

WP4 Interviews to investigate skills set for IDOs National report for Finland



1. Research sample

We interviewed six international operations professionals:

Ms Irja Härmälä: International coordinator at Savonlinna Vocational Institute (by phone); Eastern Finland

Mr Petri Sotarauta: Vice principal of INNOVA, Laitila Vocational Education Institute (by phone); Western Finland

Ms Heidi-Maria Listo: Education advisor at Opeko, the National Centre for Professional Development in Education (face-to-face); Central Finland

Ms Kristina Tuori-Nyman: Leading international coordinator at KEUDA, a multi-field vocational education provider in Helsinki area (face-to-face) (Southern Finland)

Ms Annikki Häkkinen: Senior advisor at the Finnish National Board of Education (group interview with Hanna Autere) (Capital area)

Ms Hanna Autere: Senior advisor at the Finnish National Board of Education (Capital area)

2. Summary of research findings

(Using the skills set framework and records of interviews, identify the values, understanding & knowledge & practical skills for being an effective IDO)

PROFESSIONAL VALUES

- Equality on every level (cultural, social, gender etc),
- Open-minded attitude to new subjects,
- Capability to learn
- Co-operation as a value
- Respect of individuality
- Confidentiality – trust
- Stress-management
- Accountability – responsibility
- Independence
- Importance of development – open-mindedness
- Understanding the value of a compromise
- Understanding that international cooperation means developing something for the common good
- Understanding the added value of international activities in one's working surroundings
- Enhancing equity: less experienced countries may benefit from the experience of other countries.

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UNDERSTANDING AND KNOWLEDGE	PRACTICAL SKILLS
<ul style="list-style-type: none"> - Language skills – key issue for understanding - Cultural awareness, intercultural competence, cultural sensitivity, international sensitivity - Ability to see and manage the whole of the project - Keeping up with the development in the international education arena - Knowledge of your own college, education systems, country (wide background knowledge) - Human knowledge, you must be able to detect the best out of people and the skills they have, this is the key to successful cooperation in a team - How to take responsibility of a total project and the implementation of promised results, because you have to be able to plan far ahead and see all the different function involved In the whole cycle of the project you are responsible for - Lots of knowledge about the different cultures you meet and about the up-to-date and history events of the country (for discussion) - Ability to be ahead of one's time (planning and anticipation skills, vision) - How to organise work fluently, because it is easy to put small things aside thinking that you do then easily later, but they pile into huge loads at the end 	<ul style="list-style-type: none"> - Insistence - Faith in the vision - Dialogue with the end-users - Ability to use computers and modern technology - Ability to communicate - Networking skills - Logical-practical skills needed for making an idea into a project - Finding sources for funding. - Negotiations, convincing, persuasion skills - Language skills - Contact making skills - Initiative = courage to take responsibility of work in teams of different types/cultures of people - Social skills, fluent communication, small talk, presentation skills (very important) - Accountability - Ability to recognize and make use of different individuals´ best sides - Flexibility in working hours – understanding of different demands of project work - Hospitality skills - Motivation skills - Cooperation skills - Skills to plan ahead, development, visualizing - Delegation of work to others - Knowledge about the different project fundings and the bureaucracy they require - A daring and flexible disposition - Capable of coping with stress - A mindset that is both service-oriented and managerial - Able to cope and communicate with constantly varying company in extremely varying settings - Capable of standing out in a working community where there are not many like you - One has to overdo sometimes to attain what is needed (no set standards for international work?)



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<ul style="list-style-type: none"> - How the financing works, because it is absolutely necessary that you know the “money matters” well at the beginning, to avoid mistakes that are difficult and tedious to correct - Self-knowledge 	<ul style="list-style-type: none"> - Enthusiasm – leading to work overload and stress - Project management skills crucial including financial aspects and statistics - Product design skills - Information and PR skills - Guidance and counselling skills - Networking skills absolutely important in several senses (in-company, locally, European-wide and globally - you have to know the right persons) - Evaluation and quality assurance skills - Project management skills <ul style="list-style-type: none"> o PCM (project cycle management, an EU tool) o negotiation skills o making addresses and presentations o fundraising o etc etc - Knowledge about the subject (when representing a certain field of study) - Social skills, understanding the human psyche a bit - Communication skills (in writing and in speaking); negotiation skills; foreign language and cultures competences
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3. Any other findings relating to the development of competence based qualifications

(Any relevant research findings since the survey which could help with WP5)

4. Appendix

Six records of interviews.

