

EURAXESS DUAL CAREER TWINNING GUIDEBOOK



euraxess
RESEARCHERS IN MOTION

This report is funded by the European Commission and is an outcome of the EURAXESS Top IV project,* which consists of 9 Work Packages (WP) in a total of 38 tasks. The project started in September 2018 and ended in February 2022. Each WP and task has its own leader. The University of Copenhagen (UCPH) is task leader for WP 3.1 entitled – Dual Career Services for the partners of mobile researchers.

* EURAXESS is a European network active in 40 countries, which aims to improve the European Research Area (ERA) by making it easier for international research talent to move to and in between European countries. The idea is that internationally mobile researchers should be able to follow their talent to and across Europe, without (too much) hassle (paperwork/untransparent procedures). This network started in 2002. (www.euraxess.eu)

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International Staff Mobility (ISM)

ism.ku.dk

To download this report use the following link:

• ism.ku.dk/contact/brochures-checklists/brochures

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INTRODUCTION

We are proudly presenting 13 different European universities and 1 non-profit association who have been working together to analyze, develop, improve, and implement Dual Career Services through a twinning programme organized within the EURAXESS TOP IV project.

This report focuses on the development and dissemination of Dual Career (DC) services, or in other words services that encourage employment of the partners that travel along with mobile researchers. The already established Dual Career (DC) Expert Group in the EURAXESS TOP III project, joined by other EURAXESS members, developed and improved existing DC services through a twinning programme.

Participants from 8 different European countries joined the initial meeting in 2019, and they enthusiastically joined the twinning programme, where they were paired up with another institution. The COVID-19 pandemic made it impossible for many participants to physically meet for the twinning meetings, which resulted in some participants cancelling their participation, while others continued and found creative online meeting solutions.

In this inspirational report, you find out how twinning can be a useful way to develop and implement new services, you will be inspired by innovative DC services, receive tips on starting and working with Dual Career Services, and much more.

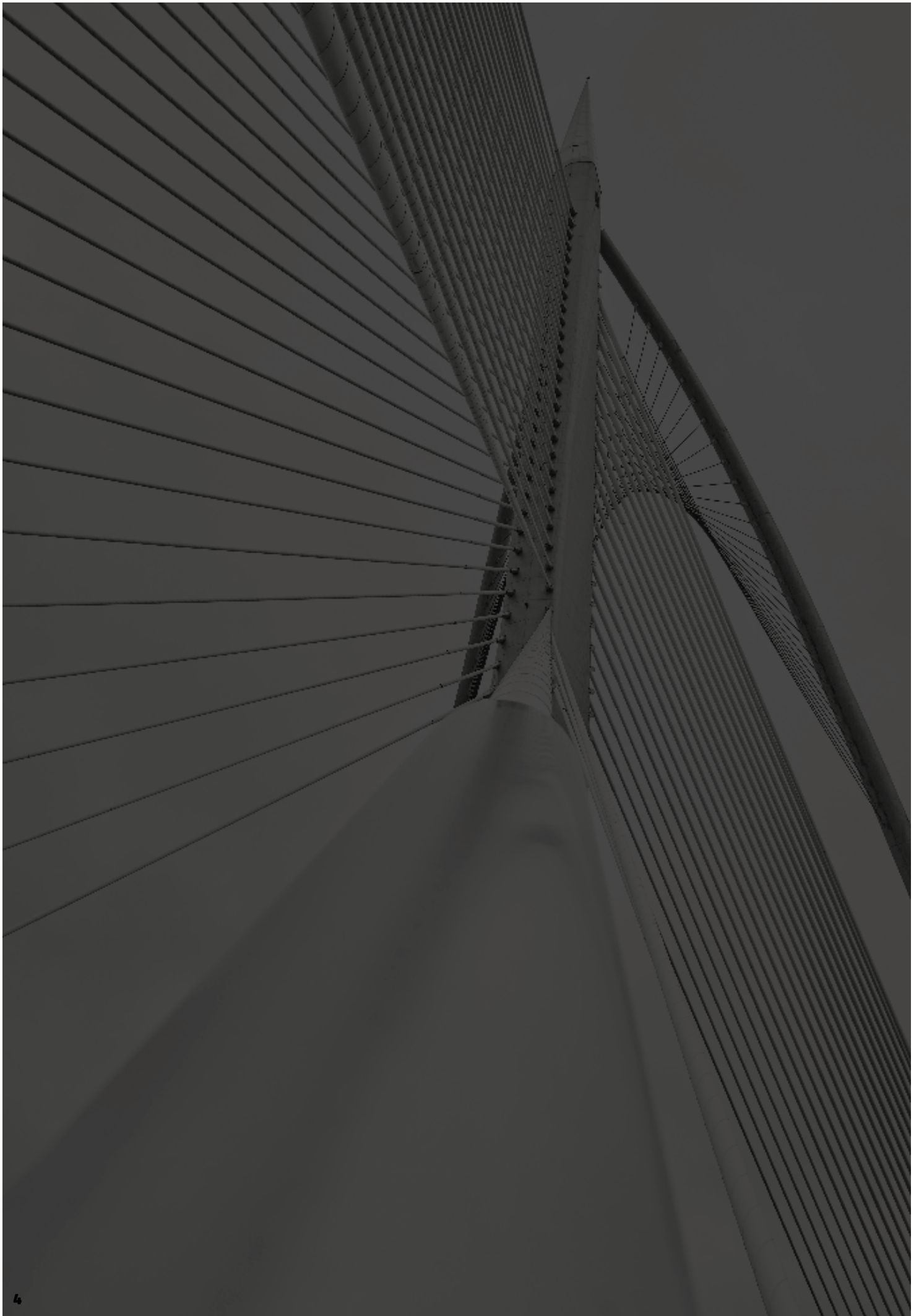
We look forward to continue knowledge sharing and working with developing new Dual Career Services. The outcomes of the twinning process in this report highlight interesting insights and recommendations that could be value adding for anyone interested in Dual Career Services.

We are always keen to engage and foster new synergies. Therefore, we invite new members to this constantly growing group of universities and research institutions prioritising and engaged in assisting partners (spouses) to mobile researchers.

Enjoy reading this report and do not hesitate to contact us to inspire us or to be inspired.

Mark de Vos & Mary K. Kobia – University of Copenhagen (UCPH), Denmark

*Taskleaders WP 3.1 Dual Career Services for the partners of mobile researchers
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WHY JOIN THIS PROJECT?

The Dual Career twinning project within the EURAXESS project TOP IV, provides a unique opportunity for anyone interested in Dual Career and Integration Services (DCIS) to learn and share experiences in this area. The distinctiveness of this project lays in learning and knowledge sharing especially in a time of great uncertainty, influenced by the Covid-19 pandemic, which has caused major disruptions on a global scale.

This project has been produced by pairing and twinning research institutions and universities with each other across regions and countries and hereby together deep-dive into a concrete Dual Career service, developing, and testing it. The Covid-19 situation has challenged the twinning process and required tremendous flexibility from everyone and new methods of working and collaborating with one another. Events, workshops, and travels have been postponed/restructured to take place online or cancelled. However, the outcomes of the twinning process highlight interesting insights and recommendations that could be value adding for anyone interested in DCIS or setting up a basic/middle/high level Dual Career service.

CROSS REGIONAL/CROSS-COUNTRY SIMILARITIES, DIFFERENCES, AND COMMON CHALLENGES

Denmark and the Czech Republic

As a newcomer, the task of reinventing yourself is not always easy when relocating and living in another country with your family. At times, this transition can be both challenging and exciting. There are often many practical matters to figure out related to culture, language etc. Moreover, finding a job can be a completely new and foreign experience. Nonetheless, how do you reinvent yourself and your career in a new country, when moving to Denmark or the Czech Republic? What is easy, surprising, and challenging? What can we learn from each other across countries? Investigating and sharing knowledge in

this area has been one of the main quests in the twinning project.

WHAT SEEMS OBVIOUS?

Both countries experience common challenges related to mobility. Through our work with DCIS in Denmark and the Czech Republic, we have seen a growing number of researchers and their families on the move worldwide. Over the last few decades, we have witnessed an increase in the international mobility of academics, especially among PhD students and postdocs.

These researchers are often joined by a partner who resigns from a permanent position at home. In most cases, the partner works in academia and is typically a woman who accompanies her male partner, even though both partners often have equivalent research qualifications. On many occasions, if a researcher returns home sooner than expected, it is because the partner is not able to find suitable employment in the new country. In response, a growing number of European universities and research institutions are developing and implementing DCIS to attract and retain international researchers who move abroad with their family.

This report shows it is a fact that DCIS assist spouses in their well-being and in building up a new social and professional network, as well as provide additional knowledge on working and living conditions in the Czech Republic and Denmark. These so-called "soft-factors" can become the decision-making and defining factors, when integration and career management is difficult. Dual Career services help the accompanying partner to have more chances to explore and pursue a career in a new country.

OVERVIEW UNIVERSITY OF COPENHAGEN - DENMARK

In Denmark there are a total of eight universities of which the University of Copenhagen (UCPH) was founded in 1479. With its more than 540 years, UCPH is one of the largest and oldest institutions of research and education in the Nordic countries. According to the [Academic Ranking of World Universities](#) - ShanghaiRanking (ARWU), UCPH has been ranked as the 7th best University in Europe in 2021.

There is a close cooperation between different departments of the Danish universities on different topics and areas. In connection to Dual Career Services, there are two major forums where these services are the main topic of discussion. At all universities, the foremost responsibility for Dual Career issues are placed in the Central Administration and in some cases e.g. UCPH part of HR - in the [International Staff Mobility \(ISM\)](#) department. This department, within HR in the Central Administration of the University, provides support and assistance to all international researchers, academia and PhD fellows on all issues related to moving to and settling in Denmark.

FTEs working on DCIS

UCPH has developed and implemented Dual Career initiatives since 2013 that have helped numerous of partners to continue their career in Denmark. There are 1.5 FTEs working directly with Dual Career Services. These free of charge services are offered to international scientific staff, from PhD students upwards via the [Dual Career ~ Spouse Network](#). This network assists accompanying partners by providing professional and personal network opportunities and guidance in job search in Denmark through personal coaching and workshops. More than 750 registered active partners are part of the Dual Career ~ Spouse Network. 65% are female and 35% male. About 75% are looking for jobs. Each year approximately 250-300 1:1 job coaching sessions are held.

FACTS AND FIGURES ABOUT UCPH

37,576

students

9,574

employees of whom
5,047 are researchers

7th

best university in Europe

13,103

research publications

9,1

billion DKK in revenue

940,464

square metres floor area

- [Founded in 1479](#)
- [Six faculties, 36 departments](#), and more than [200 research centres](#)
- [Nine Nobel Laureates](#)
- [Four campuses](#) in Copenhagen and one in Taastrup
- [Eight museums and research gardens](#), such as the Natural History Museum of Denmark, the Medical Museum, and the Øresund Aquarium
- [37 Prime Ministers](#)

UCPH offers the following DCIS:

- Career counselling (1:1) - help with job search through personal coaching, as well as additional knowledge on working and living conditions in Denmark
- Professional and personal network opportunities through the International Dual Career Network (IDCN) in Copenhagen, where partners of international employees have access to company networks and events in the Copenhagen area
- Monthly career and social events in-person/online from guest speakers, recruiters/head hunters, international spouses, and expats
- Online career webinars that provide the opportunity to meet-up informally and receive input from other job seeking professionals, explore resources, job leads, and exchange information
- Joint venture events and workshops with International House Copenhagen service providers
- Closed Facebook community group
- Monthly newsletter

At UCPH, a possible key to attract and retaining high-profile researchers is also to focus on DCIS. These individually tailored services are essential, because they help international partners understand the job search process, so they gain the needed skills and knowledge in order to embark on a future career in Denmark.

Additionally, there is a team at UCPH of 16 consultants and 2 junior staff supporting with specific integration issues related to moving to and settling in Denmark e.g., residence permit, housing, childcare and school, tax and pension, banking and insurance, and health and medical care.

IDCN Maersk networking event



CENTRE OF ADMINISTRATION AND OPERATIONS OF CZECH ACADEMY OF SCIENCES - CZECH REPUBLIC

The EURAXESS Centre Prague with its 5 employees is a part of the Centre of Administration and Operations of Czech Academy of Sciences (CAO CAS). The CAO CAS's aim is to provide research and development infrastructure and support services, primarily to the Czech Academy of Sciences and its institutes.

The EURAXESS Centre Prague was established in 2005 as a member of the EURAXESS network and as a bridgehead organization for the Czech Republic. Currently, the Czech EURAXESS network consists of 15 centres throughout the country, mainly established as a part of universities. The biggest focus of our work is to help to the researchers and their family members with the entry conditions, to assist during the visits of the official places etc.

What CAO CAS does:

- Provide information technology and online communication support
- Manage networks, databanks, and information systems
- Publish academic and non-fiction works and academic periodicals under the Academia label
- Produce audio-visual works
- Organise science communication and public outreach activities
- Provide research-centred marketing services
- Communication with the media
- Organise conferences, seminars, workshops, cultural and educational activities and exhibitions
- Provide legal support and methodological services relevant to intellectual property protection and commercialisation
- Provide technology, knowledge and information transfer services
- Operate property, accommodation and catering facilities
- Operate pre-school childcare facilities

FTE working on DCIS

Since 2019, it was decided to start focusing more on supporting the spouses of researchers in their own career, in order to make the transition in a new country easier. The EURAXESS Prague became a partner in the EURAXESS TOP IV Dual Career Twinning Project in May 2019 with almost no previous experience in DCIS.

In November 2019, we organised the first Dual Career meeting for spouses with more than 30 participants. In this connection, a survey was sent to the target group to assess

their Dual Career Services needs and wishes for the future. The results of the questionnaire highlighted a common need and interest for topics such as "help with the job search", "Czech language courses", and "networking with other spouses".

However, at a very early stage we realised that CAO CAS already provide a lot of services for spouses of researchers more related to integration initiatives e. g. family residence permit support, service related to health care, schooling system, parental allowance, and family network events etc. Nevertheless, there were no specific services targeted spouses related to career development, counselling services, CV writing training, and understanding of the labour market in the Czech Republic.

This led to the decision to be a part of the twinning project and get additional information and inspiration on how to kick-start Dual Career Services with a limited budget - in order to help spouses to be happy in the new country and to avoid a brain drain. We also found out that many of our highly skilled spouses were an untapped talent pool and there was a key interest from them in volunteering and applying their many personal and professional skills. This led to the decision of us hiring a volunteer for the EURAXESS Centre Prague.

Additionally, we created one volunteer job position in EURAXESS Centre Prague, because the reference from Czech employer is highly appraised while searching for a job in the Czech Republic.

CAO CAS offers the following DCIS:

- Monthly networking meeting: Let's meet for partners of international employees
- Language course for this target group with the basics of Czech
- Volunteer position in EURAXESS Centre Prague for 6 months for one spouse who takes care of the

Dual Career Facebook page, registration for events, preparation of EURAXESS newsletter etc.

- Online career webinars with different topics (How to apply for a job in the Czech Republic, How to get the trade licence) that provide information about the labour market in the Czech Republic and possibilities to freelancers
- Online intercultural webinar focused on Czech history and working culture
- Closed Facebook group *Dual Career Network - Czech Republic* with more than 80 members
- Bi-monthly newsletter
- We are planning to start Career counselling (1:1) - help with job search, CV writing, and job interview training

From the beginning of the twinning project, we started to organize regular workshops for spouses with various topics on job search in the Czech Republic, Information on how to get a trade licence, intercultural communication, Czech language courses, regular meetings for spouses, volunteer job position, and to issue a regular newsletter. All these services are free of charge.

There are another 3,5 FTEs in EURAXESS Centre Prague helping with residence permits, housing, family network events, and project administration and much more personal suited service.

FACTS AND FIGURES ABOUT THE CENTRE OF ADMINISTRATION AND OPERATIONS NUMBERS

The Centre of Administration and Operations

21 years supporting the CAS institutes	330 employees	8 specialised divisions
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We run the Academia publishing house

1953 Academia was founded	100 or more titles are published every year	43,660 is the number of pages our editors read every year
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We organise science festivals

47,000 people participated in the 2019 Week of Science and Technology	30,150 visitors came to the 2019 Science Fair	9,800 people attended Brain Weeks events 2019
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We film research in action and produce science communication series

2 documentary films every year	40 episodes of NESkreslenā věda (UNgarbled science)	18 or more instalments of the programme Zvěd (Science Scout) each year
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We run our own hotel facilities

4 hotels	10,000 guests accommodated every year	3,000 guests from the Academy's institutes
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EURAXESS – researcher mobility

31,589 questions answered each year	2,290 appointments with our in-person assistance and interpretation service per year	720 newly arrived researchers from abroad benefit from our services every year
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PROCESS OF THE TWINNING

The Covid-19 situation has challenged the process of the twinning, since we have had to postpone our visits as well as explore new ways of using online tools to create a platform for knowledge sharing and continue our twinning work together. Following time schedule has been applied:

EURAXESS TOP IV Dual Career Twinning Project time schedule

September – December 2019

Initiation and planning phase

- Initial discussion meetings with twinning partner via email, Zoom, and phone
- Knowledge sharing about our organisations and our work with Dual Career Services
- Management of expectations in terms of what we would like to achieve with the twinning project and what we are able to actually do
- Exploration of what kind of Dual Career activity (or activities) we would like to focus on
- Planning when to visit each other

January 2020 – October 2021

Execution phase

- Conducted visit 1 in February 2020 to Copenhagen
- Discussion meetings related to learnings findings from visit 1 as well as talks on how this information can be used to improve the DC activities
- Project timeline extended due Covid-19 situation and exploration of other ways of knowledge sharing online and continuing our twinning work together
- Reciprocal participation in webinars and online events
- Identified an online joint-venture DC activity that could be developed for the local setting in June 2021
- Conducted visit 2 in September 2021 to Prague
- Discussion meetings related to learnings findings from visit 2 as well as talks on how this information can be used to improve the DC activities

November – December 2021

Closure and evaluation phase

- Initiated discussion meetings related to learnings and findings from visit 1 and 2 in order to finalise and write the Dual Career evaluation twinning project

THE TOPIC OF THE TWINNING

Our twinning project has provided an interesting framework for knowledge-exchange in the area of Dual Career Services by exploring various topics and activities, in order to support the well-being of researcher staff and their families in a time of great uncertainty. In the Initiation and planning phase, we have had a strong focus on understanding which services are offered by the twinning partners to their target group as well as disseminating information to each other about upcoming programs, events, workshops etc. This process of sharing information has been very inspiring and fruitful.

The Covid-19 situation has also required us to be even more flexible, creative, and collaborative in our twinning process. Bellow chart provides a specific overview of the topics we have explored in the twinning process in the Execution phase of visit 1 and 2:

TOPIC/ACTIVITY	OUTPUT
<p>Transitioning and the power of reinventing yourself in a new country by understanding the 5 stages of the cultural shock model</p> <p><i>(Online)</i></p> <p>Objective: Joint venture online event connecting like-minded professionals (Dual Career spouses/ partners) residing in the Czech Republic and Denmark with each other</p> <p style="text-align: center;">↓</p>	<p><i>A knowledge-exchange webinar between the Czech Republic and Denmark on transitioning and the power of reinventing yourself!</i></p> <p>In this unique online joint venture event, participants got a chance to "Meet-N-Greet" Mohan Pyari Maharjan from the Czech Republic and Marie Sorivelle from Denmark.</p> <p>They shared their personal stories on how they relocated together with their families and their journey in finding a job. Mohan and Marie provided valuable and personal input in their transitioning and experience in terms of the cultural shock model.</p> <p>Learnings and findings:</p> <ul style="list-style-type: none">• Universal topic with great interest• Similar life experience• Only females attended• Experience shared with another Dual Career project participant <p style="text-align: center;">↓</p>

TOPIC/ACTIVITY	OUTPUT
<p>Online social events for spouses</p> <p><i>(Online)</i></p> <p>Objective: Participation and observation</p>	<p>The Czech Republic</p> <ul style="list-style-type: none"> • Let's meet online – meeting for spouses of researchers • How to apply for a job in the Czech Republic – webinar • "Hard" life in the Czech Republic – intercultural webinar <p><i>Learnings and findings:</i></p> <ul style="list-style-type: none"> • Online events were very popular • Very adaptable and flexible • Cheaper way in case of limited budget <p>Denmark</p> <ul style="list-style-type: none"> • Networking Dos and Don'ts • IDCN online events (Future skills for job market; Talent Acquisition! How does it look on the other side of the table? Why networking matters – My story can be your story) <p><i>Learnings and findings:</i></p> <ul style="list-style-type: none"> • Online events were very popular • A great platform to knowledge share especially in a time of Covid, where social distancing is exercised
<p>Collaboration and networks</p> <p><i>(In-person)</i></p> <p>Objective: Participation and observation</p>	<p>International Dual Career Network Copenhagen (IDCN)</p> <p>The activities of IDCN Copenhagen are focused around career events hosted by corporate members. IDCN provides the opportunity to volunteer and network with human resources professionals and corporate representatives through career events</p> <ul style="list-style-type: none"> • IDCN Maersk event • Meeting with IDCN volunteers in Copenhagen • Meeting with volunteer and spouses in Prague <p><i>Learnings and findings:</i></p> <ul style="list-style-type: none"> • Maersk IDCN event - very popular in-person corporate event with more than 80 participants • Volunteering is a great way to expand your professional and personal network as well as learn new skills, boost your profile and gain local references
<p>Career events</p> <p><i>(In-person and online)</i></p> <p>Objective: Participation and observation</p> <p style="text-align: center;"></p>	<ul style="list-style-type: none"> • Understanding Danish working culture – seminar • How to apply for a job in the Czech Republic – webinar • Let's meet personally – meeting for spouses in the Czech Republic <p><i>Learnings and findings:</i></p> <ul style="list-style-type: none"> • Spouses across both countries share a lot of the same challenges • Real and fact-based introduction of different and common approach in each country • Crucial to provide help and support to better understand the national culture and mentality <p style="text-align: center;"></p>

TOPIC/ACTIVITY	OUTPUT
<p>Coaching of spouses</p> <p><i>(In-person)</i></p> <p>Objective: Participation and observation</p>	<ul style="list-style-type: none"> • 1:1 Career coaching • Feedback on CV and Cover Letter • Job interview training • Mapping and creating new career perspectives <p><i>Learnings and findings:</i></p> <ul style="list-style-type: none"> • Targeted 1:1 career counselling is able to assist spouses in better understanding the job search process and gaining the needed skills and knowledge in order to embark on their career in a new country • Important in one's "coaching style" to offer a personalised approach that will suit each individual's unique needs by providing support, inspiration, and hopefully creating excitement around the candidate's job search • Flexibility in terms of also being able to offer support over phone/ Skype or online
<p>Newsletters</p>	<ul style="list-style-type: none"> • EURAXESS Newsletter (Czech Republic) • Dual Career Newsletter (Denmark) <p><i>Learnings and findings:</i></p> <ul style="list-style-type: none"> • Inspiration for both sides

EXPERIENCES OF VISIT 1 AND HIGHLIGHTS

In February 2020, the visit 1 has been organised at the University of Copenhagen with the following programme:

- IDCN Maersk event – career event hosted by company Maersk and with structured and open networking session
- Spouse Career Lunch – regular meeting for newly coming spouses with the introduction to the Danish working culture
- 1:1 coaching with a spouse (observation)
- Meeting with IDCN volunteers – regular meeting of the IDCN heads

Learnings and findings

Being the twinning partner, the offered programme was very inspiring. The event at Maersk was fully organised by the IDCN volunteering teams in collaboration with the company. With more than 80 participants, everything went smoothly, and the programme was very informative. The event provided insight into the structure of this multinational organisation. The representative introduced the values of their company and the vision for the future. As a part of this event, there was also a CV consultation and open/structured networking, which is a very common way to get a job in Denmark. During the networking, the

participants could meet not only the representatives from Maersk, but also other companies involved in the IDCN Copenhagen network and network with them.

The Danish working culture was introduced during the Spouse Career Lunch conducted by Mary K. Kobia and Mark de Vos from the University of Copenhagen. The main idea was to show the differences among cultures, the possibilities how to find a job, and how to behave in the new working team.

Mary K. Kobia organised an one-to-one career consultation with a spouse from Spain. The discussion over her CV and Cover Letter led to the job interview training. The Danish way of doing that was meeting over coffee with a representative of some company, where the spouse wished to work. In Denmark, it is said that 60-70 % of job vacancies are not posted and people find their job through networking. This is the biggest difference compared to the Czech Republic, where most of vacancies are published. It was very surprising to find out that things can go differently than we are used to. For newly coming spouses, it must be very difficult to orientate in the new country and in the new conditions. The Dual Career project can help to open their minds and to facilitate their integration into the new culture.

to start a monthly informal event organized specifically for spouses/partners of researchers that is called "Let's meet!".

It is a truly wonderful place for people from different cultures to get together, socialize, discuss the struggles that they have encountered in Prague, ask for advice, and just simply feel like they are not alone in this. This event was wonderful for many reasons. It was great to see how everyone shared their stories and different experiences in new countries and laughed a lot, as many of them were rather entertaining! This event was held in an informal setting, but provided a chance for internationals to network, meet with other spouses, and to share both professional and personal experiences and interests. There were six spouses, one baby (2 months) and we baked "štrůdl" together!

Every month there is a special topic that helps to start a conversation, and during the September event all the fun things one can do in Prague in autumn was discussed e.g. you can enjoy wine tasting in different places if you like wine, or take a walk in one of many amazing gardens in the city centre. Prague is very rich in colours - especially during autumn!

Apart from enjoying a delightful social networking event with bake-off, it was also quite interesting to attend the career seminar focusing on giving individuals tips on career-related topics and cultural aspects in Czech Republic. Some of the topics ranged:

- Ideas on how to enhance your job search
- CV and Cover Letter writing and how to stand out to employers?
- Czech and language
- Q & A session from the participants

Being the twinning partner from Denmark, it has been a pleasure seeing the immense progress Zuzana Maršálková has done in her hard work of creating and launching Dual Career Services in Prague from the very beginning! Our knowledge and information exchange during the different twinning project phases (initiation and planning phase, execution phase, closure and evaluation phase) has been in-depth providing a lot of inspiration, new ideas, and interesting discussions on all the matters/challenges researchers and their spouses share in common across nations. It is impressive to witness the many activities Zuzana Maršálková and her team have been able to organise during a time of uncertainty and change. Not only has Zuzana been a driving force in creating new Dual Career initiatives to support the well-being of researchers and their spouses, she also possess following key

competencies and skills that are fundamental for being a good Dual Career Consultant:

- **Empathy:** Since the DC consultant is working with people who are moving away from their job, hobbies, friends, family, and other important factors in a person's life, it is important to be able to relate to feelings accompanying this change. After the honeymoon phase is over, many spouses become insecure about their new future. Learning a new language, finding a job, supporting the children in their new environment can be a handful. The DC consultant needs to understand this, and show understanding and empathy.
- **Open-minded:** The solutions for the spouses' problems and challenges are so diverse, and can be very complicated, and therefore the DC consultant needs to be able to think outside the box. And because of the cultural diversity (both personal and professional) of the spouses, the DC consultant needs to be open-minded and be able to offer several different solutions for the same problem.

RESULTS AND GOOD TIPS

Moving forward, it is crucial that Dual Career Services become an accepted and standard offer for universities and academic employees, and that accompanying partners get intensive and personalised career guidance, in order to support their well-being and integration in a new country. Dual Career Services could also offer new opportunities to more male researchers so they can join their female partners and continue their research career in another country. We believe that these so-called "soft-factors" can become the decision making and defining factors, when integration and career management is difficult!



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TOP 5 GOOD TIPS

1. Transitioning is a universal phenomenon that challenges individuals on a personal and professional level

Whether moving to a new country like the Czech Republic or Denmark means adjusting to a new culture, living in a new culture that is different from your own is an exciting adventure, but at times it can be challenging, frustrating, and even overwhelming. Regardless of what country you are from and which culture you are moving to, it is common to go through a period of cultural adjustment (cultural shock*).

Everyone will move through this adjustment period at a different rate, in their own time. However, by providing DCIS we are able to shorten the journey and make the transitioning into a smoother ride.

2. Good practice webinar

It is important to continue sharing knowledge and best practices in the area of DCIS across regional and country level, so one can obtain more information on similarities, differences, and common challenges. This information is very inspiring and provides new ideas on services one can start offering.

3. Try to use the untapped talent pool of spouses and researchers

Many spouses wish to start their career in the new country directly upon their arrival. The culture shock and different recruitment conditions might complicate the adaptation process and can be demotivating for newly coming spouses. However, many of these spouses do not mind working as a volunteer in your team e.g. as DCIS consultant. They have their own experience with relocation and integration in the new country and can be a valuable asset for other international newcomers. Additionally, creating a multicultural team can be more inspiring and open new views, ideas etc. The reference from the local employer is the additional value for volunteer and it can facilitate to finding a paid job.

4. Mentoring across the institutions and countries

It has already been stated in the report that it does not matter which country dual career couples come from. However, the relocation challenges they experience are very similar. The DCIS teams in every country are likely to meet the same questions or obstacles. Therefore, we see it as very useful to help each other across countries and institutions and share our experience. For the new DCIS teams, it might be helpful to contact an experienced Dual Career Services mentor for advice.

5. Import to know your target group

Dual Career couples are very diverse and have very different needs. Some have children and others do not. Many spouses are pursuing a career in the newly arrived country; some would like to continue their studies, while others are not at all clear on what they would like to do in the near future. The families also have different needs. Depending on their situation, some spouses are interested in volunteer work and therefore, DC offices provide information on such opportunities. To be able to offer DCIS to your researchers and their families, it is important to know them and what their wishes are!

*

The honeymoon stage

= Everything is new, interesting and exciting

Distress and anxiety

Stage = May feel homesick, depressed or helpless

Adjustment stage =

Work your way through culture shock and begin to adapt to your host country

Adaptation stage = You see your host country as your new home

Re-entry travel shock =

Culture shock occurs upon return to your home country after being in your host country for a long period



EINDHOVEN UNIVERSITY OF TECHNOLOGY



View of TU/e campus © TU/e – Bart van Overbeeke Photography

GRAZ UNIVERSITY OF TECHNOLOGY



OVERVIEW OF THE TWINNING PARTNERS EINDHOVEN UNIVERSITY OF TECHNOLOGY AND GRAZ UNIVERSITY OF TECHNOLOGY

The Twinning partners involved in this part of the Top IV WP 3.1 report are:

- **Graz University of Technology (TU Graz)**, represented by **Armanda Pilinger**, gender and diversity agent at the **Office for Gender Equality and Equal Opportunity**.
- **Eindhoven university of Technology (TU/e)**, represented by **Willem van Hoorn**, policy adviser internationalization at the **HRM department**.

First, we will briefly describe our two universities for you, and outline our reasons for joining this work package. Next, we will shine a light on the process that we have gone through, including keeping-up our cooperation despite the unfavourable circumstances of the corona pandemic.

Finally, we present our deliverables:

1. The concept of a new tool that Euraxess centres can offer to accompanying spouses of international researchers
2. Our offer to help set-up and implement this tool, using the insights that we have gained during the twinning program.

We look back on a very pleasant and fruitful cooperation, and we thank Euraxess for facilitating this opportunity. We hope that our experience and output will inspire you.

GRAZ UNIVERSITY OF TECHNOLOGY

Founded in 1811, the spirit of its founder, Archduke Johann, well known for his openness, skills to overcome differences, and drive towards modernization, is still sparkling at TU Graz.

Growing constantly, the second largest technical university in Austria is spread over 3 campus locations in the heart of the city of Graz.

7 faculties and 97 institutes enable approx. 13,670 students (Bachelor, Master, Doctorate) and 3,850 staff members modern conditions to study, teach, do research, and work in management and administration. 23 % percent of the students are international (30% of the doctoral students) and 20% of the staff members. Most come from Germany and South East Europe (Bosnia, Herzegovina, Croatia, Slovenia, and Italy). In 2020, TU Graz had a federal budget of 176.5 Mio. €, 67.4 Mio. € income from third-party funds and 2.6 Mio. € from tuition fees revenue.

TU Graz with its slogan *Science Passion Technology* is strongly research driven and has divided its research into five **Fields of Expertise**. Researchers in *Advanced Materials Science, Human & Biotechnology, Information, Communication & Computing and Mobility & Production* break new ground in basic research. They also develop key technologies for industry and commerce, and perform research in the framework of 22 regional company shareholdings and partnerships.

To welcome international students, staff, and guests, TU Graz offers a broad range of support by the Welcome Center, which is part of the International House. However, Dual career support in the sense of job counselling is given by the **Office for Gender Equality and Equal Opportunity**. This is due to the fact that the office has been dealing with the issue of dual career partnerships since 2010. Stereotypical role behaviour and a technical-

scientific environment lead to the fact that 7 out of 10 partners, who are advised and supported, are still female. On the other hand, female scientists from western socialized countries are still less willing to accept a job offer, if the job chances for their partners are not excellent.

Due to the local proximity, TU Graz has joined forces with five other universities to form a dual career network, in order to facilitate cross-university exchange and to implement joint measures. Further network activities in Austria and Germany have led to the participation in the 2.3. work package on Dual Career and Integration Service in the Euraxcess TOP III project and finally to the TOP IV follow-up project.

EINDHOVEN UNIVERSITY OF TECHNOLOGY

TU/e is a specialized university in the STEM domain. The university was founded in 1956, and hence celebrated its 65th anniversary in 2021. With around 13.000 (BSc and MSc) students, and close to 3900 personnel on payroll, it is among the smaller research universities in the Netherlands. Among those 3900, almost 1100 are PhD candidates, which tells you that TU/e is a strongly research driven university.

The main focus areas of research (under the header 'Science for Society') are clustered in the overall domains of Health, Energy, and Smart Mobility. Other than that, Artificial Intelligence and Photonics are rising stars within the TU/e research efforts.

The pay-off line of TU/e is: *'Where Innovation Starts and Where People Matter'*

In December 2021, no less than 1425 of the 3900 personnel on payroll are international (598 from within the EEA and 827 non-EEA). This accounts for 36,5% of the total personnel on payroll, making TU/e one of the most international employers of the country, percentage wise. Many of our international colleagues either travel to Eindhoven accompanied by their spouse or partner, or have the partner come-over later.

After having participated in a TOP III work package (WP 2.3, on Dual Career and Integration Services), participating in WP 3.1 of TOP IV 'The Dual Career Twinning Project' was a logical next step to elaborate on the work done.

Welcoming and spouse support services

As part of our efforts to make our many international colleagues feel at home and thrive at the university and in the city of Eindhoven, we offer, among others, welcome days, workshops about understanding the locals, 'Connect With My Culture' festivals, and we work closely together with the municipality, when it comes to strengthening the international ecosystem in the region.

In particular for spouse and partner support, we offer a social support program to the accompanying spouses of our international colleagues, early stage dual career support and a close cooperation with a career initiative for spouses by spouses.



MOTIVES FOR JOINING THE TWINNING PROGRAM

From the TU Graz side, by participation in this work package we hoped to:

- Get inspired by our 'partner in crime' TU/e - not only regarding Dual Career initiatives, but also when it comes to gender equality
- Co-creating an initiative we both do not yet offer and that is a benefit for other universities as well
- Strengthen the bond between our universities for future initiatives.

From the Eindhoven side, by participating in this work package we hoped to:

- Learn from our 'partner in crime' TU Graz
- Share our own experiences and ideas
- Possibly identify a service that both our universities do not offer as yet
- Co-create that service and
- Deliver it to the Euraxess network to be used by the Service Centres, should they wish so.

THE PROCESS OF THE TWINNING

Soon after we were set-up as twinning partners, we started to connect. First by email and a chat app, soon to be followed by video conferencing.

In the cloud tool of TU Graz, a shared folder was created. We first mainly used that to mutually share info about our universities and DCIS services, later also for project related files. We had an initial online brainstorming about a potential topic to work on.

We planned two twinning visits, with the first one to TU Graz scheduled rather early in the project - already in December 2019. And on hindsight that turned-out to be a lucky choice, as at least the first twinning visit was not hampered by the corona situation that aroused only two months afterwards.

During the first visit, we further elaborated on the services that both of our universities already offer to our international researchers and their accompanying partners.

Next, we realized: yes, indeed there is one service that neither we, nor the regions we are embedded in, offer until now. And we decided that developing the concept of that service, and offering that concept to the wider Euraxess community, would become the aim of our twinning project.

The second scheduled visit, to Eindhoven, was essentially rendered impossible by all sorts of travel restrictions. Therefore, we organized a set of online encounters with relevant people in the Eindhoven region instead.

Thereafter, we set-up an online brainstorming tool in **MindMeister**, in order to ultimately visualize our ideas together, albeit from a distance.

On three occasions, we received stimulating external feedback. Two were during intermediate Top IV webinars with all the twinning partners, organized by the Top IV work package lead. And the third was during a presentation session by four of the twinning partners to the **Austrian Network for Dual Career**, organized by Med Uni Graz and TU Graz.

THE TOPIC OF THE TWINNING

As outlined above, we identified one service that both of our institutions (and regions) do not offer yet, and decided to develop the concept of that particular service as the development goal of our twinning project.

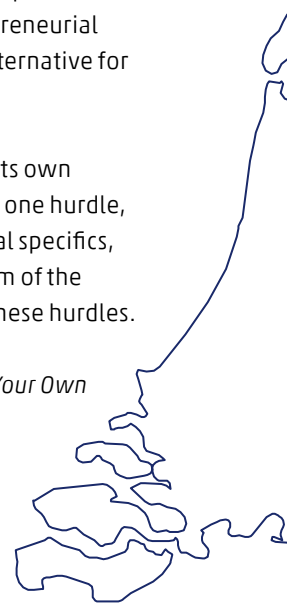
We want to create the concept of a toolkit for Euraxess Service Centers, to help accompanying spouses and partners of international researchers, to set-up their own company - outside of academia.

The rationale behind this idea being that spousal career support, such is available both in Graz as in Eindhoven, is almost completely geared towards the 'traditional' labour market ('find yourself a job').

However, quite a few of the accompanying spouses and partners do not pursue an academic career or cannot pursue new career paths, due to a lack of prerequisites. For the accompanying partners with an entrepreneurial mind-set, opening a business can be a good alternative for finding a job in the 'traditional' labour market.

But it is obviously also a path that comes with its own challenges. Official channels and financing are one hurdle, the lack of knowledge of local markets, cultural specifics, networks, and self-confidence another. The aim of the toolkit will be to help identify and overcome these hurdles.

For this idea we chose the working title '*Mind Your Own Business*' (pun intended).



EXPERIENCES OF THE FIRST VISIT

The first visit (TU/e visiting TU Graz, Willem visiting Armanda), took place in December 2019, lasting 4 days all together. We prepared a program that would facilitate the following elements:

- Get a feeling for the university and for the city and region it is embedded in
- Do some networking: get to meet relevant people
- Continue the information exchange that was already in progress
- Lay a solid foundation for the activity to be developed.

For the first objective, several tours were organized, both at the university and in the lovely city of Graz. Willem visited more Christmas markets during this visit than he had done in the rest of his life, each with its own charm, and he loved it.

The visits to the university gave a clear impression of 'what makes it tick' and how it is cooperating with the region.

For the second objective there was, among others, a meeting with the **Club International Graz**, and with colleagues of the International Welcome Center (partly a brushing-up of earlier meetings). Willem's participation in a regular meeting of the **Styrian – Carinthian Dual Career Network** yielded insight in its functioning.

The last day was mainly used for a working session to define the topic and further steps.

Looking back, the visit was very well prepared by Armanda and her colleagues. It provided a lot of insight in how TU Graz operates, and how it interacts with the city and

region, in which it is embedded. It also offered a very pleasant opportunity to submerge a bit in that region.

The main lessons learned from this first visit:

- There are quite some similarities between our universities, also in challenges we face and how we meet them
- In both of our universities there are (pro)active policies in place, when it comes to dual career and integration initiatives
- There is indeed a support service that we both do not offer as yet and that will be a fruitful topic for our twinning project
- Yes indeed: Willem van fly a **DC 10 airplane** (thank you, professor Reinhard Braunstingl).

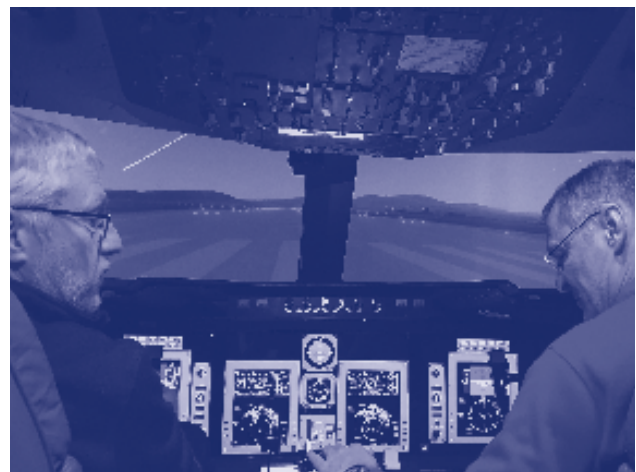
PREPARATION VISIT 2

After this productive and pleasant first twinning visit, we started preparing for the return visit. That return visit by Armanda to TU/e was originally planned for spring/summer 2020 (also taking climate conditions into account). When the first and second lockdowns followed instead, the return visit was postponed to autumn 2020. When it became clear that due to the pandemic a physical visit would not be possible, it was decided to organize the second visit virtually instead of postponing it further.

Willem not only set up virtual meetings in line with the defined project goal, but also arranged a meeting with people working in the field of gender equality at TU/e. This gave one of Armanda's colleagues the opportunity to join this meeting spontaneously. Moreover, the meetings were stretched over the whole winter term 2020/21 depending on the availability/time tables of different people.



Willem and Armanda after coming up with a working title for their project. © TU Graz



Willem flying a DC 10 airplane (in the simulator of TU Graz).

During the large time span of the second visit and the ongoing pandemic, which did not allow physical workshops at the universities, it became clear that the intended output, a workshop format to be held at both universities, was not feasible. Instead, we decided that we would at least create an *online toolbox*.

EXPERIENCES OF THE SECOND VISIT

The second visit (TU Graz visiting TU/e, Armanda visiting Willem), took place virtually in the winter term 2020/21. Various online meetings were set up between the end of September and January. A program similar to the first visit was created and contained the following elements:

- Get a feeling for the university and for the city it is embedded in
- Do some networking: get to meet relevant people
- Additional meetings for reflecting and discussing the insights/conclusions in reference to the target group of expat spouses and partners and the project topic
- Come up with a project plan / further steps.

For the first objective, Willem put together a slide show of pictures he had taken during a bike tour around the campus and invited Armanda as a guest to a regular 'Online Welcome and Q&A session for new TU/e colleagues', which was held by the rector (in the absence of the regular monthly welcoming days at TU/e organizes). It gave Armanda a fine inside view of the Welcome Culture at TU/e.

For the second objective, online meetings with different regional cooperation partners were set up, e.g. with the founder and CEO of the **Expatriate Spouses Initiative** and the regional coordinator of the '**Living-In' (for internationals) program** of the municipality of Eindhoven. Together with TU/e, the three parties collaborate on many levels and projects like the '**Women for Women' initiative**.

Another meeting was set up with the founder of **Indigo-Wereld**, a company that offers a 'Get in Touch Social Support Program' for accompanying international spouses & partners. In 2014, the company was honoured by the European chapter of FEM, the Forum for Expatriate Management, for its '**Best family support program of Europe**'.

The online meeting with the co-founder of **International Creative Women Eindhoven**, an initiative that connects and supports women entrepreneurs as expat spouses, had a big impact on the project. A lot of experiences and informal recommendations for setting up and running a business were shared and collected in this meeting.



The brochure 'Women for Women' has arrived. © TU Graz

WHY THE VIRTUAL VISIT BECAME A SUCCESS?

The online meetings were all very well prepared. In order to be able to get a first impression and prepare yourself, the Email invitations (via various web tools) always included a written introduction of all participants, their most important projects, links to further information, websites or videos. Some brochures were even sent by traditional mail (see the picture).

The online network meetings were accompanied by reflection meetings, which were always held shortly after or between two network meetings (objective 3).

The agility of the project process helped. It became clear that due to the ongoing pandemic, the originally intended output, a workshop format to be held at both universities, was not feasible. We decided not to stick strictly to the original plan (objective 4), but to be more flexible and "work with the flow". This led to the plan to create an online toolbox.

In our Twinning project we have created the concept of a tool that we believe can be a valuable addition to the offering of many Euraxess service centers. Fully turning that concept into the operational tool fell outside the scope of our project. However, we will both be more than happy to think along with the process of further

development. If you are interested to elaborate, please contact one of us.

And, on a different note: if you ever have the chance to take part in a future Euraxess program do not hesitate. You can only win – new insights & probably even friends.

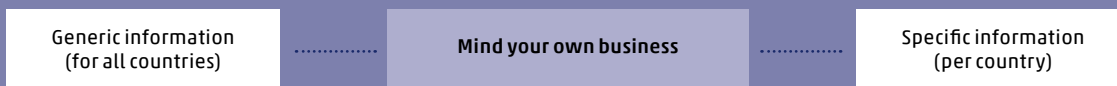


DELIVERABLES

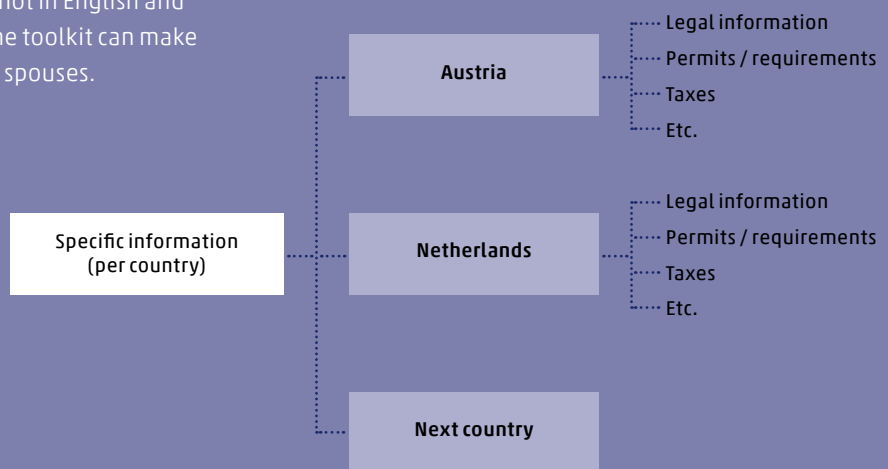
Earlier, we indicated the deliverables of our part of the twinning program would be twofold:

1. The concept of a tool that Euraxess Service Centers can use to help international accompanying partners set-up their own business
2. Our offer to help set-up and deploy this tool, based on our experiences during this work package.

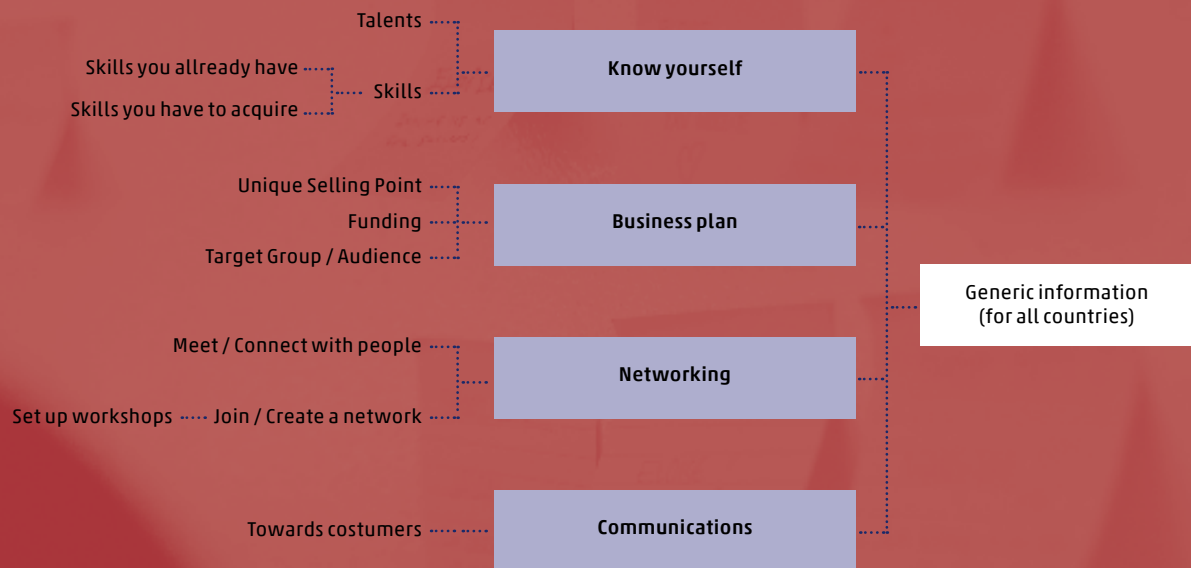
The basic concept for a tool kit named 'Mind your own business' consists of two parts: a part that is specific for each country and a part that is generic and more related to the entrepreneur to be:



The specific information – including official requirements, permits etc. - varies from country to country and is usually also given by business associations and official offices of the municipality. However, very often they are only available in the official languages and not in English and are often not easy to find. Therefore, the toolkit can make the information more available for the spouses.



On the other hand, the generic information is more general, cross-border information, and transports lots of informal and cultural knowledge. It relates more to the future entrepreneur. Other than on literature, we based this part on interviews with members of a **network of female entrepreneurs in the Eindhoven area**, during the second twinning visit:



UNIVERSITY OF GOTHENBURG

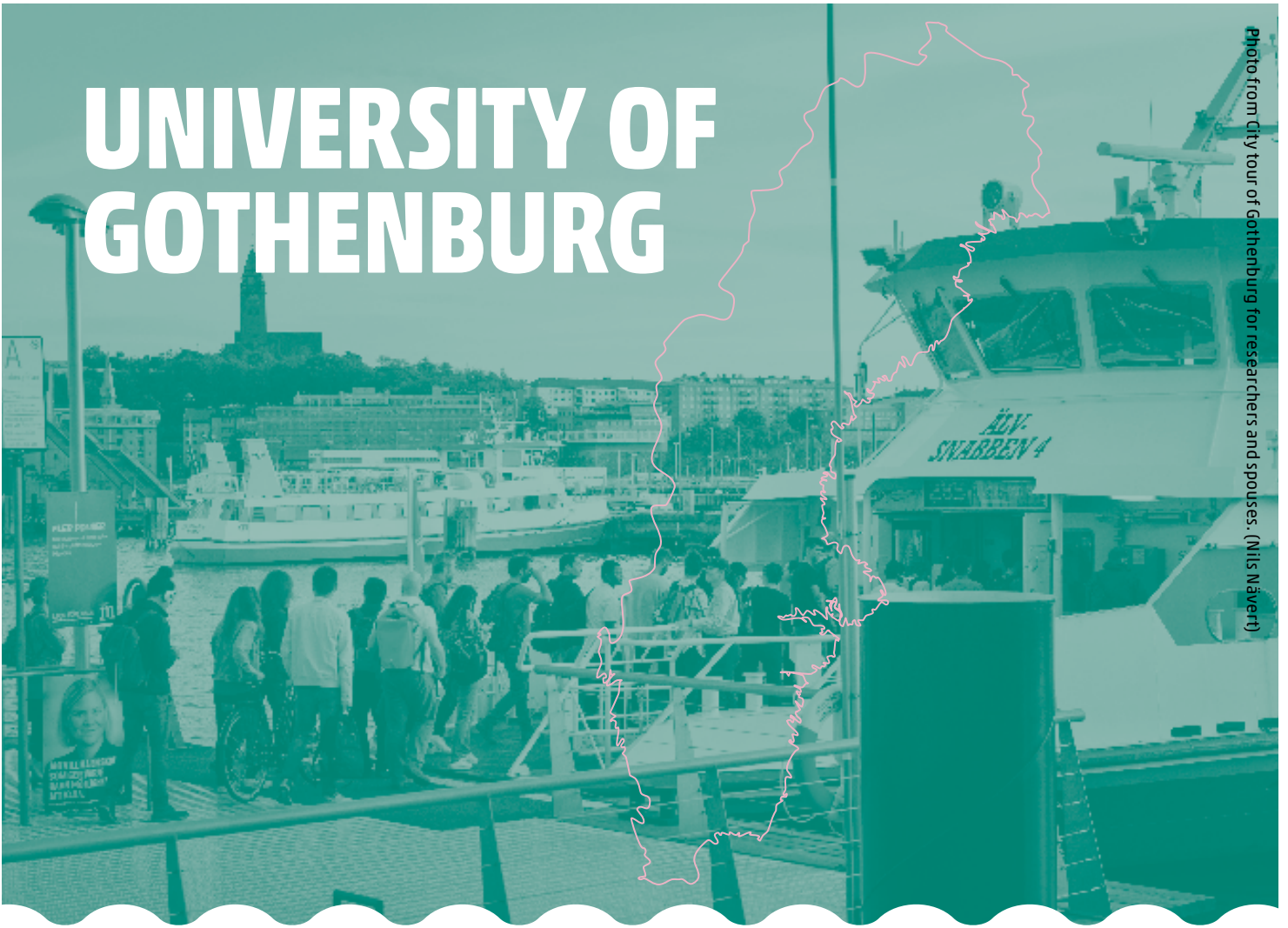


Photo from City tour of Gothenburg for researchers and spouses. (Nils Nävert)

UNIVERSITY OF GÖTTINGEN



The University of Göttingen's Main Building in the Historic City Centre (Olaf Neumann)

OVERVIEW OF THE TWINNING PARTNERS UNIVERSITY OF GOTHENBURG AND UNIVERSITY OF GÖTTINGEN

Welcome Services at the University of Gothenburg offers housing, information, activities, advice and support for international researchers, staff, students and host departments. The team consists of 11 persons, of which 3 are EURAXESS members. We are in contact with about 1000 international researchers/staff per year and about 2500 international students. We invite spouses to all our activities, and they can also sign up for our monthly newsletter. We have a page on our website with spouse information and we have arranged a few activities for them, but we find difficulties in reaching them and get them to engage. We have started to collaborate with Move to Gothenburg, who aims for attracting international talent and they arrange activities for the recruited staff as well as for spouses. Among the activities that they offer are Career Cabins with guidance and information about working in Sweden as well as networking events. See more information on page 47.

Welcome Services at the University of Göttingen is a department within the International Office, addressing international researchers exclusively. A team of 3 FTEs supports ~ 200 international guests and newly hired members of faculty per year, plus ~ 150 family members or partners. Support services for students, including doctoral students, are offered by other teams. Partnering with communal and regional agencies of economic development, we engage in competence and knowledge sharing projects to establish professional welcome services for the public sector and regional economy as well.

Welcome Services at the University of Gothenburg joined the Dual Career Twinning project to get inspiration and ideas about dual career services, as well as to hear about best practices.

The University of Göttingen's International Office joined the Dual Career Twinning to widen our knowledge about the organisational structure, resources, and mission of Welcome Services abroad, and to learn from best practices. In particular, we sought to identify models for our Dual Career Services, which are still under development.

We planned to meet and had established contact early on. A visit on site in Göttingen was scheduled for spring 2020. When the pandemic struck, our plans had to be suspended. As the situation worsened rather than improved in the course of 2020, we decided to come together online, and had two meetings in December 2020 and January 2021. Both were most rewarding. A presentation of services and formats as well as institutional structures and established forms of cooperation within and without the university, led to helpful insights and important conclusions.

During the pandemic, Welcome Services at the University of Gothenburg joined an initiative within the national EURAXESS network, where some Swedish universities started a joint series of digital seminars for the target groups researchers and partners/spouses. Some examples: The Swedish labour market, Intercultural communication, LinkedIn and Family law. Cooperation will continue and more topics are planned jointly.

Links:

www.gu.se/en/about-the-university/welcome-services

www.euraxess.se/sweden/information-and-assistance/family/dual-career-and-spouse-support



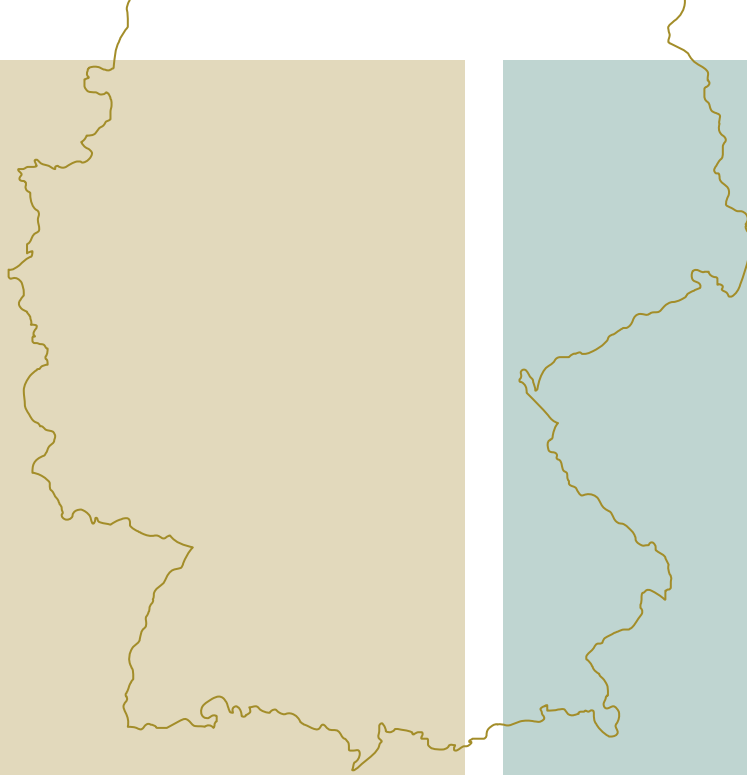
International Students near the University of Göttingen's Oldest Dormitory (Jan von Allwörden)

Welcome Services at the University of Göttingen focus on highly individual 1 on 1 support for international researchers, meant to provide a single contact point for all extra-academic matters of interest or concern, as much as to relieve the University's departments and workgroups from the responsibility of supporting their international guests. Group activities and large-scale events complement this support strategy, but remain second in priority. Our colleague's experience in Gothenburg allowed us an insight into support services following a different strategy, and increased our trust in scalable events in particular. For our Dual Career Service, this encouraged us to allocate resources differently than originally planned: We found encouragement not to see large events as a step backwards from 1 on 1 support, but rather as a complement worth pursuing for giving basic orientation. We highly appreciate the insights and suggestions the Twinning Project allowed us to gain, and not least the personal exchange with our colleagues in Sweden.

Further Information is available on our websites:

[Welcome Centre University of Göttingen](#)

[Joint Welcome Centre for the Göttingen Campus and the Region of Southern Lower Saxony](#)

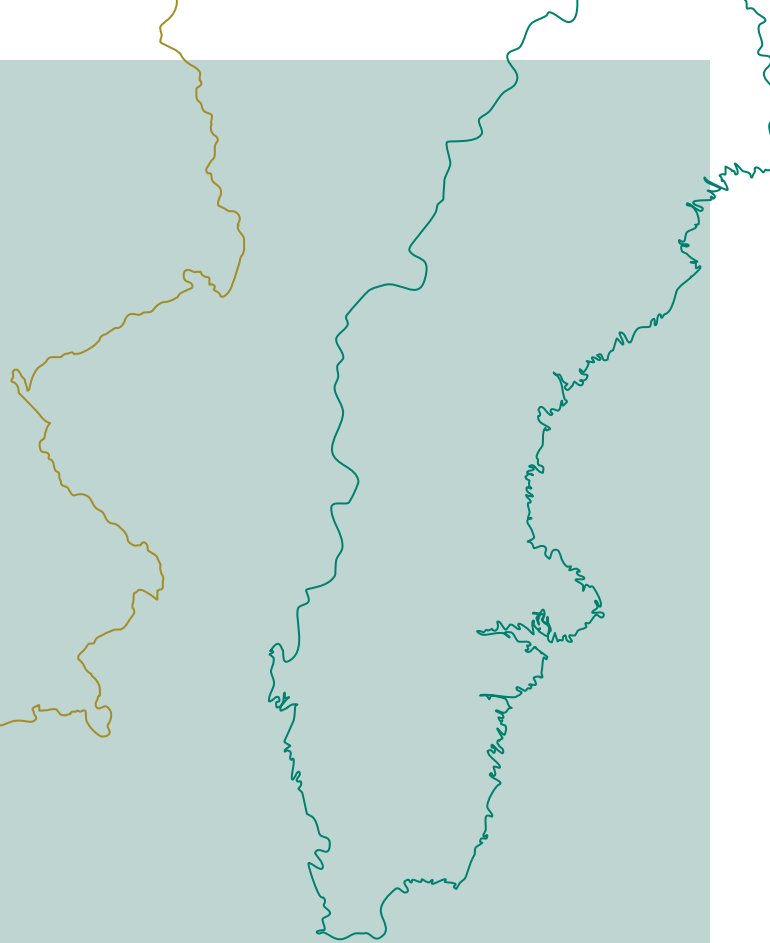


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**WELCOME
CENTRE**
GÖTTINGEN CAMPUS AND THE
SÜDNIEDERSACHSEN REGION



UNIVERSITY OF GRAZ



OVERVIEW OF THE SOCIAL INTEGRATION AND DUAL CAREER SERVICE AT THE UNIVERSITY OF GRAZ

With more than 4,500 staff members from all over the world, we aim to attract the best possible minds to Graz, in all the fields of research. For this reason, the University of Graz offers a wide range of social integration services; this also includes a professional Dual Career Support for spouses/partners.

At the University of Graz, the social integration (or as we call them "welcome services") and dual career service aim to help international staff settle into a role at the university, and help their partners/spouses/families by providing the best possible support.

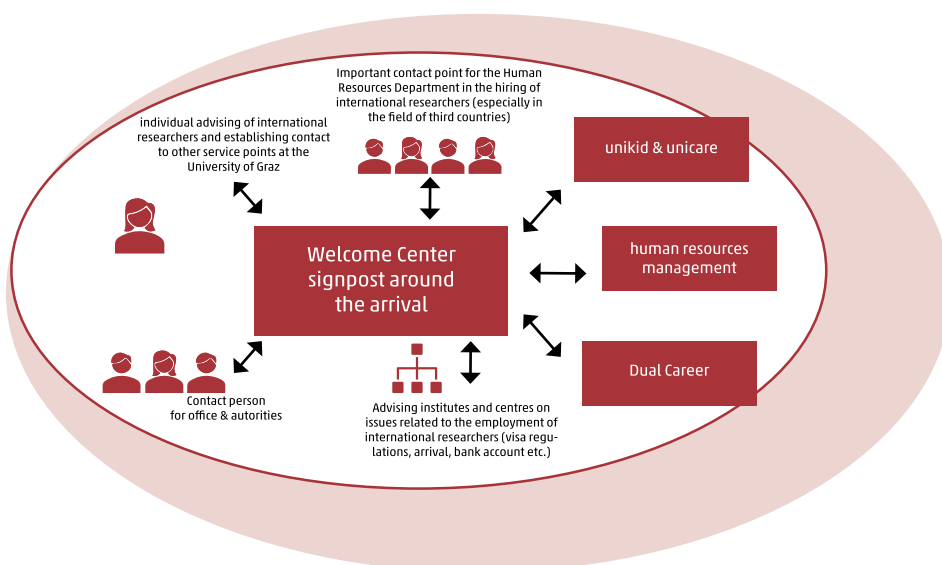
There are several units at the university that provide support and further information about topics related to relocation and arrival. **Since 2019, the main departments around social integration services have been constituted within a structured exchange.** Recurrent rounds of

exchange on innovations (e.g. Covid entry restrictions, recognition procedures, dual career grants, etc.) **have reinforced a professional exchange within the university** since then. With this merger and exchange of know-how, good advice and support for international employees is guaranteed. Through this **close networking of the individual service points and the Welcome Center as an information hub**, clients can always be offered orientation.

Since the close merger of the service units within the university, communication - on the one hand to the rectorate and on the other hand to the faculties - has also been facilitated and standardized. In case of changes, e.g. due to new entry regulations or university laws, the knowledge within the social integration and dual career services can quickly be exchanged and jointly communicated within the university.

OUR STRUCTURE

The existence of a first point of contact that can filter all questions and issues and provide initial advice is essential. In this way, clear structures have also been created within the University of Graz, for the faculties to quickly receive advice and support for new employees. After all, it is not important where the information can be found, but rather the creation of a contact point that supports and gives orientation.



THE WELCOME CENTER

is the first and central contact point for international staff, students, and guest researchers. Establishing and maintaining a hospitable university culture is one of the great concerns of the Welcome Center and the University of Graz. The aim is to guarantee a smooth start in Graz. Supporting its international target groups in overcoming administrative and cultural barriers is, therefore, considered a key goal.

As the first point of contact, the Welcome Center supports university members and their family members in their questions and, as a hub, forwards the relevant concerns within the university to the responsible service offices.

[Welcome Center \(uni-graz.at\)](http://uni-graz.at)

UNIKID & UNICARE

Family-friendly university. For families from abroad, especially for non-German speakers, it can be quite challenging to get information about provisions and arrangements in relation to family care obligations. unikid & unicare provide information on provisions and establish contacts right from the start or even ahead of the stay.

[unikid & unicare \(uni-graz.at\)](http://uni-graz.at)

HUMAN RESOURCES MANAGEMENT

Offers advice on questions concerning the employment, such as Employment contract & collective agreement, salary, wage tax, social security, pension funds, leaves etc.

DUAL CAREER SERVICE

The Dual Career Service assists newly appointed professors, junior academics, as well as administrative managers from abroad and their partners, with questions related to moving to Styria.

The Dual Career Service

- supports partners in finding a job by cooperating with a growing number of regional companies, universities, colleges, and various information providers;
- establishes contact with other service departments at the university or within the regional network

The service will include individual solutions, useful contacts with possible employers, and help with jobs. Additionally, relevant information on registration, residence, schools, childcare and so on will be released. All in all, the aim is to make it easier for researchers and their families to adapt to a new environment. However, there cannot be given any guarantee for a work place, a place in a child care institution or the like.

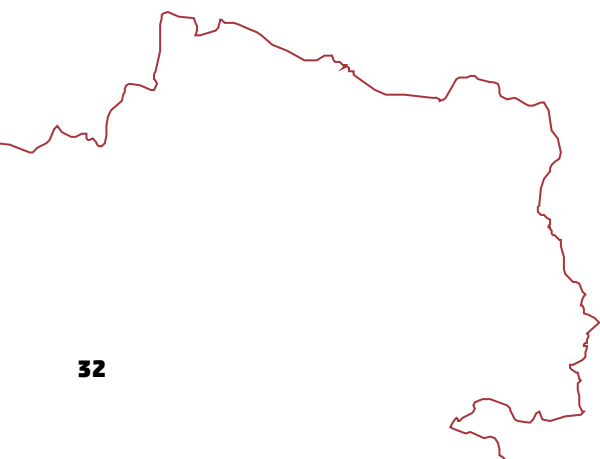
In order to provide transparent guidance and equal opportunities for all partners, the Dual Career Service - together with the Rectorate - has adopted Dual Career Guidelines since 2018, which represent the framework of the Dual Career Service.

See Guidelines: [Dual Career Service - University of Graz \(uni-graz.at\)](http://uni-graz.at)

In addition to the competent advice and support within the university, the Dual Career Service **benefits from numerous partnerships and cooperation**, which at the same time represent a network for job seekers.

The Dual Career Service at the University of Graz is actively involved in the following networks:

- Membership at the **CLUB INTERNATIONAL (CINT)**, a center of excellence and service for international key employees and their families in Graz and Styria
- **Dual Career Network Styria** – Carinthia (five Styrian universities and the Alpen-Adria-Universität Klagenfurt have joined forces since 2010 and support each other in their dual career work):
[About the network - Dual Career Service Styria - Carinthia \(dualcareer-styria-carinthia.at\)](http://dualcareer-styria-carinthia.at)
- **Austrian Network for Dual Career**
Our Austrian Network for Dual Career (ANDC) consisting of Austrian Universities, tertiary educational institutions and cooperation partners - work together with the aim of the professionalization in the field of dual career.
[Austrian Network for Dual Career - ANDC | EURAXESS Austria](http://euraxess-austria.at) (only in German available)



UNIVERSITÄT HAMBURG

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UNI HAMBURG



DELFT UNIVERSITY OF TECHNOLOGY



OVERVIEW OF THE TWINNING PARTNERS DELFT UNIVERSITY OF TECHNOLOGY (TU DELFT) AND UNIVERSITÄT HAMBURG (UHH)

SHORT FACTS

TU Delft: With over 26.000 students, almost 3000 PhD positions, and 6000 personnel, TU Delft is a top international university combining science, engineering, and design. Within HR Services, the Coming to Delft Service (CtDS) assists with the recruitment and onboarding process to attract and retain international talent, increase the (international) competitiveness, and ensure a soft landing for new employees and accompanying families.

UHH: With over 44.000 students and over 600 professors, Universität Hamburg is the largest institution for research and education in northern Germany. It celebrated its 100th birthday in 2019. The service for newly appointed professors was established in 2010 and offers support in finding housing, kitas/schools, and the right position for the partner (Dual Career). It belongs to the professorial appointment unit and is run by one part-time employed person (75%).

DUAL CAREER SERVICES

TU Delft: Prior to arrival, an online intake meeting (with employee and spouse) is scheduled to discuss the needs of the family. Spouses can get coaching and are invited to join career-related workshops, information meetings, and social gatherings. CtDS secures suitable housing when needed, gives advice on day care/schools, and is a personal point of contact for all questions about relocating to a new country. After arrival and once ready for the Dutch job market, the spouse is connected to the Dual Career Officer (DCO), who is working for the LDE alliance (Universities of Leiden, Delft, and Erasmus) and responsible for the Dual Career Network and who actively introduces the spouse to interesting companies and organizations.

UHH: DC has become a very important appointment tool in Germany. Over 50 universities offer DC services. The service for newly appointed professors at UHH offers a whole package for the families of the newly appointed professors to show that the university cares for the partners and considers them important as well. "You can only recruit professors if the whole package for the family fits". With the service, the spouse has a contact person, with whom they can interact and get support/advice.

TWINNING PROJECT

TU Delft: The goals of the service are to extend the international network, to learn how other institutions provide service to their international community, and to get inspiration for additional workshops/ training/ community events.

UHH: Already in 2015, the UHH invited two DC services from Denmark and Spain (EURAXESS members) to the yearly meeting of the Dual Career Network Germany to Hamburg and evaluated the European dual-career activities. It is good to learn more about the DC services in other countries to see what the professors expect coming from these countries. Networking is a very helpful tool in the DC work and it's interesting to see how they are organized outside of Germany and learn from them.

PROCESS AND THE TOPIC "REGIONAL DUAL CAREER NETWORK - WHAT ARE THE PROFITS AND HOW CAN IT BE SET UP"

Due to COVID-19 we were only able to meet online. We organized brainstorming sessions, pre-meetings, general meetings, and evaluation. We decided upon the topic of 'Dual Career Network - sharing experiences and knowledge'. The only change implemented was not being able to visit each other on-site. TU Delft and UHH have

different kinds of regional networks. In this project, we introduced our networks and evaluated the pros and cons.

First visit: As a first visit, we chose the virtual network meeting in Hamburg in August 2020 of “Dual Career Hamburg + der Norden” (DCHN). TU Delft presented its dual career work to the members of the network. The DCO of the Delft-Leiden-Rotterdam network also gave a presentation.

Second visit: In March 2021 the UHH joined a virtual meeting of the TU Delft with their “DC Network Delft-Leiden-Rotterdam”. UHH presented their network DCHN

and two members of it, from the Universities of Bremen and Kiel (EURAXESS members), joined the meeting as well.

Evaluation: Both DC services profit from their networks. The networks have very different concepts. TU Delft uses the network to get in contact with the companies. At the DCHN, the network members support each other in their daily work and use the network to get dual-career established in the region (especially politically). We looked at both concepts. As a result, we wanted to put together all the advantages from both concepts to set up an example of best practice on how to set up an ideal regional Dual Career Network.

REGIONAL DUAL CAREER NETWORK!

How to set up a regional dual career network. Two different kinds of set-ups at TU Delft and Universität Hamburg (UHH) in comparison. What are the benefits of it?

DUAL CAREER SERVICE AT DELFT UNIVERSITY OF TECHNOLOGY (TU DELFT)

Leiden-Delft-Erasmus Dual Career Network (LDE DCN)

Members

Three universities in one region (LDE) Leiden University – Delft University of Technology – Erasmus University Rotterdam, who have established a strategic alliance that will allow them to join forces and work together more closely in various areas, such as the LDE Dual Career Network.

Responsibility

The network is coordinated by the so-called Dual Career Officer (DCO), who works closely with the representatives of each university who in turn are responsible for the respective Dual Career Programme (of which the Dual Career Network is the last part). The DCO is employed by one of the universities, currently Delft University of Technology.

How did the network get started?

In 2018, a proposal was accepted by the LDE steering committee. Before the year ended, the Dual Career Network started. In 2019, the first candidates joined, and a collaboration with regional networks, companies, and organizations was set up.



DUAL CAREER SERVICE AT UNIVERSITÄT HAMBURG (UHH)

Dual Career Hamburg + der Norden (DCHN)

Members

28 network partners (universities and external research institutions) in the metropolitan region of Hamburg and 6 cooperation partners (institutions that can support the network partners and the DC spouses)

Responsibility

The network is coordinated by the DC Services of the Universität Hamburg and the external research institution DESY (EURAXESS member). It stands under the patronage of the senator of the Ministry of Science, Research, Equalities and Districts.

How did the network get started?

In 2017, the city of Hamburg and the senator of Ministry of Science, Research, Equalities and Districts approached the only two officially existing DC services in Hamburg to set up a regional DC network for better recruitment of scientists and scholars in the metropolitan region. The kick-off was in May 2019.



DELFT UNIVERSITY OF TECHNOLOGY (TU DELFT)

How is the network working?

Once a spouse is prepared for the job market (each university has a dual career programme), the DCO will introduce them to companies, organizations and/or support them on how to target employers of their interest. In addition, network meetings and interviews are being prepared. Once spouses find a job, they are being invited to become an ambassador and help out new spouses by sharing their experiences. The network of organizations that is interested in these talented spouses is gradually growing and there is a private LDE Dual Career Group on LinkedIn with recruiters and spouses, in which recruiters are publishing positions.

Financing

There are no membership fees. The network is financed by the LDE alliance. Each university pays for its Dual Career Programme. However, since Delft has many more international spouses their workshops are open for spouses of Leiden and Erasmus (for which a small fee is charged).

Main benefits

- One dedicated DCO who runs the DCN
- In the recruitment of the potential employee you have something to offer to the spouses
- Benefit from the economy of scale
- Personalized needs analysis of spouses
- Large network of employees
- Various fields of expertise
- Network of spouses
- Close collaboration with representatives of the three universities allowing to benchmark and to make full use of each other's networks

Challenges /disadvantages

Vulnerable due to the fact that the whole network is run by 1 person

Goal

To support spouses in the successful continuation of their career in the Netherlands. Happy spouse, happy employee!

UNIVERSITÄT HAMBURG (UHH)

How is the network working?

The network partners and cooperation partners get together once a year for a meeting, where the cooperation partners introduce their services and the network partners can place the needs of their DC spouses. The members exchange their experiences and give each other advice. In case of open positions at one of the member's university or institution, the members can get in contact with each other to get the spouse to be interviewed for the position. In case of difficulties in the DC counselling work, members can always contact the coordinators of the network for advice.

Financing

There are no membership fees for the members. The network web pages are run and financed by the UHH. Eventually, coaches for presentations at network meetings are sponsored by DESY or UHH.

Main benefits

- Through the network, you do not feel alone with your problems anymore, as you can consult and get inspired on how to solve the problems.
- Smaller universities and institutions had to start DC consultations next to their main work. The network provides help and support in how to do DC consultations. The network members support each other.
- The importance of DC consultations is transmitted to the presidents and rectors of the smaller universities and institutions.
- Dual Career still is a difficult topic in Germany, which is discussed very often, but is not shown in public. The network helps to put the topic on the table politically and to make it transparent for the public.
- It gives a good impression to send the network homepage to the scientist and scholars, who are being recruited.
- An interview might be arranged through the network, if open positions within the network could fit one of the spouses.
- The cooperation partners can easily be contacted in difficult consultations, and can offer special services for the spouses directly.

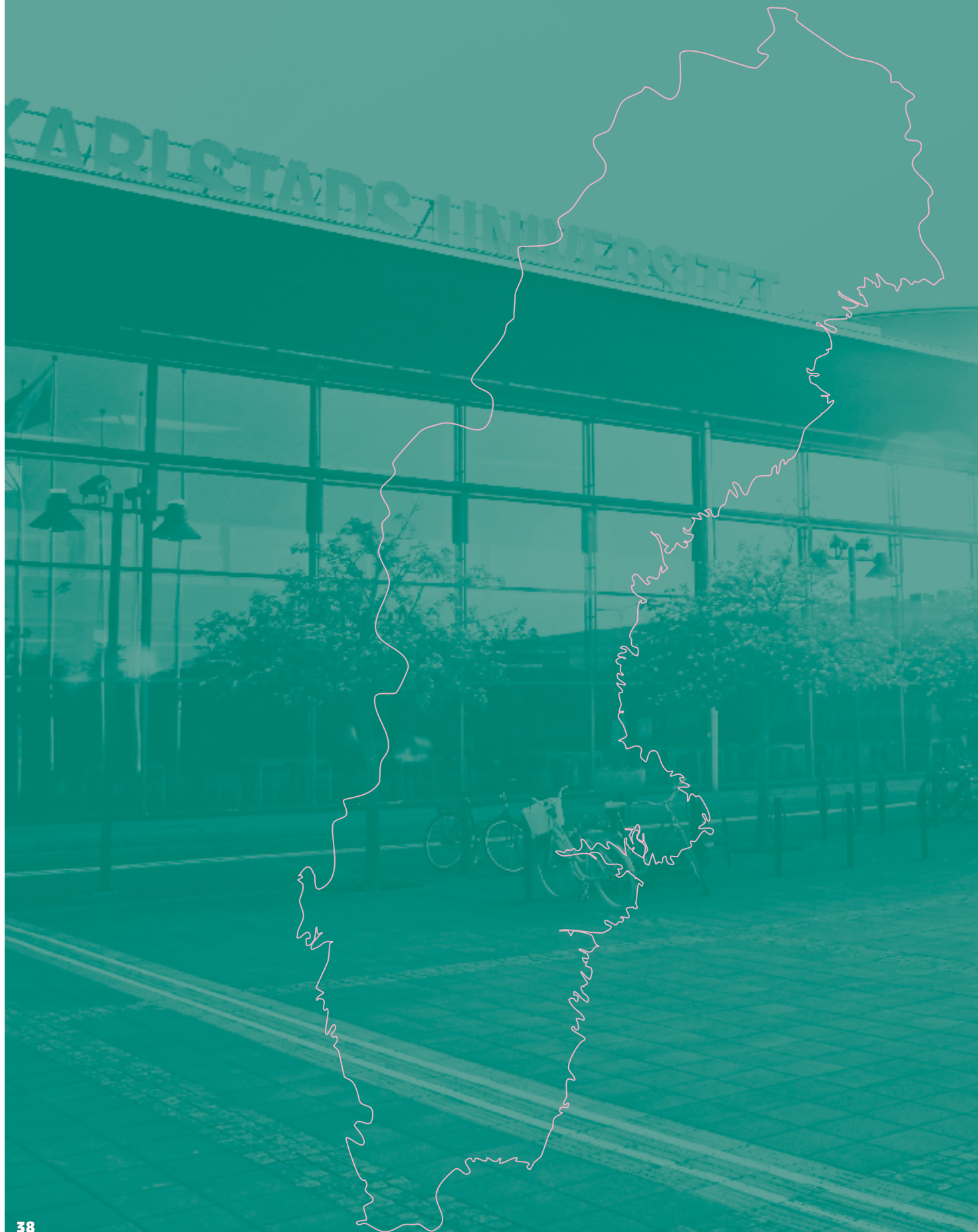
Challenges /disadvantages

- The network has no companies as members yet. They are difficult to convince to join the network.
- The contact to the companies has to be set up by an individual DC service

Goal

Showing in public that Dual Career work exists everywhere. Officially or not officially. Recruiting and keeping potential people means capturing them with their families and partners. Making the whole family happy to come and stay. Getting more universities and institutions to join the network and to start doing Dual Career work. Getting companies involved in the network to get the dual-career spouses placed in.

KARLSTAD UNIVERSITY



OVERVIEW OF DUAL CAREER SERVICES AT KARLSTAD UNIVERSITY

Giving accompanying partners opportunities to make the best of their new situation is an important success factor to thrive in a new country/city. Karlstad University therefore offers the opportunity for your partner to take part in a programme, which is offered once every semester.

The programme is a cooperation between universities in Sweden and consists of workshops on the labour market, looking for a job, intercultural communication and so on. The programme further includes a meeting with CV review, as well as individual counselling, coaching and support. Fill out the form to the right and contact newstaff@kau.se to register or if you have any questions.

- Read more about our programme at [our Euraxess webpage](#)

ABOUT THE PROGRAMME:

The programme consists of webinars and partners to the dual career-participants are also welcome to most. We are 5 universities that contribute with 1-2 webinars each every semester. We started collaborating for the possibility to offer more to DC partners together than on our own. Following webinars are being held on a regular basis:

- LinkedIn seminar
- Family law
- Intercultural communication
- Swedish labour market
- Gender equality
- Tax agency
- Pension

We also assist the DC partners with information like below that is good to know:

RECOGNITION OF FOREIGN QUALIFICATIONS

The Swedish Council for Higher Education (UHR) evaluates foreign qualifications in order to provide support for people looking for work in Sweden, people who wish to continue studying or for employers who wish to employ someone with foreign qualifications.

If your partner is looking for a job in Sweden and has a foreign higher education or vocational training, the evaluation from the Swedish Council for Higher Education could be a really important step. The evaluation is usually free of charge.

- Read more at the [Swedish Council for Higher Education's webpage](#)

Link to our newstaff page where dc partners are included www.kau.se/en/new-staff

MEDICAL UNIVERSITY OF GRAZ



UNIVERSITY OF HELSINKI



OVERVIEW OF THE TWINNING PARTNERS **MEDICAL** UNIVERSITY OF GRAZ AND UNIVERSITY OF HELSINKI

1. Brief information about your university/organization and your department (numbers, size etc.)

UNIVERSITY OF HELSINKI

The University of Helsinki has approximately 8,100 employees, out of which some 1,400 have a citizenship other than Finnish. Life sciences, medicine in particular, belong to the internationally most successful fields of science at UH. HR Services at UH consist of approx. 120 employees. Whereas generally HR matters are taken care of by on-site HR services, we also have specialists of various fields who support the entire HR and university. This includes international HR specialist Tuomas Leikkonen and HEI LIFE project manager Kirsi Korhonen, who both work with supporting international researchers, staff and their families.

MEDICAL UNIVERSITY OF GRAZ

At the Medical University of Graz, over 2,500 academic and general staff members and around 4,350 students conduct research, teach and learn with a spirit of innovation for our patients' health and well-being. A center of innovative, cutting-edge medicine in southern Austria, Med Uni Graz provides an attractive workplace and living space and for its staff and students and a significant share of patient care on site.

The service point for reconciliation of family and professional life is incorporated in the GENDER:UNIT, and this organizational unit is assigned to the Rector of the Medical University Graz.

The Dual Career Service of the Medical University is part of the Dual Career Network Styria-Carinthia, a network of the five universities in Styria and the Alpen-Adria University of Klagenfurt, Carinthia www.dualcareer-styria-carinthia.at/en/about-the-network

The Dual Career Service assists newly appointed professors, junior academics, artists and administrative managers from abroad and their partners with questions related to moving to Styria.

2. Your work and experiences with DC services (please focus both on successes and failures). Give it a thought what DC services are, because many universities actually offer DC services without being aware of it (offering DC services doesn't necessarily only mean focus on job search and workshops on CV writing, it also contains the whole package offered to the partners/spouses to your researchers)

UNIVERSITY OF HELSINKI

We had a project in 2018, in which a preliminary model for a spouse support was developed, including elements of having a network of employers, etc. The plan was not implemented at the time due to financial and other resource restrictions. In short, HR could not assign a person to do the work. UH has focused on making many of our services aimed at international employees available to the spouses too. This includes mostly information sessions and welcoming events, but also e.g. participation in our training and buddy programme Unibuddy.

Currently, UH is managing the HEI LIFE project (Higher Education Institutions Supporting International Researchers and Staff – Living, Integration, Family and Employment in Finland). Together with other HEIs from the Helsinki, Tampere and Turku regions, UH will create national models for talent attraction and retention. These models include support for smooth landing, career advancement and integration. UH is in charge of the whole project and a sub project that focuses solely on spouse support. This sub project and the Twinning project support and complete each other well.

MEDICAL UNIVERSITY OF GRAZ

In June 2010, the five Styrian universities signed a letter of intent concerning "Dual Career Service," thus becoming the first universities in Austria to facilitate and promote dual careers. In 2018, the network expanded to include the University of Klagenfurt. The integral part of the centre is the Dual Career Network Styria-Carinthia. Through this network, Dual Career Service centres have been established at each university. These universities work together as a network to create and make the most of synergies.

The partners of professors, young researchers, artists, and administrators are assisted, as they make decisions about mobility and develop individual solutions. In personal advising sessions, job opportunities are presented and contact with potential employers is established, thereby creating the optimal conditions for accessing the job market. In the area of professional perspectives for partners, we experienced that, if there is no solution or opportunity available, the high profession scientists (male and female) decided not to move to our university.

Most of the time, our network helps us with success in our Dual Career Service and helps all universities to succeed together. This includes our Welcome Center at the Medical University and the cooperation with the Club International, which help us to succeed as well.



Start small – THINK BIG!

3. Why you joined this project – what would you like to learn? What would you like to get out of the project and what are your wishes for the future?

UNIVERSITY OF HELSINKI

In 2020, the University of Helsinki started as coordinator in a project, including several other universities and universities of applied science, in which the societal integration of international employees and spouses is one of the key focus areas. For this project, aiming to produce a model for the whole of Finland, we need all support and information available. Therefore, we would like to learn about the co-operation with employers, the matching, and how to make all this cost-efficiently, as well as how to be able to offer both the spouses and the employers something they could (and would) more easily commit to. In this, we must take into account that there are surely differences in the levels of activity between the spouses. Of course, we wish to offer both employers and employees a reasonable chance to succeed in both finding suitable workforce and finding a job in Finland.

HEI LIFE project website www.helsinki.fi/en/cooperation/international-cooperation/hei-life

MEDICAL UNIVERSITY OF GRAZ

The Medical University of Graz is joining the twinning project TOP IV for the following reasons:

- to connect with other universities in Europe who already have a Dual Career Service
- to learn from other universities in this field and to learn about their experiences
- to get new ideas in supporting Dual Career Couples, especially in finding a job for the partner and on improving new cooperations with companies and other helpful organisations for our Dual Career Network Styria-Carinthia

Dual Career Service Styria-Carinthia website www.dualcareer-styria-carinthia.at/en



PROCESS OF THE TWINNING

4. Your thoughts/discussions with each other before the actual twinning and how you came to the decision on the focus of your project and why you decided on your topics and way of working.

In our first meeting, we introduced ourselves and our universities. We also got to know the departments where everyone is working and how deeply every one of us is involved in the field of Dual Career Service, what each of us is already doing and what is planned for the future, and what could be areas to improve. This helped us get to know each other and the other university, and to find out where the common ground is, and in which field we could find our topic of the twinning. After discussing, we found out that we would like to have a document explaining how to set up a good and stable cooperation with companies. This is an important field to create and stabilize for both universities, because the most challenging part for Dual Career couples is that the partner often cannot find an adequate job in a new country/city. This often leads to the highly professionals deciding not to move to the city/university. For a Dual Career Service at a university, it is very helpful to have a big network in different fields. A big network assists the Dual Career Couples in a great way and is very important to have, even if the universities cannot guarantee a work place.

- **The topic of the twinning (just the topic, the description comes in the next paragraph).**

'How to create and sustain Dual Career co-operation with employers'

5. How and where you met.

We met several times online on Microsoft Teams and Webex

THE TOPIC OF THE TWINNING

6. The topic/content (or topics) – explain why you choose it and describe it. Do you (or one of you) already have experiences with it and what would you like to get out of your work after the twinning.

'How to create and sustain Dual Career co-operation with employers'

The University of Helsinki is coordinator of the HEI LIFE project in which employment of spouses and researchers (outside academia) is an important topic. We find that it is helpful and important to connect with different companies. The Dual Career Network Styria-Carinthia already co-operate with companies. Here it would be helpful to set up a guideline on how to stay in contact in the best way, and how to be attractive as universities to attract more collaboration with companies, because the main issue is to find an adequate job for the partner, so the universities are able to attract and retain top level scientists.

We also worked on finding out how the cooperation can be set up best, and which tools or online tools could be most helpful in the process. We used a collaborative document to share our ideas.

EXPERIENCES OF THE TWINNING

7. A description of the visit (how did you prepare, what did you do during the visit and a time frame / script of the event (if possible)

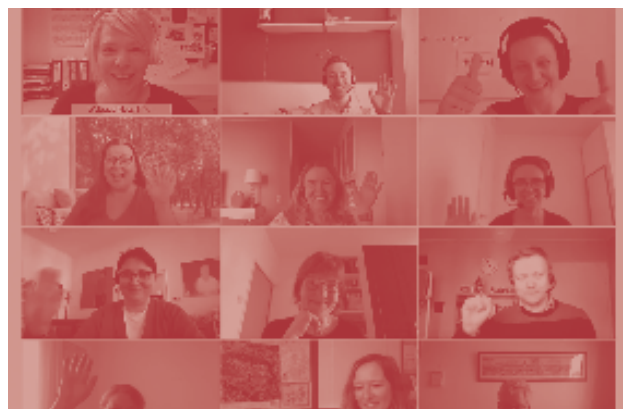
Due to the fact of not being able to travel because of the COVID-19 situation, we held our meetings online. We discussed our ideas and prepared documents, which we were all able to work on together and separately, and then discuss and bring everything together in a presentation.

Kirsi Korhonen and Tuomas Leikkonen had an online visit to a meeting of the Dual career network of Styria-Carinthia area universities. It was a great opportunity to see an actual Dual career network in action, exchange ideas and network. Waltraud Heschl visited a HEI LIFE workshop online to share her experiences and thoughts about Dual Career Services Styria-Carinthia. Her insight was very valuable and encouraging for the project team to hear at the early stages of planning HEI LIFE's spouse activities.

8. Any positive and negative experiences

We had a great experience with working together and learning from each other. We hope that we can also meet face to face in the future.

During our process in creating a document for our topic '*How to create and sustain Dual Career co-operation with employers*', we connected with another 'twinning couple': the Technical University of Graz and the Technical University of Eindhoven. Together we organized an online



Open Session and invited all our network partners in our areas.

The content of our Open Session was that the two Twinning teams (Technical University of Graz together with the Technical University of Eindhoven, as well as the Medical University of Graz together with the University of Helsinki) gave insight into their projects, and there was a chance for feedback, exchange and discussion around the projects and the future after them.

Our goal with this Open Session was on the one hand to share our projects and get feedback from other universities around Europe for our projects, and on the other hand to bring universities around Europe together to connect.

In this Open Session we had participants from different parts of Austria, Finland and the Netherlands.

Med Uni Graz **UNIVERSITY OF HELSINKI** **TU Graz** **TU/e**

Invitation to an Open Session on the 28th April 2021 EURAXESS Twinning Projects AT - NL - FI

EURAXESS - TOP IV Dual Career Twinning Project

Task leaders: Denmark (JUEFH) / Beneficiaries: Austria (GCoA3), Sweden (UGO1), Switzerland (ETH Zurich) / Linked Third Parties: Finland (LH), Germany (DLR FI) / User: W4.19.11.1

Project description: In this project, European universities laboratories in an exchange were brought together in pairs. Together, a project on the topic of Dual Career was developed and implemented at the respective universities. In mutual meetings the processes were to be evaluated and discussed. These have now largely been dropped and realized by virtual meetings. We plan to write a short field report at the end of the project about the implementation and cooperation. The report will be published.

Content of the workshop: The two Twinning teams (Technical University of Graz together with the Technical University of Eindhoven, as well as the Medical University of Graz together with the University of Helsinki) will give insight into their projects and there will be a chance for feedback, exchange and discussion around the projects and the future after them.

Time: April 28th 2021, 10.00-12.00 a.m. CET
Place: Webex Online Meeting (link will be sent after registration)
Registrations by 26th of April 2021: Waltraud Heschl, waltraud.heschl@meduni-graz.at (phone: 0043 316 385 71679)

Procedure and content

- 10h03: Welcome & Who is in the room?
- 10h15: Presentation TP 1 "Mind your own business"
- 10h40: Discussion
- 10h50-11h10: Screen Break
- 11h13: Presentation TP 2 "How to create and sustain Dual Career co-operations with employers"

RESULTS AND GOOD TIPS

As an end product, we created a presentation with steps on *How to create and sustain Dual Career co-operation with employers*. Since it was requested to keep this report brief, we have included the presentation as a separate attachment called 'Dual Career Cooperation with Employers'. The content includes the following topics:

1. How to start
2. Building the Concept for Dual Career Co-operation
3. 4 steps to a working Dual Career activity
 1. Build a coalition of universities/other institutions to cooperate with
 2. Suggestion phase: Find the partner employers and set up cooperation
 3. Set up phase: Agree on the suitable forms and extent of cooperations with partners
 4. Maintain and Develop phase: Sustain the cooperation, activate partners

9. A reflection on the first paragraph of this document: Why you joined this project - what would you like to learn? What would you like to get out of the project and what are your wishes for the future?

Networking and collaborating are really key aspects for Dual Career Service from our point of view, and with this comes helping each other, inspiring each other and learning from each other - these are some major points in becoming successful in Dual Career Service for everyone. This is why projects like the Twinning project are very important to connect and collaborate on a wider range throughout Europe. We believe that the European Universities can connect and collaborate even more through all the online tools and exchange experiences on Dual Career Service, and inspire and help each other in the future. Thank you for the opportunity to be part of this project!

TOP 5 GOOD TIPS

1. networking
2. collaborating
3. be open to new ideas and ways to create solutions for Dual Career partners
4. regular meetings to exchange experiences within your network
5. success for everyone comes from working together

CONTACT



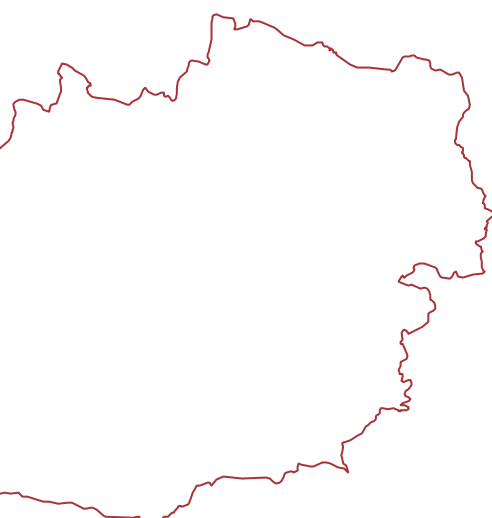
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UNIVERSITY OF GOTHENBURG



BIZKAIA TALENT



OVERVIEW OF THE TWINNING PARTNERS

BIZKAIA TALENT AND UNIVERSITY OF GOTHENBURG

BIZKAIA TALENT

This non-profit association, *EURAXESS Service & Career Development Centre*, was constituted to foster the economy in terms of supporting policies to attract, retain and link talent, fostering innovation and advanced knowledge in Biscayan organizations in fields, such as automotive, aeronautics, energy, biosciences and ICT, as well as create an ecosystem. It is promoted by the Regional Government of Biscay, in collaboration with a group of major and cutting-edge Biscayan companies and 3 universities. Therefore, we have a welcome service for scientists, technologists, researchers, and their family. Our strategy for the talent in Bilbao-Biscay seeks: To make Bilbao-Biscay a choice destination-brand amongst professionals, creators and researchers; To provide services and programmes that facilitate the identification, access and incorporation of the talent required in organisations and projects in Bilbao-Biscay; To create and develop social networks and communities of practices.

WELCOME SERVICES, UNIVERSITY OF GOTHENBURG (UGOT)

With over 49,000 students and 6,000 staff members, UGOT is one of Northern Europe's largest universities. Welcome Services offers housing, information, activities, advice and support for international researchers, staff, students, and host departments. Our team consists of 11 persons, of which 3 are EURAXESS members. Some of our noteworthy services and activities are:

- Pre-arrival information and checklists for settling in
- Temporary housing options
- Information meetings with authorities such as the Swedish Migration Agency, the Swedish Tax Agency, the Public Employment Service
- Seminars on rights and responsibilities when working at a Swedish university, on the pension system in Sweden, on how to seek healthcare as well as on cultural and other specific aspects of Sweden
- Interactive lectures with a focus on sustainability, together with our university researchers

- Various social activities that enable our guests to network amongst their fellow peers, but also to discover Gothenburg and its surroundings.

We collaborate with local actors dealing with international talent attraction and retention.

BIZKAIA TALENT

Bizkaia Talent is aware of the importance of additional sociocultural integration factors and most of all career prospects for both partners to develop a life project in common. Thus, in 2015, it launched the **BE BASQUE DUAL CAREER Centre**. This service implies a competitive advantage for Basque companies over neighbouring countries, since they have direct and personal access to highly qualified professionals with an international profile and career. The function is to offer an adequate and personalized response to the needs of the Relocation Service Users' partners in connection with their labour and social integration in terms of **employment, entrepreneurship and voluntarism**, offering *Training /Mentoring Programmes and Networking*. Likewise, information will be provided on the financial aid available and on activities and meetings which help them make contacts:

1. Analyse, Guide, in a personal way, the Relocation Service users' couples, concerning the labour & sociocultural integration in terms of Hiring, Entrepreneurship, Voluntarism.
2. Intermediate with the agents of the system and our Network.
3. Inform about Funding and Grants.
4. Inform about activities and events.
5. Support organisations as a Negotiation Tool to attract and retain the required Talent.
6. Update our Data Base to find specific labour profiles to back up the Basque organisations.

A network of organizations has been created to operate the Be Basque Dual Career Centre with career guidance, entrepreneurship and volunteerism as its core elements, such as professional women networks, entrepreneur associations, human resources recruiters, co-working association, and professional associations, among others.

UGOT

Accompanying spouses and partners are welcome to almost all our activities. Furthermore, we have arranged two activities specifically designed for them. The first one was held in 2017 and the second one in 2019. For both, the purpose was the same: give them an opportunity to meet, share experiences, and receive useful information to navigate the Swedish system. Unfortunately, only a few came to these activities, which has affected our efforts and slowed down our work with the target group. We initially scheduled our Twinning partner's visit for the end of April 2020. Our plan was to arrange an activity for spouses and partners during that visit. The idea was to include a career related session, with information on local labour market and tips for approaching companies and applying for work experience. In preparation for this activity, we sent a short survey to host departments, international staff and accompanying spouses/partners. In the survey, accompanying spouses/partners were asked to tell what types of services they are expecting from us, and more specifically, the type of career support they would like to receive.

Our main challenge is to reach the target group

Unless the accompanying spouses/partners participate in one of our activities, we do not have access to their direct contact details. This makes it more difficult to reach them and learn about their needs. Only since recently, we have required newly arrived employees, who rent university apartments, to provide the email of the accompanying spouse or partner they may have. So far, we have compiled a list of around 70 spouses/partners. Only 7 persons have completed the above-mentioned survey that we sent out in the beginning of March 2020.

Why you joined this project – what would you like to learn? What would you like to get out of the project and what are your wishes for the future?

BIZKAIA TALENT

The reasons for joining this twinning project are mainly exchanging and transferring experience and knowledge to others. Our Dual Career centre was the first one in Spain and we are not part of a university. We are in a process of reflection (analysing what we have got up to now, restructuring processes, co-creating with our users and agents), and this is also the moment of co-creating and cooperating with other European initiatives. I would like to exchange knowledge with other colleagues, see other ways of doing things and enrich as well as take part in the European DUAL Career project/network. Learn about other experiences more like ours, since we are not part of a university or recruit directly, but the different agents of the Basque ecosystem use this service as a Negotiation and attraction tool to recruit International Researchers and Professionals.

UGOT

Our main reasons to join the Twinning project was:

- To learn from an organisation that have a longer and more comprehensive experience in dual career support
- To give and receive feedback on current and future dual career services
- To set the ground for future collaborations in dual career initiatives



PROCESS OF THE TWINNING

Bizkaia Talent is not a university and it depends on universities, companies and research centres' recruitments. However, it has a great variety of cases from different nationalities, sectors and types of organizations. Thus, we wanted to show our colleagues from the University of Gothenburg a different perspective and a journey from our awareness of the importance of creating this service, as well as show them what we do and how we interact with universities and members of our network, and of courses, what our spouses and researchers think about the service received. Finally, we thought that it was nice to enjoy one of our social meetings, where both researchers and spouses foster their relationships.

The topic of the twinning (just the topic, the description comes in the next paragraph).

Be Basque Dual Career Centre & Integration Services

How and where you meet.

It was a 3-day meeting from 13th to 15th February 2020 in Bilbao.

Thursday, 13th February 2020:

Meeting at Bizkaia Talent in the Bizkaia Science & Technology Park

- General presentation of Bizkaia Talent
- Relocation Service & Be Basque Dual Career (What we do and how we work)
- Meeting with Members of our Dual Career Network and one spouse
- Main points about our Dual Career Redesign
www.bizkaiaalent.eus/en/universidad-gotemburgo-visita

Visit to Bilbao Berrikuntza Faktoria

(BBF - University of Mondragon) to know the W-Bridge Programme (entrepreneur programme for immigrant women)



Friday, 14th February 2020

Visit to University of Deusto

(Meeting with Development People (HHRR), OTRI/DEIKER People Management, International Research Projects Office (IRPO), Female Marie Curie PhD Fellow and Research Assistant at eVIDA Lab, DeustoTech, and male spouse & Ph.D., Educational Psychology - Ikerbasque Research Associate). Visit BBK TALENT HOME (apartments for researchers) and meeting with one of the spouses who lives there

Saturday, 15th February 2020

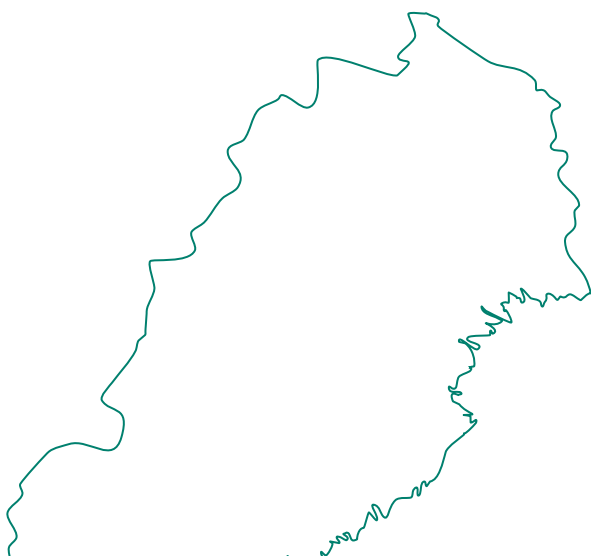
Social Meeting with researchers,

spouses and their children to Urdaibai Biosphere Reserve, where they planted 100 indigenous trees to make up for carbon dioxide generated and enjoyed a well-deserved lunch involving natural, ecological and locally produced products.

www.bizkaiaalent.eus/en/plantacion-arboles-muxika

Changes you made during the project and reasons for these changes.

The only change made was that after the meeting with staff from the University of Deusto, a researcher and a spouse, we were supposed to meet another spouse, who is studying a Master Degree at that university, but she had a personal problem and could not attend.



EXPERIENCES OF THE FIRST TWINNING

Preparation:

A couple of weeks before our visit, Carmen sent us a preliminary programme, which included meetings with the team at Bizkaia Talent and the opportunity to meet the researchers and their spouses during a social activity. Carmen also suggested a visit to BBK Talent Home as well as meetings with a few organisations that are members of their DC network. She asked if we wished to meet any additional organisations. We answered that we wanted to meet some of the universities that are using their services. We then received an updated programme, which this time included a visit to the University of Deusto. She even arranged a meeting with a spouse who, thanks to the collaboration between Bizkaia Talent and Deusto University, obtained a position at the Deusto University. Even before we arrived in Bilbao, we were impressed and grateful for the well-thought-out programme that Carmen had prepared for us and knew we would be able to get a good overview of the Bizkaia Talent's approach.

OUR MAIN TAKEAWAYS

Communication with the spouses

- We understood spouses get in touch with Bizkaia Talent through different channels.
- Some are referred to Bizkaia Talent by their partner's company or organisation
- Some tenants at the BKK Talent Home hear about Bizkaia Talent for the first time when they receive an invitation to one of the activities
- Carmen adds the newly arrived spouses to a WhatsApp group. This informal communication channel quickly creates a sense of community among new and more established spouses and allows peer helping, without too much involvement from Bizkaia Talent.

Recruitment phase consultation

Bizkaia Talent's support sometimes plays an important role during the recruitment phase. In fact, they offer personal consultation with the couple during that phase. The purpose of these consultations is to answer all possible questions regarding settling in the Basque region. The couple can thus plan with a better awareness of what to expect when they arrive in Bilbao, and with the assurance that they can get valuable support from Bizkaia Talent. When they arrive in Bizkaia, they will already know at least one person, which creates a feeling of belonging.

Follow up

Bizkaia Talent does individual follow-up for each spouse through documentation of all meetings and support offered. They do that with the help of an own-designed digital tool.

Activities is a great way for spouses to get to know each other

Bizkaia Talent activities have a strong focus on making the spouses getting to know each other. Furthermore, the activities allow them to discover, what the region has to offer. This combination makes the activities both relevant and well attended. Having a daylong activity also provides better opportunities for the spouses to really get to know each other. Another good practice is to announce the next upcoming activity at the end so that people could start making plans to go together.

"Redesign"

The number of spouses is growing, which makes it difficult for the team to provide the same level of service. They have therefore initiated a redesign of their approach. The idea is to have less individual support and instead, spouses can sign up for a dual career programme. However, it was not clear for us, what the programme implied and how it would affect the spouses. The programme was supposed to be launched in April 2020.

RESULTS AND GOOD TIPS

This paragraph contains:

A possible product - if you have made something (e.g a concrete training scheme, time schedules, brochures, training programme, Power Point etc.).

Welcome Services created a PPT of our experience that we presented at a EURAXESS meeting. The contents were much like this report, a focus on our main takeaways.

A top 5 good tips and advice for other organisations working with Dual Career Services

Due to the pandemic, Bizkaia Talent has organized a series of 7 online meetings, called WORLD CUISINE LEAGUE, to stay connected and strengthen networking among the international community and the spouses. Through these encounters, spouses choose a recipe from their country while sharing their personal and professional life experiences. **PODCASTS** are recorded and uploaded to the web. Finally, in September, **a final closing event** was held offline. Our experience has been very successful, especially because spouses could share how they managed their emotions when arriving and how they transformed themselves to develop their careers.

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UNIVERSITY OF COPENHAGEN



vrije Universiteit

VRIJE UNIVERSITEIT AMSTERDAM



OVERVIEW OF THE TWINNING PARTNERS VRIJE UNIVERSITEIT AMSTERDAM AND UNIVERSITY OF COPENHAGEN

VRIJE UNIVERSITEIT AMSTERDAM

(VU Amsterdam) is an internationally renowned research university with a diverse international academic community. Yearly, around 1000 international scientists, from PhD to Full Professor, start working at VU Amsterdam. This is one third of the total amount of staff members at our university. Every year, with a team of various experts from different departments, we work on improving services for our internationals. Also for the spouses that accompany their partner to Amsterdam. It is our aim to create a vivid platform in which Dual Career and social components are combined. The Twinning project offered us an opportunity to learn from other universities.

We involve partners in developing a VU Spouse Programme and started with setting up panel discussions to hear about their needs and wishes. Based on the outcomes, we started with organizing career workshops specifically designed for spouses. For immigration procedures, our Services Team also provides support to spouses. Once we joined the Dual Career Twinning Project, we started defining goals to work together with the municipality, industry and other universities in the region. This, in order to realize a broader and professional Spouse Programme and network.

[For overview of UCPH please see pages 8-9.](#)

PROCESS OF THE TWINNING

UCPH & VU Amsterdam exchanged thoughts about what we wanted to learn from each other, and it was then that VU Amsterdam first learned about the International Dual Career Network (IDCN) concept. IDCN claims to make dual career assignments a success. IDCN is an association of over 100 international organizations and corporations facilitating the integration of mobile employee partners

through awareness, guidance, and professional networking.

Considering that VU Amsterdam wanted to set up a dual career platform in which spouses would actively engage, they decided to investigate the concept further. To experience how the IDCN concept works, UCPH invited VU Amsterdam to visit an IDCN event held in Copenhagen in February 2020.

THE TOPIC OF THE TWINNING

At VU Amsterdam a series of activities targeted at giving their international staff and their spouses a warm welcome, were already organized. However, their aim was to set up a solid platform in which spouses were offered support on social and professional level. An important component was that they wanted spouses to engage actively within the network. Hearing about IDCN made them enthusiastic about the concept.

IDCN Copenhagen was founded by the University of Copenhagen in March 2016. Four other organisations joined the initial IDCN Copenhagen Steering Committee: DTU - Technical University of Denmark, Mærsk, Novo Nordisk and Vestas. These companies recognised that international staff are more likely to stay long term when their partners and families become a valued part of the community. For most spouses this means finding gainful employment. IDCN Copenhagen has grown rapidly and they now have over 20 Corporate Members. Moreover, in the Western part of Denmark, several other companies and universities also started an IDCN there.

The IDCN network is active all around the world in 14 locations! Click [here](#) to see a list of the countries where the IDCN is active

EXPERIENCES OF THE FIRST VISIT

In February 2020 2 members of VU Amsterdam visited Copenhagen and attended an IDCN Event held at Maersk. During this visit they experienced how IDCN works; spouses of the aligned organizations work together in organizing an event. The work they do for IDCN gives them the opportunity to work on their CV, to get to know the professional culture in a specific country, to expand their professional and social network. The fact that many spouses find a job via the IDCN network, combined with the enthusiastic spirit the members of VU Amsterdam experienced during the event, made them very enthusiastic for this concept.

The activities of IDCN Copenhagen are focused around these career events hosted by Corporate Members. Corporate Members agree to host one career event within every 1-2 years. IDCN events are organized throughout the year in the different locations to give partner members an opportunity to:

- Collect useful information on how best to search for jobs in the region
- Get visibility of job opportunities and meet with recruiters from the Corporate Members
- Receive practical tips and guidance from Human Resources professionals on how to prepare for and organize their job search in the most effective and impactful manner
- Share success stories, valuable experiences and challenges with other partners
- Build meaningful relationships and networks which will help them to move ahead
- Evaluation visit

Unfortunately, COVID-19 kicked in almost right after the event in Copenhagen. As we currently still are experiencing restrictions, the exchange visit from UCPH to VU Amsterdam cannot take place during the frame of this project.

Concerning the implementation of the IDCN network in Amsterdam; although they still offer services to their spouses, they have not implemented the IDCN concept there. At this point, they have to put on hold the launch of an IDCN Network in the region of Amsterdam, due to other priorities that were formulated. Having said this, they are still enthusiastic about setting up an IDCN network as part of the overarching VU Spouse Programme. The idea is to discuss the launch again in the new Academic Year of 2022.

RESULTS AND GOOD TIPS

- First steps are taken to include a Spouse Programme and network in the so called 'triple helix' format; involving higher education institutions, companies and the municipality. The wish for the future is to incorporate the IDCN network as part of the overarching VU Spouse Programme and Network.
- The IDCN concept works perfectly, for those universities who are interested in creating a network with other companies and organisations interested in assisting spouses. Moreover, it allows spouses to either use their competencies or learn more skills while looking for a job. Universities can benefit using these resources to provide even more events, webinars, and workshops.



A TOP 5 GOOD TIPS AND ADVICE

For everybody working with Dual Career Services:

1. Start with getting to know the target group and organize panel sessions to gain insights in their needs and wishes.
2. Involve faculties and heads of department in order to build up your network and get in direct contact with spouses.
3. Project planning: plan the project in timelines and budget.
4. Do not underestimate live visits at other universities to share best practices – it does inspire and motivate you.
5. Invest in relations, internally but also with external parties like the municipality and companies.

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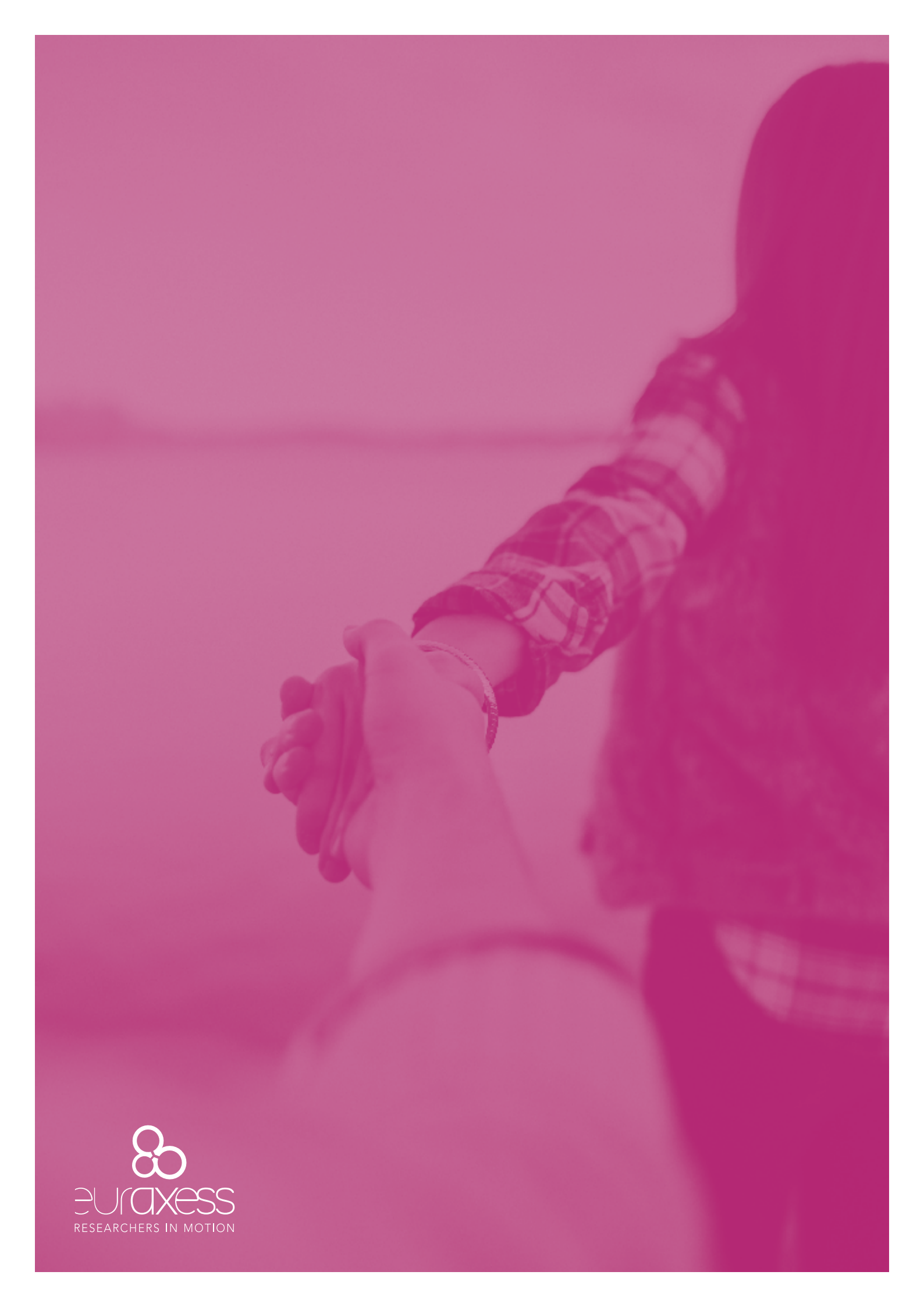
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