



Engine
Room
Europe



TRANS
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HALLES



Culture Programme

STAFF EXCHANGE MANUAL



TOP TIPS FOR SENDING ORGANISATION OF THE EXCHANGE

SPREAD THE INFORMATION IN YOUR TEAM



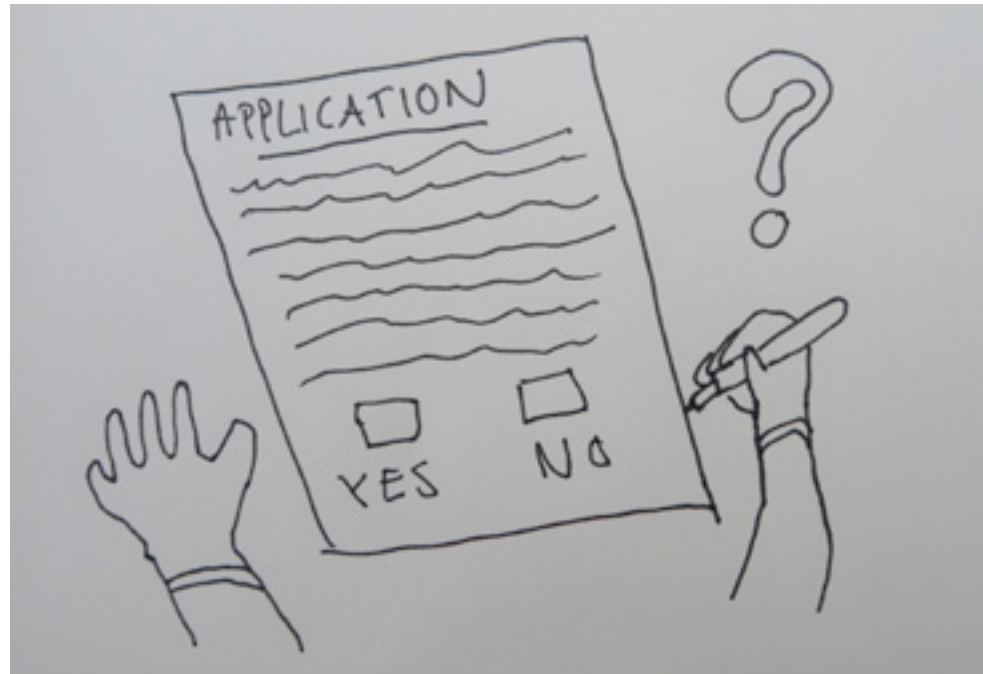
Organise an information meeting with your whole team enough time in advance. Give details on the process and give concrete examples of possible missions and outcomes.

APPOINT A COORDINATOR



Make sure you have someone in your team who is in charge of the programme: he or she will be the contact person for the hosting organisation and the exchangees before, during and after the exchange.

EASY APPLICATION PROCESS



Don't make it too complicated for people to apply. Make sure it won't be time consuming and help your staff to fill in the application.

EVERYONE IS A GOOD CANDIDATE!



... But take into consideration professional, social, and cultural criteria when you chose the exchange.

DEFINE THE MISSION AND EXPECTATIONS WITH THE EXCHANGE



Decide with the exchangee when and where the exchange should take place. Define the objectives (professional development, knowledge sharing, etc.) and the possible outcomes for the exchangee and for your organisation.

PLAN FOR THE ABSENCE OF THE EXCHANGEE

The exchange shouldn't become a burden for the exchangee. Discuss with your team and the exchangee how to cover his or her absence. Try to liberate him or her from his/her normal tasks.



AFTER THE EXCHANGE: EVALUATE



Shortly after the exchange, organise an evaluation meeting between the coordinator of the programme and the exchangee.

SHARING OUTCOMES WITH THE TEAM



Make sure to organise a time for the exchange to share the outcomes with the whole team after the exchange.

A STAFF EXCHANGE IS A GREAT OPPORTUNITY FOR YOUR ORGANISATION



Keep an active role throughout the whole process: the more you will be involved, the more you will get from the experience.



TOP TEN TIPS FOR EXCHANGE PARTICIPANTS

BEFORE

What do you want & why?

Find out what you would like to do at the hosting organisation and think about what professional skills you would like to develop. Set goals for yourself and your sending organisation.



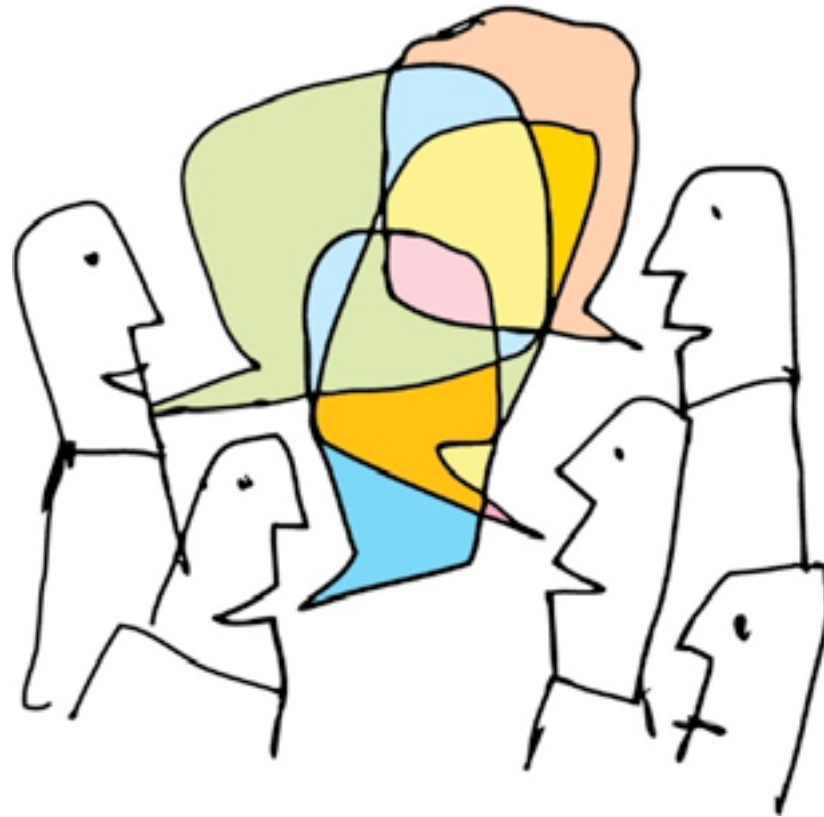
Where?

Get information about the hosting organisation in advance and check it out a couple of weeks before you make a final decision.



How?

Remember you have to be able to speak either the language of the host or another common language.



When?

Think about the best period and duration for you and both organisations. Check out the programme of the hosting organisation at the time of your exchange. Take into account your own workload at your sending organisation.



How?

Be open-minded, positive and flexible. Show initiative and be proactive.

Be independent, enjoy yourself and take time to relax.

Hosting organisations can be busy. Use that time to visit other organisations and the city.



Introduce yourself

Do a presentation about yourself and your sending organisation at the location of your host.





Document!

Take notes and pictures, talk to people. Start with this as soon as possible and do it as often as possible.



Talk

Open your mouth and be honest about your expectations, wishes and feelings. If you want more work, ask for it!



AFTER

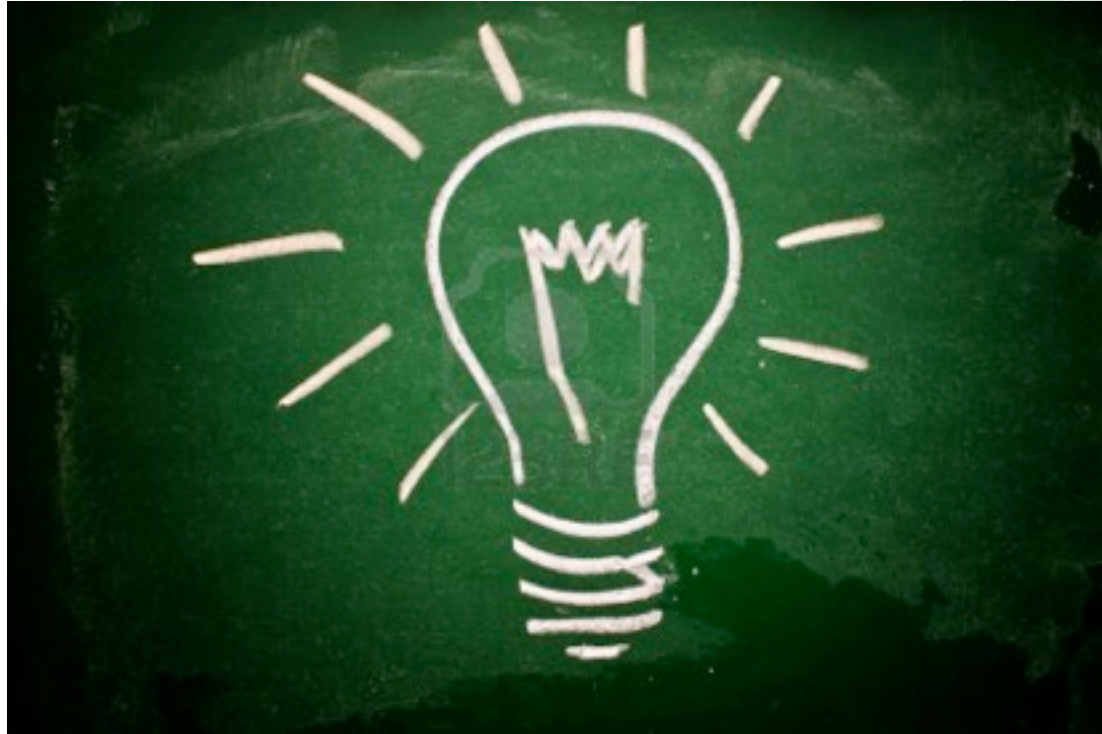
Share

Present your experiences at your organisation. Share this with as many colleagues as possible.



Share Alike





So now what?

Take the inspiration and apply it in your own organisation. Don't forget the details of your experience. Small things you've learned can make a big difference. Try and stay in contact with the hosting organisation.




TOP TIPS FOR ORGANISATIONS HOSTING AN EXCHANGE



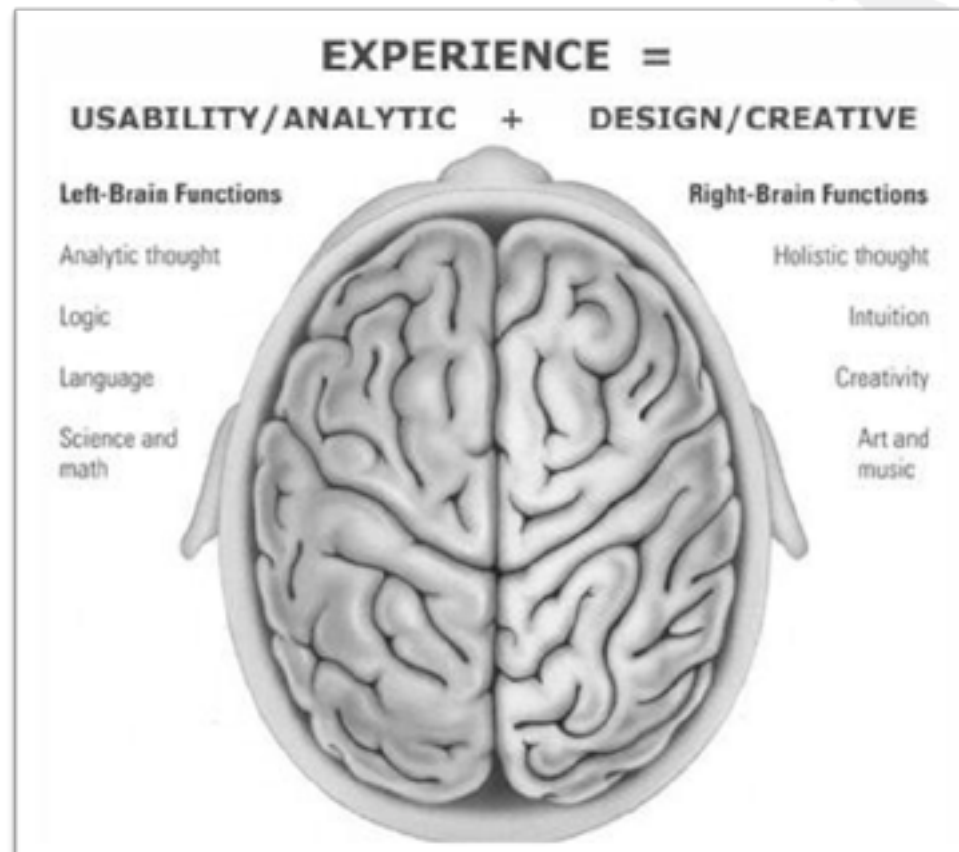
Sorry but...

Say **No!** if you don't think you have the resources and time to host an exchangee.



BUILD AN “IDEAL EXCHANGE” PROFILE

Hosting organisation should work on a clear profile for the ideal exchangee, the one who would bring the ideal skills and knowledge to the centre.



LEARN ABOUT THE EXCHANGE IN ADVANCE



Dedicate time to the preparation of the exchange.

Learn about their expectations and fears.

INFORM THE TEAM ABOUT THE EXCHANGE

Make sure everybody is aware of their visit.

Work on your staff's interest in the staff exchange program.

Create a sense of responsibility towards the exchangee within the organisation.



CREATE A STRUCTURED FEEDBACK FORM

The feedback form could focus on topics important to the organisation.

The feedback form could be given at the start of the exchange so the exchangee knows what to expect and what aspects to focus on.



A structured feedback form with five rating options: Excellent, Very good, Good, Average, and Poor. The 'Excellent' option is checked with a red checkmark.

<input checked="" type="checkbox"/>	Excellent
<input type="checkbox"/>	Very good
<input type="checkbox"/>	Good
<input type="checkbox"/>	Average
<input type="checkbox"/>	Poor

APPOINT A BUDDY



They will be looking after the exchangee during the exchange. They will arrange tasks, meetings, social activities etc.

Appoint a back-up buddy.

PREPARE WEEKLY SCHEDULE

Prepare a schedule in advance, send it to the exchangee for approval and be open to changes.

Don't forget the social aspects.

Ask if the exchangee needs time to catch up on their own work.

Make sure there's a place for him/her to work and ask if he/she will need a computer.

The image shows a 'Work Day Plan' form. It has two columns for time slots, each with 15-minute intervals. The left column starts at 7:00 and ends at 12:00. The right column starts at 1:00 and ends at 4:45. Below the right column is a section titled 'Most important tasks' with a list of checkboxes and lines for notes.

Work Day Plan	Date
7:00	1:00
:15	:15
:30	:30
:45	:45
8:00	2:00
:15	:15
:30	:30
:45	:45
9:00	3:00
:15	:15
:30	:30
:45	:45
10:00	4:00
:15	:15
:30	:30
:45	:45
11:00	
:15	
:30	
:45	
12:00	
:15	
:30	
:45	

Most important tasks

-
-
-

WHEN TO HOST A STAFF EXCHANGE?

Look for the most suitable moment to host the exchange.

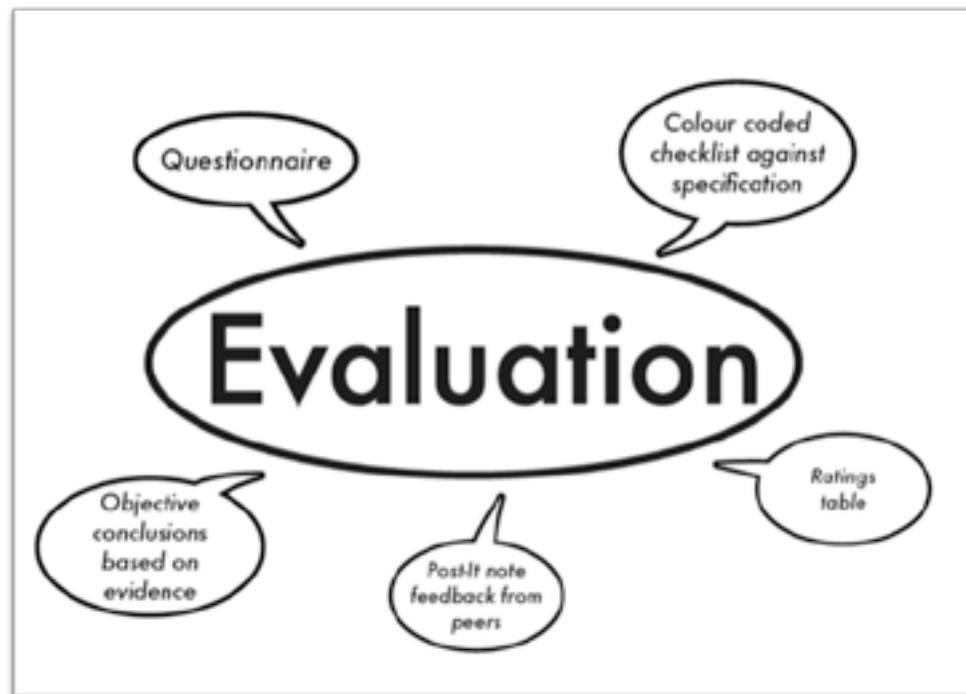
Offer options and discuss with the exchangee.



EVALUATE DURING EXCHANGE

Evaluate and make adjustments in the schedule if required.

Depending on the duration of the Exchange, evaluate more than once.



EVALUATE AFTER EXCHANGE

Organise a meeting at the end of the exchange or schedule Skype meeting later to discuss the exchange.

Receipt of feedback form and post-exchange evaluation



A person is pointing at a feedback form with 9 numbered items, each with 'Yes' and 'No' checkboxes. The form is displayed on a screen. The person's hand is visible, pointing at the 'Yes' checkbox for item 5.

1.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
4.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
5.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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