

Feedback Points – Upskilling the workforce and building new partnerships

(Bullets are interlinked)

- Upskilling- result of an organic process
 - Crucial for competitive advantage
 - Facilitation is part of the process
- Flexibility of partnerships between Business and Universities
 - Expectation management of both actors (especially Business)
 - Role of facilitation (KEIs- KE Intermediaries) in the process?
- Dynamics of culture change
 - Managing the process / Vertical and Horizontal change is required
- Training needs to be effective and measurable
- Need and Mechanisms for effective facilitation
 - Role of facilitation in the process?
- Need to re-evaluate the nature and value of output and impact indicators to measure
 - Process
 - ‘soft outcomes’

Feedback Points – Making graduates fit for the future

- Internships – important tool for starting career
 - If matchmaking assured, then mutual benefits occur
- Universities have to become more responsive to be understood as partners
 - Service, quality, availability
- Generic skills have to be assured
 - A process of subtle curricular development
 - Possibly enhanced by Career Centres
 - Graduates necessarily aware of their responsibility for further interaction and learning
- Importance of feedback mechanisms
 - The universities have to listen to but are not servants of the industry
 - The role of Alumni
 - Experts from industry as “guest” lecturers

Feedback Points – Corporate Social Responsibility (CSR)

- CSR is a way to enhance sustainable partnership between the university and businesses
 - Is a long term process
- CSR is effective only if part of the strategic decision making process, in particular for the companies
- University should behave socially responsibly / engage in CSR
 - Become more competitive in their environment
 - To create opportunities for their students
 - Regardless of the field of study
- Universities are key partners for the businesses concerning CSR, but not the only ones (best practices starting with pre-school education)
- Initial activity/idea can emerge on both sides
 - Problem of common language
 - CSR abbreviation is sometimes confusing for universities