### **WELCOME ABOARD - READY FOR TAKE OFF**

# Business Environment (PEC) L3 - International management

### **LEARNING OBJECTIVES**

Improve your communication skills,

- Traducing experiences into skills (Social skills, know-how, knowledge)
- Matching skills and planed job environment
- Knowledge of the international professional environment (mainly English-speaking)
- Knowledge of the corporate core value,
- International cultural cross management initiation,

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2020 - 2021



yourself

### (PEC) PROGRAM

### DAY 1

Course	Content	Activities	Date	Times
	Presentation	Lecturer presentation,		14.00-15.00
		Courses presentation and associated agenda,		
1		Course Stakes,		
		Evaluation methods,		
		The importance of failure,		
2	Effective communications skills,	To consider verbal and non-verbal communication methods	24/09/2020	
		To understand and practice effective listening skills		15.00-16.00
		To communicate in clear, respectful and non-judgmental ways		
	Experiences / Skills	« Skill » (Social skills, know-how, knowledge)		
3		List of experiences (professional, academic, personal, family, etc.) Personality test,		16.00-17.00

	DAY 2				
ourse	Content	Activities	Date	Times	
4	Values	Values in recruitment,     Core corporate values,		14.00-14.30	
	International Environment	Apply internationally: challenges and specificities		14.30 – 15.30	
5		Working internationally: issues and specificities			
		Speaker#1: Rui Trindade – Sales Manager in the aviation industry in VIE at Miami (Florida)			
		Social medias, fine-tuning of your image on the social media, zoom on LinkedIn	25/09/2020	15.00-16.00	
		CV Preparation & cover letter, good practices,			
		Interview preparation (Check-List tool as an airlines pilot)			
6	6	Interviews	- CRM : Crew Ressources management parallel with aviation industry		16.00-17.30
		- Creation of the interview check-list preparation,			
		- Personality Questionnaires - Four Temperaments Test			

## (PEC) PROGRAM

### DAY 3 & 4

Course	Content	Activities	Date	Times
6	Interviews	<ul> <li>Refresh courses - Briefing 2 days, agenda and objectives</li> <li>Conducting an interview (In the skin of a candidate &amp; a recruiter)</li> <li>Application: business games</li> </ul>	05/11/2020	14.00-17.00
7		Basics and academic approach,     Zoom on The Hofstede dimensions of cultures,		14.00-14.30
	Cross Culture Management,	Speaker#1 : Severinka Radosavljevic     Digital Sales Director Asia Pacific at Airbus	06/11/2020	14.30-15.00
		Application : Group Presentation		15.00 - 17.30

### **EVALUATION**



valuation Method	Evaluation place	Delivery date			
1 min. video self-promotion/presentation (video) (20%)	Home office	Between session 1 & 2			
Your customized pack interview (50%)	Home office	Between session 1 & 2			
Check list interview preparation	Home office	Between session 1 & 2			
Experience into skills personal mapping,	Home office	Between session 1 & 2			
CV and Cover letter	Home office	Between session 1 & 2			
LinkedIn profile	Home office	Between session 1 & 2			
Personality Questionnaires	Home office	Between session 1 & 2			
<b>Delivery</b> : PDF book and to be shared on the MOMA Platform					

Cross-culture management (group presentation on a specific region) (30%)

 How to deal/manage with people in (North America, South America, Central America and the Caribbean), (Sub-Saharan Africa), (South Europe, North Europe Scandinavia), (Middle East and north Africa), (South east Asia (India + regions), (China, Asia and Pacific...), (EIS Countries),

Preparation in small group, Group presentation

On session 2

trust

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### **EVALUATION**



### Cross-culture management (group presentation on a specific region) (30%)

How to deal/manage/do business with people from :

- 1. (North America, South America, Central America and the Caribbean)
- 2. (Sub-Saharan Africa) + (Middle East and north Africa)
- 3. (South Europe, North Europe Scandinavia)
- 4. (EIS Countries),
- 5. (South east Asia (India + regions)
- 6. (China, Asia and Pacific...)
- 6 groups,
- 15 min presentation per group,
- 5 min question
- Date of the presentation : **06/11/2020**

CULTURE

ETHNICITY

PEOPLE

BELIEF

TRADITION

OTHER

OTHER

DIVISITY

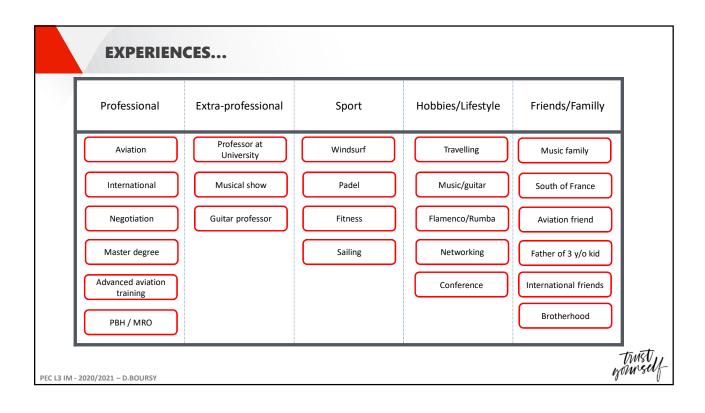
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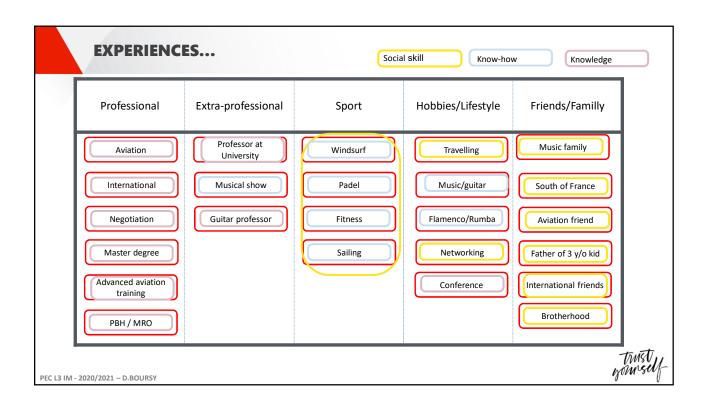
### **GROUPS** Cross-culture management (group presentation on a specific region) (30%) Group 1: Groupe 2: Group 4: Group 5: Doitiy Ly Julie Allam Louana Encinas Daniela Bocanegra Rihab Awhane Albane Mondamert Sofia Abdou Thais Jouve-Villard Caroline Vilespy Angele Cipra Baptiste Titaut Lucas Vairon Sofia Sandrim Luna Martins Ilyes Bourkane Fatima Filali Mathilde Giraudeau Elsa Shun Carla Pradinas Emma Debrie Nhung Nguyen Margot Garre Sacha Falandry Loana Ziadi Yannaelle Le Pape Marie Garcia Alice Guerin Lisa Thiery Benjamin Appaix Pauline Coulet Audrey Blanc Maxime Almerge Natalia Kielbasa Yanis Bensetti Tomas Millet Hyewon Jin Caroline Nham Yassir Boutaher M'ddioui Ilinka Deydier trust PEC L3 IM - 2020/2021 - D.BOURSY



# PEC L3 IM - 2020/2021 - D.BOURSY • You need to know yourself to choose the right career. • You need to know your values, interests, skills, and talents. • Self-Awareness Means Knowing Yourself Your your your yourself Your skills Your talents

# 1. Complete the table with your experiences (a) and associate skills (b) Professional Extra-professional Sport Hobbies/Lifestyle Friends/Familly 2. Explain your experiences in few words 3. Explain three skills based on experiences PEC L3 IM - 2020/2021 - D.BOURSY





### ...TO SKILLS

Social skill	Know-how	Knowledge
<ul> <li>Patience</li> <li>Resourceful</li> <li>Dedication</li> <li>Tenacity</li> <li>Passion</li> <li>Respect</li> <li>Leadership</li> <li>Community ship</li> <li>Understanding</li> </ul>	<ul> <li>Versatility</li> <li>Creative</li> <li>Innovative</li> <li>pro-active</li> <li>Expertise</li> <li>Focus</li> </ul>	<ul> <li>Team management</li> <li>Marketing</li> <li>Negociation, sciences,</li> <li>Aircraft performances,</li> <li>Aviation industry,</li> <li>Geo-politics,</li> <li>Cross cultural management,</li> <li>Finances,</li> <li>Contract management,</li> </ul>

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### **EVALUATION - EXPERIENCE TO SKILLS**



- 1. Build your own personal mapping profile,
- 2. Try to be original and creative or analytics and conventional
- 3. Include it into your "pack interview"



• Date of the presentation : before  $31^{st}$  of October 2020



### PERSONALITY TEMPERAMENT TEST



# Personality Temperament Test

SCORING SHEET

**INSTRUCTIONS:** This is a Personality Temperament Test taken from Tim LaHaye's book, "Why You Act The Way You Do". It helps assess your temperament of potential strengths & weaknesses. It's very simple and takes about 45 minutes to complete. There are 4 Sections below. In each section you will find a series of descriptive words. Your job is to read each word and put a number next to it according to how well it describes the REAL you. After you have completed all 4 Sections go to page 2 for further instructions. To get a more accurate assessment of your temperament have 3-4 close friends &/or family members also complete a test about your temperament.

REMEMBER: It's important that you be honest and objective. Don't mark a box according to how you want to be seen, rather mark it according to how you really are. If it is NATURALLY who you are then it isn't something that you are "working on" nor is it something that requires a lot of effort in order for you to be that way. It just comes natural. Some of the descriptive words below are very flattering words and some are unflattering words. Don't answer according to how you want to be or don't want to be. BE COMPLETELY 100% HONEST WITH YOURSELF.... BE RAW ABOUT WHO YOU ARE RIGHT NOW AT THIS POINT IN YOUR LIFE.

SCORING CRITERIA: Score how each word best describes you:						
1 =	"That is definitely NOT me!"			2 =	"That is usually NOT me."	
3 =	"That is usually me."		4 =	"That is mostly me."		
		5 =	"That IS definite	y me!"		

**PERSONALITY TEMPERAMENT TEST** 

deep feelingcriticalinsecuresensitiveindecisive hard to pleaseself-centeredpessimisticdepressed_easily	very quiet selfish unenthusiastic negative regular daily habits hesitant shy stingy
easily offended idealistic loner self-sacrificing introvert faithful friend analytical considerate likes behind the scenes suspicious respectful introspective planner perfectionist scheduled unforgiving/resents orderly creative detailed moody gifted (musically or athletically)	aimless not aggressive stubborn worrier spectator of life works well under pressure indecisive adaptable slow and lazy submissive to others easy going reserved calm and cool content/satisfied efficient patient dependable listener witty/dry humor pleasant teases others consistent
	idealistic loner self-sacrificing introvert faithful friend analytical considerate likes behind the scenes suspicious respectful introspective planner perfectionist scheduled unforgiving/resents orderly creative detailed moody gifted (musically or



trust

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### PERSONALITY TEMPERAMENT TEST



## Personality Temperament Test

**ANALYSIS** 

### ONCE YOU HAVE COMPLETED ALL 4 SECTIONS...

After you have completed all 4 Sections go back and cancel out each description that you scored either a 1 or 2 by drawing a line through that number. Since that score is so low it doesn't really apply to your overall scoring in each Section. Now add up all of the 3's, 4's, & 5's in each Section and write your total at the bottom of each appropriate section. The section with the highest score is your Primary Temperament and the section with the second highest score is your Secondary Temperament. No one is one pure temperament, but instead we are a blend of all the temperaments.

### WHAT'S MY PERSONALITY TEMPERAMENT?

Each section represents one of four Temperaments:

SECTION 1: Sanguine Temperament (fun-loving extrovert; outgoing; very social; "the life of the party") - EXTROVERT

SECTION 2: Choleric Temperament (focused; extrovert; goal oriented; "the achiever") - EXTROVERT

SECTION 3: Melancholy Temperament (detailed; introspective; artistic; "the naturally gifted") - INTROVERT

SECTION 4: Phlegmatic Temperament (easy going; stable; consistent; "the loyal friend") - INTROVERT

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### **PERSONALITY TEMPERAMENT TEST (END OF DAY 1)** Wet: Short-lived response Dry: Sustained response "Ruling, Dominant" Useful" Choleric Sanguine type type Strengths Weaknesses Weaknesses -impulsive -chronically late -shamless -forgetful -a compulsive talker -too loud -sometimes too happy -distractible not interested in following brough with tasks that are boring Leaders Salesmen Producers Speakers Builders Air emotion -low on empathy -discouraged by failures -too busy for people -intolerant -a leader who demands loyalty Fire Hot: -self-absorbed -an exaggerator -someone who appears unauthentic Quick response Cold: Melancholic **Phlegmatic** Slow Earth response Weaknesses Strengths Strengths Weaknesses -sometimes shy -fearful of change -prone to laziness -stubborn -too cautious -prone to depression -prone to moodiness -perfectionistic -pessimistic -difficult to please -deeply affected by tragedy -a person with tunnel vision -sometimes a procrastinator -discontent with themselves and others Water Roles: Artists Roles: Musicians **Diplomats** -not goal oriented -unenthusiastic -too compromising -undisciplined -sarcastic Inventors Accountants Philosophers Teachers Doctors **Technicians** trust "Getting" gonnsel PEC L3 IM - 2020/2021 - D.BOURSY

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### **CORPORATE SOCIAL RESPONSABILITY**

A great example : Airbus



ustomer focus Integrity Respect Creativity Reliability We are One/ Team Work

The six core values that guide the behaviours of Airbus employees around the world.

All Artios, flow the month sight as important as first the produce, the are guided by a set of six values, each chosen by the inpeople wine embody them.

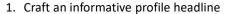
Costomer focus, integrity, respect, creativity, reliability and featiments. These values shape the DNA of our business, reflection the value before of qualities found in even member of our picklet family.

- What are yours ? Please select few exemple according to your experience and ambitions ?
- Make a list of core values that are important to the vision for your organizational culture
- Prioritize the top 5 core values
- Which company do you feel close to ? What are values which make sense for you ?

https://www.youtube.com/watch?v=l9IyDvkxADU



### SOCIAL MEDIAS, FINE-TUNING OF YOUR IMAGE ON THE SOCIAL MEDIA, ZOOM ON LINKEDIN



- 2. Display an appropriate photo
- 3. Show off your education
- 4. Develop a professional summary statement
- 5. Fill your "Specialties" section with keywords
- 6. Update your status weekly
- 7. Show your connectedness with LinkedIn Group badges
- 8. Claim your unique LinkedIn URL (https://www.linkedin.com/in/dimitri-boursy/)
- 9. Share your work
- 10. Get in touch with interesting people and please personalize!





yourself

### CV PREPARATION & COVER LETTER, GOOD PRACTICES,

### 1. Personal Details

- Education
- Employment / Work Experience
- · Interests & Hobbies
- References / Referees

Additional Information: Key skills / Profile = All OPTIONAL

### 2 Education

- Start with CURRENT information
  - ✓ Follow a format & stick to it...
  - $\checkmark$  (Name of course / institution (include dates...grades / list of subjects....key information)
  - ✓ Secondary Education

### 3. Employment / Work Experience

- Start with current most recent full-time /summer (work chronologically - most recent first....
- · Follow a format & stick to it..
  - Name of company / Job Title / Duties
  - List 4/5 key duties in bullet format.
  - Avoid long flowery sentences / paragraphs...
  - Repeat format for necessary number of jobs FT / PT/ SummerAvoid
  - Gaps / Missing Years

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### 4. Interests / Hobbies

• Try to mention both group & individual activities

Mention achievements...e.g. captain of club / represented college / county / country in ......football /basketball / swimming / table-tennis ....?

- Trying to create a consistent image of yourself over the last 3 / 5 / 8 years ....college / school etc.
- Team player? Do you work best on your own...?
- How is this reflected in hobbies / interests....?

### 5. Additional Information / Key Skills

- Key section Allows YOU to stand out from the crowd!
- What are your "unique selling points"?
- Foreign language skills .... fluency / time spent abroad
- Driving Licence... Full & clean
- First Aid...
- Computer Skills ..list packages
- Research skills ....projects / thesis
- · Communication skills...oral / written
- Volunteering

### 6. Referees / References

 Include name, address, contact number & email address for previous employers & academic staff. Ideal 1 academic & 1 work Referee named mst. "References available on request" – line can be used if space it short;

### **INTERVIEW PREPARATION**

- ✓ Prepare your own interview check list,
- ✓ List the different phases of a job interview,
  - · ...
  - **√** ...
- ✓ Please remind preparation is the most importation phase, (Did You Know: During a complex negotiation: 70% of preparation and 30% of effective negotiation)
- ✓ Also don't forget to follow up your job interview,
- ✓ Every airlines has its own check-list, make yours different and unique!
- ✓ NB: this exercise is part of the course evaluation.

