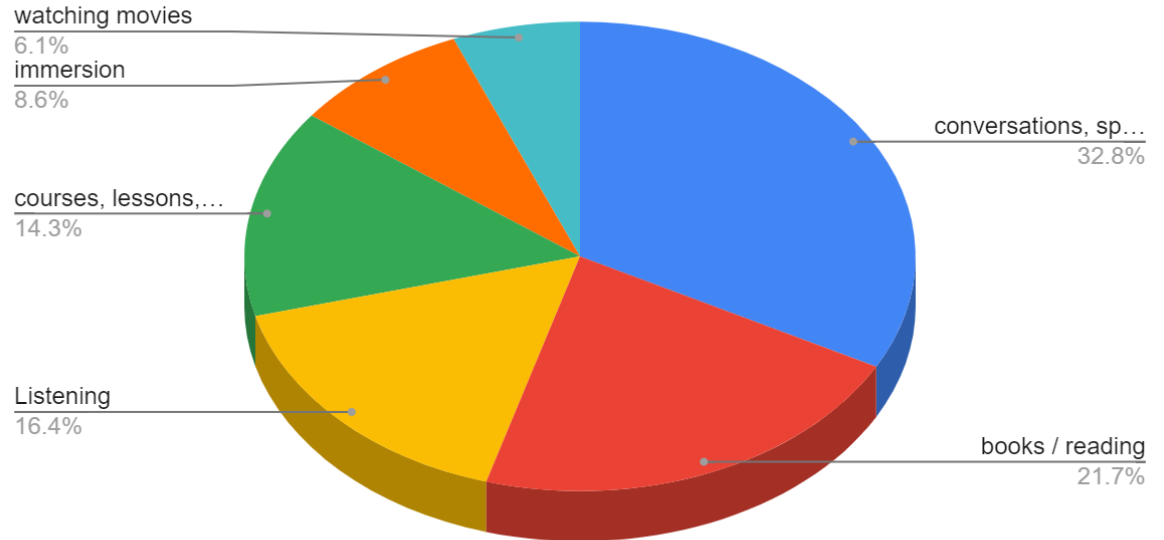
Research findings

Are you an employer and involved in recruitment?
107 responses

60.7%

39.3%

● Yes
● No
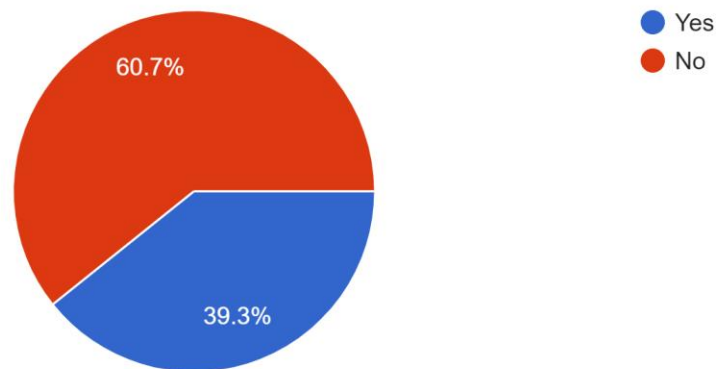
Research findings

Do you evaluate language skills during job interviews? If yes, how?

- 32 – yes
    - 28 – during the job interview
    - 9 – written test

Research findings

Do you accept language proficiency certificates? If yes, which?

- 10 - yes

Research findings

What soft skills do employees require in a workplace where multiple languages are used?

- Ability to articulate yourself clearly, ability to adapt quickly in a difficult (i.e. either confusing or agressive) conversation

- Professional skills, creativity, communication skills

- do on time, be flexible, be aware of tax law, analytical thinking, be exact

- communication (including oral, written/drafting skills, presentation, facilitation, representation), prioritising and organising, service orientation, working with others,

- interpersonal skills, multicultural experience, team work capabilities. Highly professional, calm and approachable.

- assertiveness, flexibility, open-minded (not taking things personally), time management, teamwork

- Foreign language curiosity

- listening

- Cross border team spirit (even if you work in a subsidiary abroad, we're part of the same team)

- respect of cultural diversity

Research findings

What soft skills do employees require in a workplace where multiple languages are used?

- Interaction with clients (language leaners)

- Teamwork, creative thinking, pragmatic working, networking, communication,

- Tolerance and openness

- Patience and clarity

- Diplomacy and patience

- As above - time management, interpersonal communication, creative thinking, teamwork etc.

- Cultural openness!!!!!!

- intercultural skills; communication skills e.g. feedback; diversity and inclusion; language skills

- teamwork, initiative, independence

- work under pressure, reading / understanding texts, active listening, emotions

- negotiation, interpersonal

Research findings

From the employer's perspective, what communication skills gaps exist when graduates/new recruits enter the workplace?

- Inability to articulate yourself in difficult situations

- New employees don't know professional vocabulary.

- lack of soft skills and hard skills

- presentation and facilitation skills, public speaking

- They lack analytical & presentation skills – they should be ready to briefly introduce themselves, outline their background with a successful elevator pitch especially PhD graduate

- communication - afraid to ask questions or ask for help, time management (not punctuality), interpersonal communication

- Lack of understanding of spoken language, especially during conference calls.

- cultural awareness

- Product specific vocabulary, real use of language (writing emails, have small chat at the coffee machine)

- Ignorance of terminology specific to the workplace

Research findings

From the employer's perspective, what communication skills gaps exist when graduates/new recruits enter the workplace?

- They lack basic knowledge of the required languages

- New hires are often very focused on formal communication, which is appropriate -- but it is also important to try to connect with people above in the hierarchy on a more personal level as it aids communication

- sometimes superficial knowledge of a language, more often clarity and brevity

- Ability to tailor appropriately to the audience - being over formal in some instances and too informal in others

- The ability to write in a concise and structured manner

- sense of dedication; difficulty to understand the needs of clients or colleagues

- ease of expression

- Knowledge of professional English

- Politeness, natural and free communication

- Lack of real professional experience

Research findings

From the employer's perspective, what communication skills gaps exist when graduates/new recruits enter the workplace?

- Interpersonal skills, pragmatism

- Resilience, openness

- Managing up, accountability for own deliverables

- Clarity and brevity

- Previously mentioned - empathy and openness however cannot be applied to everyone, depends on employee's personality traits

- More practical talk, shorter statements (to the point), business mindset

- Using their language skills (on-the-spot-training) and often refining their language skills also to reflect the culture of that language. Speaking a language is not just words, but also a culture. True language skills is when the native feels that you, when speaking their language, also speak their culture.

- usually the emotional intelligence part, technical language skills are usually OK

Research findings

How do you think universities could help to address these skills gaps more effectively?

- Create difficult assignments, where students are forced to improvize, preferably towards a goal (i.e. a need to convince or negotiate)

- In cooperation with employers, you could be offered to participate in real projects. Translate real professional articles, find an opportunity to participate in professional seminars, conferences.

- encourage students to train and practice public speaking (oratory techniques) in another language than their native one(s)

- Supporting students in making CVs and covering letters. Teaching professional vocabulary is essential as well as role playing. Recording interviews can help students assessing his/her own performance and weaknesses.

- SOFT SKILLS - more projects, thinking creatively, out-of-the-box, search for information (not only Google), speaking in public,

- Multi cultural teaching approach

- Drop them in situations where only a foreign language can be used

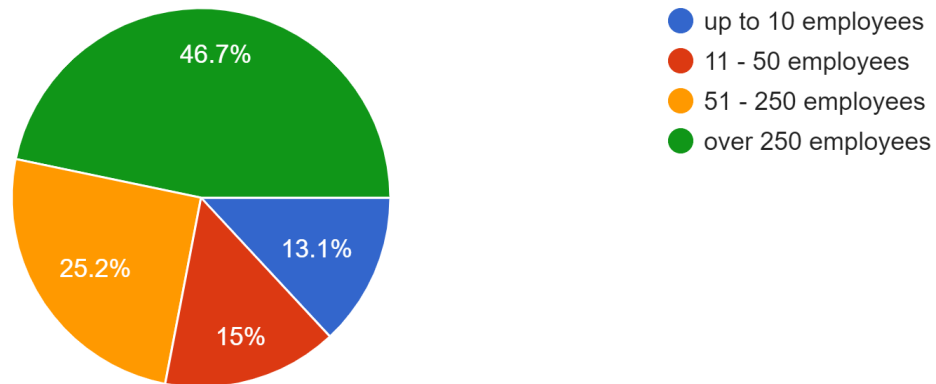- Working on real-life documents

Research findings

How do you think universities could help to address these skills gaps more effectively?

- Employ native speakers as lecturers, be more severe on students' language skills

- Set up social or other networking type events with employers in the community in which multiple languages will be used

- A more intensive teaching and courses in English or Dutch as an option

- Behavioral trainings: mbti, "eneagramme"...

- By teaching Big Five personality framework, at least for them personally that has helped to reflect on myself and others.

- Partnering with businesses, inviting speakers from private sector, more involving students (e.g. methodology applied at Maastricht University and inspired from the USA)

- Working more closely with employers, encouraging exchange, eg internships

- Obviously, yes. Native or near native language teachers with profound cultural understanding of the country(ies) of the language they teach. Exchange student programs. Cultural events and study trips.
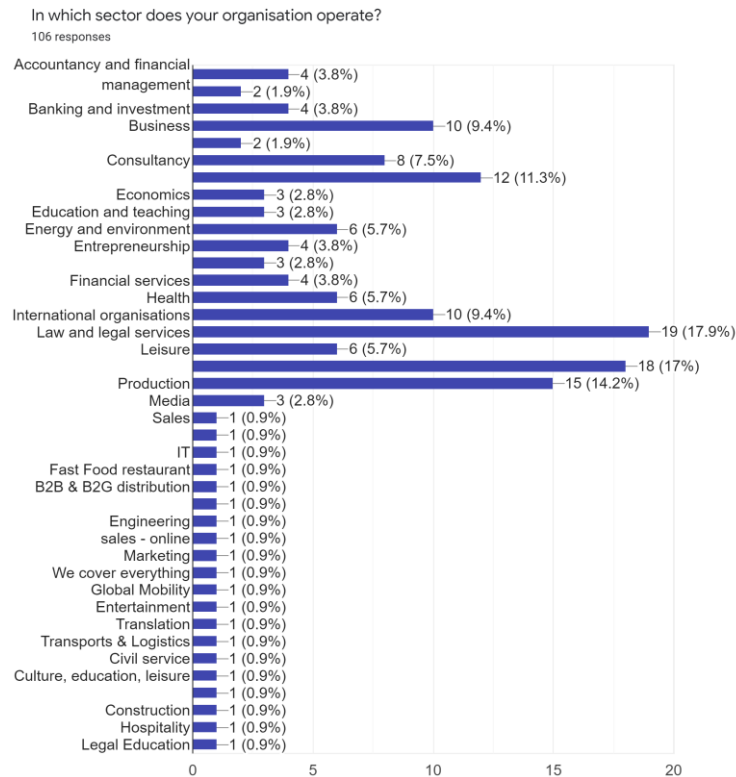
Research findings

What is the size of your organisation?

107 responses

- up to 10 employees
- 11 - 50 employees
- 51 - 250 employees
- over 250 employees

46.7%

13.1%

15%

25.2%

Research findings

In which sector does your organisation operate?
106 responses

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