



#### IDCN TALKS WEBINARS

- [GETTING TO KNOW US](#)
- [REMOTE INTERVIEWING,  
THE NEW NORMAL](#)

#### CORPORATE ARTICLES



#### USEFUL LINKS

- [WORK PERMIT](#)
- [LANGUAGE CLASSES](#)
- [ENGLISH PUBLICATIONS](#)
- [JOB WEBSITES](#)

#### EDITOR'S NOTE

- [UNIVERSITY OF  
LUXEMBOURG](#)
- [TO BE OR NOT TO BE  
LUXEMBOURGISH?](#)

Photo Credit: Diana Trisca - Rusu

# Welcome to IDCN

IDCN is a global Non-Profit Association of companies, NGOs and academic institutions in different locations. It was first launched locally in Lake Geneva region in 2011 (pilot) by Nestlé, Philip Morris International, Ernst & Young and the Vaud Chamber of Commerce.

IDCN Luxembourg is the group established in May 2018 as a support network for accompanying partners of international employees. IDCN Luxembourg provides information on the local job market, help with CV, social and networking events and opportunities to contribute meaningfully by volunteering to run some of IDCN activities. Its corporate members currently include: Amazon, ArcelorMittal, British Chamber of Commerce, European Investment Bank, European Stability Mechanism, Ferrero, PwC and Vodafone.

IDCN Annual Review front page contest takes place each year with participation of all IDCN locations. The contest is aiming to find the best photo, which as a reward becomes the front page of IDCN Annual Review.

All teams submitted five photos following the IDCN photo guidelines to win this contest. We are very proud to announce that the winner of the 2019 photo contest is IDCN Luxembourg!



## IDCN Luxembourg announcements



MILENA PLAZINIC

PRESIDENT AS OF  
01.04.2020



DIANA TRISCA-RUSU

VICE PRESIDENT AS OF  
01.06.2020

## New Volunteers



ROLI GUPTA  
COMMUNICATION  
TEAM MEMBER



KATARINA JELIC  
COMMUNICATION  
TEAM MEMBER



MARIA FOKINA  
COMMUNICATION  
TEAM MEMBER

## Getting To Know Us

IDCN Luxembourg had the pleasure to organize its first virtual event, #IDCNTalks Webinar on Thursday, 7th May 2020, where new IDCN partners were invited to get to know our association, obtain more information about what we do and how we can facilitate their professional integration in the Luxembourg market.



Graphic Credit: [Burcin Ceren Olcum](#)

25 attendees had the chance to discuss how IDCN can support their job search and integration with our guest speakers:

- **Shivani Bhardawaj** - IDCN Global Program Director
- **Milena Plazinić** - Partner President IDCN Luxembourg
- **Meera Nair** - Volunteer Manager
- **Diana Trisca-Rusu** - Communications Team Leader.

## Remote Interviewing, The New Normal

IDCN Luxembourg in cooperation with the European Investment Bank has organized a successful #IDCNTalks Webinar “Remote Interviewing, The New Normal” on Tuesday, 16th June 2020.

IDCN Luxembourg had the privilege to get the insight in “New Normal” recruitment and interviewing process from the perspective of EIB’s distinguished professionals: **Marlies Eijsbouts-Brouwer**, Head of Diversity & Inclusion and Employer Branding at European Investment Bank, **Dimitris Kampranis**, Head of Finance and Lending Applications Division and **Aleksandra Kolodziej**, Talent Acquisition Executive.

45 participants had the opportunity to get information about the important factors that

allowed such a large institution like the EIB to successfully switch from full office setup to a complete teleworking mode and continue its recruitment process uninterrupted. The EIB speakers reviewed thoroughly the cornerstones of a successful online interview from both interviewing perspectives, emphasizing the additional traits important to demonstrate during the course of an online interview.



Graphic Credit: [Maria Magdalena Balos](#)

# Professional Reconnecting



Andrea Villasanti  
Health, Safety & Wellbeing  
Advisor Diversity & Inclusion  
Enabler

## About Vodafone

Our purpose at Vodafone is to connect for a better future. At Vodafone Group, we partner with our local markets to drive consistency and earn customer loyalty across 20 countries for over 600 million customers. Our ambition is to improve 1 billion lives and half our environmental impact by 2025. It's up to each of us to make this happen. Ready?

## Vodafone In Luxembourg

Meet our Vodafone Group entities based in Luxembourg:

**Vodafone Procurement Company (VPC):** responsible for purchasing products and services from across the globe to help run our business at its very best.

**Vodafone Roaming Services (VRS):** enables 750 million mobile customers to confidently connect abroad and enjoy voice and data services. To make sure connection is always provided we have around 150 colleagues managing our global roaming network from our Luxembourg office.

**Tomorrow Street (TS):** is a joint venture between Vodafone and Technoport (Luxembourg's national startup incubator), Tomorrow Street is an innovation center focusing on growing late stage start-ups through the power of Vodafone's global footprint.

**Purpose Pillars:** Digital Society | Inclusion for all | Planet

## Purpose & Inclusion For All

We believe that the opportunities and promise of a better digital future should be accessible to all. We are committed to ensuring that nobody is left behind on the journey towards that future. Through our technology, we will work to bridge the divides that exist and help people to contribute equally and fully to society.



Pascal Vijver - Van Benschop  
Luxembourg Senior Recruiter

Continued on next page ➔

# Professional Reconnecting

## Reconnect Vodafone

The 'ReConnect' initiative aims to recruit people who have been out of the workforce for over a year.

Many of them are on career breaks to raise a family or to ensure a soft landing in a different country when relocating. Our ReConnect initiative aims at offering flexible working options in conjunction with in work training to refresh and enhance existing skills.

There are a large number of highly skilled, experienced and talented people in Luxembourg who would like to restart their career but lack either the confidence or opportunity to do so.

Interested in finding out about our vacancies? Please access the link:

<https://careers.vodafone.com/search/?createNewAlert=false&q=Luxembourg>



Photo Credit: Maria Magdalena Balos

# | Planning Your Career For The New Normal

AUTHOR: Dr Keith Amoss | Career Coaching and Mentoring

When it comes to job searching and career planning, it's okay to be a bit selfish.

If you want to know what you need to do in life then you ought to spend some focussed time on yourself. If you can accept that, then I believe there are some simple questions you need to ask yourself.

From the arrival of the virus, the usual customs for interacting with your family, friends, work colleagues and clients have been thrown out of the window. Social distancing is the new mantra. Many people have been working from home for the first time, alone except for the virtual images of their colleagues. For some, the presence of a working partner bringing unwelcome business stress into the family environment has been a challenge.

Of course, it is no fun to feel you are on the side lines anxiously waiting to get back to the office and normality. There are many fears about what the future may hold and for anyone out of work and searching for a job it has been especially tough.

While there are encouraging signs of a return to something like normality, we are not there yet. Things will probably never be quite the same again.

But you know all this. So, let me tell you something you may not.

It is clear that some people have worked just as hard, if not harder, while at home.



Keith Amoss PhD is a professional career coach specialized in mentoring expatriates, contributing on behalf of IDCN corporate member, British Chamber of Commerce. Keith has over 25 years of national and international experience at senior level which included working in organizational and Human Resources development, HR policy, project management and secretariat work.

Introverts have been able to shine in a way they could not in the typical office situation. Their talents were hidden beneath the noise of louder people. Others of a more extrovert disposition have felt lost, badly missing their work colleagues and the daily working and social environment.

Suddenly having to use remote meeting tools has been an adventure. On-line courses and webinars are everywhere, for

Continued on next page ➔

## | Planning Your Career For The New Normal

better or worse, but which ones are important to attend rather than elaborate sales pitches? New learning has definitely taken place for lots of us.

Questions are now in people's minds about whether this really is the life they want to lead and the job they want to be doing in future. It is a time of anxiety and uncertainty. Yet it is also a time of opportunity.

Carve out time for yourself to ask:

- What are your personal values?
- What type of work supports your personality?
- What motivates you?
- What are your talents, your qualifications, your experiences and your strengths?

It is only by finding the answers to these and deeper personal questions that you can search for the type of job and career that makes you tick.

Answers will not come easily or quickly. It takes time - but you deserve to discover what you really want. For that reason, go on, it's okay to be a little selfish.



Photo Credit: Diana Trisca - Rusu

# Addressing The “Physical Presence Gap” In Online Job Interview

Authors: Loïc Morand | Lead Senior Talent Management Officer  
Isabel Roche | HR Trainee

The coronavirus pandemic has caused a vast disruption to both personal and work life, including job interviews, a crucial step in the recruitment process. As a result, this has led recruiters to adapt and shift their hiring processes to online or virtual interviews.

Online interviews provide a different experience than traditional face-to-face interviews and require altered preparation. Whilst body language and non-verbal communication are essential signaling cues in interviews, these are significantly reduced through online or phone interviews due to the lack of physical in-person presence. In this adjustment period, how can potential candidates create the social connection with recruiters in virtual interviews?

Active listening is an important process present within interviews and helps build a rapport between the interviewer and interviewee. Body language is commonly used to demonstrate active listening, such as, a nodding of the head to show agreement, eye contact, or leaning into the conversation to show interest. These non-verbal cues demonstrate to recruiters that you are interested in the conversation and paying attention. However, in online interviews, this expression is diminished. Therefore, an alternative way to show active listening can be through summarising and paraphrasing statements made by the

interviewer, and asking questions or clarification. Rephrasing in your own words what was said and asking questions will show your understanding, engagement and enthusiasm in the topic.

In order to conduct a successful online interview and address this gap in physical presence, there are a few additional practices, which are important to keep in mind. Firstly, be prepared. Take the time to practice answering common questions and provide responses, which are succinct and review the job description and organisation. This will demonstrate clear thinking and excellent communication skills. Secondly, perform the interview in a quiet and calm environment and remove distractions, such as your phone, or the potential for people to walk behind you. This will ensure that you are fully engaged and committed to the interview. Additionally, dress appropriately and comport yourself professionally, as you would for an in-person interview. This behaviour can generate the feeling of success and readiness for the interview and position. Lastly, whether a video interview or phone call it, is important to smile. This will generate a pleasant environment and trigger positive signals to the brain, which can improve your mood, confidence, and generate warmth in your tone.

Continued on next page ➔

# Addressing The “Physical Presence Gap” In Online Job Interview



Photo Credit: Maria Magdalena Balos

Online interviews should be treated with the same amount of importance as face-to-face interviews, and follow the same etiquette. When speaking, allow the interviewer to finish each point and be patient. Take the time to pause before responding and articulate words properly. Throughout the interview, do not hesitate to take notes or write down questions, but explain that you are doing so, and always have your CV at hand to use as a reference.

The shift to online interviews provides a radical change to the recruitment process, and as a result candidates need to adapt their strategies, however this will generate greater opportunities for recruiters and candidates, and remote hiring.

# University Of Luxembourg

## A Good Place To Land When Just Landed

Sitting on a newly delivered sofa in your recently rented apartment, while scratching your head and perpetually pondering over your first step in Luxembourg... Sounds familiar, doesn't it? Learning the official languages, social and professional networking and job search are some ideas that most probably cross everyone's mind when just landed. However, perhaps not many of the expats are aware that Luxembourg has a University that can help with adapting to new reality in a multitude of ways.

Although situated in a trilingual country, the University of Luxembourg hasn't been hesitant to introduce a plethora of Bachelor and Master degrees taught in English. Divided into three campuses, in Belval, Limpertsberg and Kirchberg, the University is easily reachable by all means of transportation. Its academic staff comes from 20 different countries and warmly welcomes students from 125 different countries, hence no matter how fresh off the boat you might be, you can hardly feel like an alien.

University experience, beside the obvious advantages of acquiring knowledge and a degree, provides an extensive networking with fellow students of various backgrounds, thereby also a beneficial preparation for business and social aspects of life in the Grand Duchy.

Tuition fees are a pleasant surprise as well - unlike many other services

in Luxembourg, they are quite moderately priced. Moreover, flexibility is more than just a buzzword at the University, since both administrative and academic staff is rather cooperative in meeting students' particular needs - one can actually adapt intensity and duration of studies, preferred language in case the program is bi- or trilingual, etc.

The University focuses strongly on extracurricular activities aiming to facilitate student's integration: free language courses, various workshops, events, and excursions. Hand in hand with the study curriculum, it is easy to see that the prospects are countless. So have no fear of being foreign, language amateur, too young or too old - explore this avenue, it just might be a step in the right direction for you.

Source: <https://wwwen.uni.lu/>

Author: Katarina Jelic, IDCN Luxembourg Communication Team Member, Master in European Governance at the University of Luxembourg



Photo Credit: Maria Magdalena Balos

# To be Or Not To Be Luxembourgish? That Is (Not) The Question. A Crash Course In Acquiring Nationality

There comes a moment in life when you decide about really important issues - one of those was our family's decision to permanently base our future here in Luxembourg. And once we definitely decided, I was more than determined to integrate in as many ways possible. Acquiring Luxembourgish nationality had high symbolic and practical value for me, as it actually turned me from a foreigner into a local in many contexts and most importantly in my own eyes.



Photo Credit: Maria Magdalena Balos

In order to submit a nationality application, one has to legally reside in Luxembourg for at least 5 years, but it is never too early to start preparing: it is totally acceptable to take language courses and the obligatory civic courses/ exam well in advance. The option of signing CAI contract (Welcome and Integration Contract), supports the entire process by offering workshops and information sessions on integration, administrative formalities, official bodies, and community life in Luxembourg; it also provides language courses in advantageous prices, faster procedure once your documents are submitted, etc.

In addition to 5 year timeframe and civic courses, another necessary precondition for application is to succeed at Sproochentest - do make sure to book your Luxembourgish language test timely at National Institute of Languages (INL), as testing schedules have a tendency to get easily overcrowded.

Once the nationality preconditions are met, one can submit the application to one's municipality of residence. Experience says that the most demanding part of document collection process was clear criminal record certificate not more than 3 months old from all the countries one has resided during the last 15 years. In this world of global nomads, such a requirement may come as a challenge within the given timeframe. Other than that, all other parts of application were easy to obtain and submit - besides, a call center is in place for different enquiries, as well as helpful administrative staff at local municipality. Finally, the last ingredient is some patience and ... voilà! After some months you'll enrich your identity with a whole new perspective.

Katarina Jelic, IDCN Luxembourg Communication Team Member, proudly Luxembourgish

## Work Permit

Want to learn about work permit, integration options and various administrative procedures?

 **Guichet.lu**



LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG  
Ministère de la Famille, de l'Intégration  
et à la Grande Région

Département de l'intégration



**EXPATICA**  
Live. Work. Love.

## English Publications

Looking for information in English?

**LUXEMBOURG TIMES**

**DELANO**

 **JUST ARRIVED**

## Language Classes

Keen on improving your language skills?



**INSTITUT NATIONAL  
DES LANGUES**



Centre de Formation  
Lucien Huss a.s.b.l.



**OFFICE LUXEMBOURGOIS  
DE L'ACCUEIL ET  
DE L'INTÉGRATION**

## Job Websites

 **adem**

 **MONSTER**

 **jobs.lu**

 **moovijob.com**  
Get ready to moove

 **jobfinder.lu**



[website](#)



[luxembourg@idcn.info](mailto:luxembourg@idcn.info)



[linkedin group](#)



MILENA PLAZINIC  
PARTNER PRESIDENT



DIANA T. RUSU  
COMMUNICATION TEAM LEADER  
VICE PRESIDENT



ROBERTA CANCEDDA  
EVENTS TEAM LEADER



RINKU KHAN  
MEASUREMENTS TEAM LEADER



LEORA H. KRONTIZ  
MEMBERSHIP TEAM LEADER



MEERA NAIR  
VOLUNTEER MANAGER



KATARINA JELIC  
COMMUNICATION TEAM



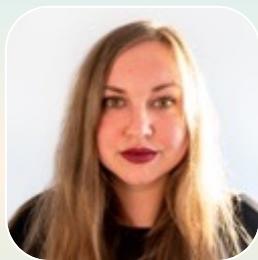
EUGENIU COSTETCHI  
MEASUREMENTS TEAM



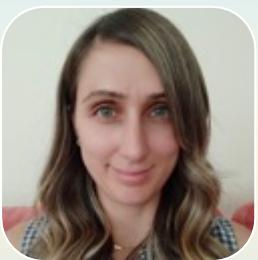
SHIVANGI AGARWAL  
EVENTS TEAM



ROLI GUPTA  
COMMUNICATION TEAM



MARIA M. BALOS  
COMMUNICATION TEAM



SEVCAN AKGÜN  
EVENTS TEAM



SELENGA CIZMELI  
EVENTS TEAM



BURCIN C. OLÇÜM  
EVENTS TEAM



ERICK B. NAVARRO  
MEMBERSHIP TEAM



MARIA FOKINA  
COMMUNICATION TEAM



GOMATHESWARI  
YATHENDRAN  
MEASUREMENTS TEAM

Graphic Credit: Maria Magdalena Balos



[website](#)



[luxembourg@idcn.info](mailto:luxembourg@idcn.info)



[linkedin group](#)

## Editors

**NEWSLETTER MANAGER**

Katarina Jelic

**GRAPHIC DESIGNER**

Maria Magdalena Balos

**COMMUNICATIONS TEAM LEADER**Diana Trisca - Rusu | Contact: [communication.luxembourg@idcn.info](mailto:communication.luxembourg@idcn.info)

Photo Credit: Maria Magdalena Balos

## IDCN Luxembourg Corporate Members

