



Ekonomická
fakulta
Faculty
of Economics

Jihočeská univerzita
v Českých Budějovicích
University of South Bohemia
in České Budějovice

University of South Bohemia
Faculty of Economics
Department of Regional Management

Master thesis

MULTILINGUALISM AND INTERCULTURALITY IN
INTERNATIONAL PROJECTS AND WORK ENVIRONMENTS

Qualitative study focused on European research projects

Author: Bc. Eliška Krychová
Master thesis supervisor: Prof. Dr. Doris Fetscher
České Budějovice 2019

ORIGINAL COPY OF THE ASSIGNMENT

UNIVERSITY OF SOUTH BOHEMIA IN ČESKÉ BUDĚJOVICE
Faculty of Economics
Academic year: 2018/2019

DISSERTATION ASSIGNMENT

(PROJECT, ART WORK, ART PERFORMANCE)

First name and surname: Eliška KRYCHOVÁ
Study program: N6237 Regional and European Project Management
Identification number: E17664
Specialization:
Topic name: Multilingualism and interculturality in international or interregional projects and work environments
Assigning department: Department of Regional Management

Rules for elaboration:

Objective:

The aim of this thesis is to analyse and evaluate the daily practice and strategies of dealing with multilingual and intercultural interactions with international/interregional projects. In particular, the use of a project-internal lingua franca and/or translation practices and accommodations of various contributing cultures will be analysed.

Methodological approach:

Data triangulation through document analysis, interviews, and/or recordings of specific inter-transactional data should be used to demonstrate the structural and individual strategies of managing multilingualism within an international/interregional team.

Framework structure:

1. Introduction. Objectives.
2. Review of literature.
3. Methods.
4. Results, potentially discussion.
5. Conclusion.
- X. References
- X. List of Annexes (if any)
- X. Annexes

Scope of graphic works: As necessary

Scope of work report
(scope of dissertation): 50 - 60 pages

Form of dissertation elaboration: printed

Language of dissertation elaboration: English

List of specialized literature:

Kotthoff, H.; Spencer-Oatey, H., (eds), (2009), Handbook of Intercultural Communication. Berlin, New York.

Kuster, J. et al. (Ed.), (2006), Handbuch Projektmanagement. Berlin, Heidelberg.

Matveev, V. A. & Nelson, P.E. (2004) - Cross cultural communication competence and multicultural team performance. GUNY and North Dakota State University.

Thije, Jan D. ten & Maier, R., (eds), (2012), Managing Cultural and Linguistic Diversity in Multiple Organisational Settings: editorial. Special issue of Journal of Multilingual and Multicultural Development 33(7), 629-641.

Tutor for dissertation: prof. Dr. Doris Fetscher
Department of Regional Management

Date of dissertation assignment: 13 December 2018

Date of dissertation submission: 15 August 2019


doc. Ing. Ladislav Rolínek, Ph.D.
Dean

JIHOČESKÁ UNIVERZITA
V ČESKÝCH BUDĚJOVICÍCH
EKONOMICKÁ FAKULTA
Studentská 13 (1)
370 05 České Budějovice


doc. Ing. Eva Cudlinová, CSc.
Head of Department

dated: 13 December 2018

STATEMENT

I hereby declare that, in accordance with Article 47b of Act No. 111/1998 Coll. in the valid wording, I agree with the publication of my master thesis, in full form to be kept in the Faculty of Economics archive, in electronic form in publicly accessible part of the IS STAG database operated by the University of South Bohemia in České Budějovice accessible through its web pages. Further, I agree to the electronic publication of the comments of my supervisor and thesis opponents and the record of the proceedings and results of the thesis defence in accordance with aforementioned Act No. 111/1998 Coll. I also agree to the comparison of the text of my thesis with the Theses.cz thesis database operated by the National Registry of University Theses and a plagiarism detection system.

Nantes, August 15, 2019

Eliška Krychová

ACKNOWLEDGMENT

I would like to express my deep gratitude to all the people who helped me to elaborate this master thesis.

Firstly, I am particularly grateful for the assistance given by Dr. Prof. Fetscher. As my Master thesis supervisor, she provided me with helpful guidance, useful critiques and generous support.

Likewise, I would like to give my special thanks to my internship supervisor Marie Weiss for enabling me and helping me to contact the European project partners. Thanks to her, I had satisfactory and very interesting samples for my research. I also appreciate her constructive suggestions and continuous assistance.

Finally, I must extend my special thanks to my family and closest friends for their great patience and warm encouragement.

TABLE OF CONTENTS

1. Introduction.....	9
2. Review of literature	11
2.1 European research projects	11
2.2 Interculturality.....	14
2.3 Communication.....	16
2.4 Multilingualism.....	18
2.5 Lingua franca	20
3. Methods.....	22
3.1 Search for the appropriate research partner(s).....	22
3.2 Research method	22
3.3 Method of analysis	24
4. Results.....	27
4.1 Categories	27
4.2 Findings	27
4.3.1 Basic information of interviewed project partners.....	27
4.3.2 Perception of interculturality in European research projects.....	28
4.3.3 Communication within the consortium	38
4.3.4 Multilingualism vs. lingua franca	43
4.3.5 Perception of English by project partners	46
4.3.6 Barriers	50
4.3.7 Future development.....	53
5. Discussion	55
6. Conclusion	62
7. References.....	63

8.	List of figures	66
9.	List of tables	66
10.	Annexes.....	66

GLOSSARY

BELF	Business as a lingua franca
EIT	European Institute of Innovation & Technology
ELF	English as a lingua franca
EU	European Union
IRT JV	Institut de Recherche Technologique Jules Verne (Technological Research Institute Jules Verne)
JRC	Joint Research Centre
LE	Large Enterprise
N.F.	Not Found
PP	Project Partner
SME	Small and Medium Enterprise
UK	United Kingdom

1. INTRODUCTION

The topic of this master thesis is multilingualism and interculturality in international projects and work environments. As a student of a Trination Master degree, I myself experience an international environment. With French, German and Czech students, I am part of an international class that each semester studied different universities and worked together on small projects in multilingual and intercultural context. For this reason, I found it interesting to discover more about these phenomena. With a view to specify the area of research, I opted to lead this empirical study in the context of the European Union.

The European Union is the only union of this kind that includes 28¹ Member States that collaborate closely. In order to overcome the structural weaknesses and challenges faced nowadays such as globalization, pressure on resources, ageing of population, the European Union implemented a strategy. Europe 2020, A European Strategy for “*smart, sustainable and inclusive growth*”, which follows the Lisbon strategy. Implemented in 2010, the strategy sets 5 targets that should face up to the current challenges and ensure growth and employment. To achieve this, numerous actions at European, national and regional level are planned.

One of these actions at the European level is the support of Research & Innovation that was put at the heart of this strategy. There is a European funding programme for Research & Innovation that is named Horizon 2020. It is the eighth version of Framework Programme that has existed since the 1980s. This programme tends to make the EU’s position in science and industrial innovation stronger thanks to the collaboration of scientists and researchers from different European countries. The European Union is comprised of 28 Member States and has 24 official languages. It is obvious that the collaboration on European research projects implies the notion of interculturality and multilingualism.

Thanks to my internship in the Technological Research Institute Jules Verne as a European Project Assistant, I had the opportunity to meet with European project partners who work on European research projects. I was interested about how people coming from different countries work together, especially from the linguistic and cultural point of view.

¹ “For the time being, the United Kingdom remains a full member of the EU and rights and obligations *continue to fully apply in and to the UK*”. (Europa.eu, 2019)

I wondered if they are aware of cultural differences. And if yes, which differences could they perceive? How do they communicate together? Which languages and tools do they use for communication? And which language? Or do they use more than one language? And do they encounter any linguistic or cultural barriers that make the cooperation difficult?

Hence, after having the possibility to do some interviews with several partners, I decided to focus on their experience and perception of this context in order to answer my research question:

How do the project partners perceive multilingualism and interculturality in European research projects?

This master thesis is divided into three main parts: theoretical, methodological and practical. The theoretical part aims to explain the most important terms of my research. In the first section, I introduce the context of European research projects as well as the basic terminology of these types of projects. Concerning European projects, it is impossible to avoid the presence of different cultures and the notion of interculturality that is explained in the second part. The third section highlights the importance and process of communication, while the fourth part focuses on multilingualism. The last section of the theoretical part is devoted to the concept of *lingua franca*.

In the methodological part, I explain how I proceed to do qualitative analysis in order to answer my research question. The practical part of this master thesis is devoted to the analysis of the interviews and further interpretation/discussion of the data. The whole study ends with a conclusion. At the end, appendices such as sequential analysis, interview's guidelines and parts of transcription and so on are attached.

The whole master thesis is synthesized in a Czech summary that contains all important results that the master thesis brought.

2. REVIEW OF LITERATURE

2.1 European research projects

European Strategy

As it was mentioned in the introduction, the European Union set up some targets² that are included in the Strategy Europe 2020 in order to become “*the most competitive and innovative on the global level*”. In order to achieve this goal, diverse actions are led at European level. The EU puts a significant focus on drivers such as science, research, and innovation. This can be demonstrated by the sentence that we can read on the EU official website for research and innovation: “*investing in research and innovation is investing in Europe’s future*” or another one: “*innovation is principal engine of economic growth*” (European Commission, 2014).

Support of research activities

With a view to helping the research to develop, the European Union decided to support this field. Its involvement in research activities started in the 1970s and the first framework programme that aimed at encouraging technical and economic research was proposed by the European Commission and adopted in 1984.

Since the beginning, this multiannual research and innovation framework programme underwent structural changes and developed. The changes concerned, for example, a diversification of the instruments that are used for implementation, new structures such as the European Research Council or the European Institute for Innovation and Technology emerged. Also, the public-public and public-private partnerships developed and are funded beside the transnational projects.

One of the most positive changes has been the permanent increase in budget. On the picture below, we can observe this budget evolution as well as the different periods of all framework programmes since the beginning.

² **Employment:** 75% of people aged 20–64 to be in work; **R&D:** 3% of the EU's GDP to be invested in R&D; **Climate change and energy:** greenhouse gas emissions 20% lower than 1990 levels, 20% of energy coming from renewables, 20% increase in energy efficiency; **Education:** rates of early school leavers below 10%, at least 40% of people aged 30–34 having completed higher education; **Poverty and social exclusion:** at least 20 million fewer people in – or at risk of – poverty/social exclusion (Europe Strategy 2020, 2018)

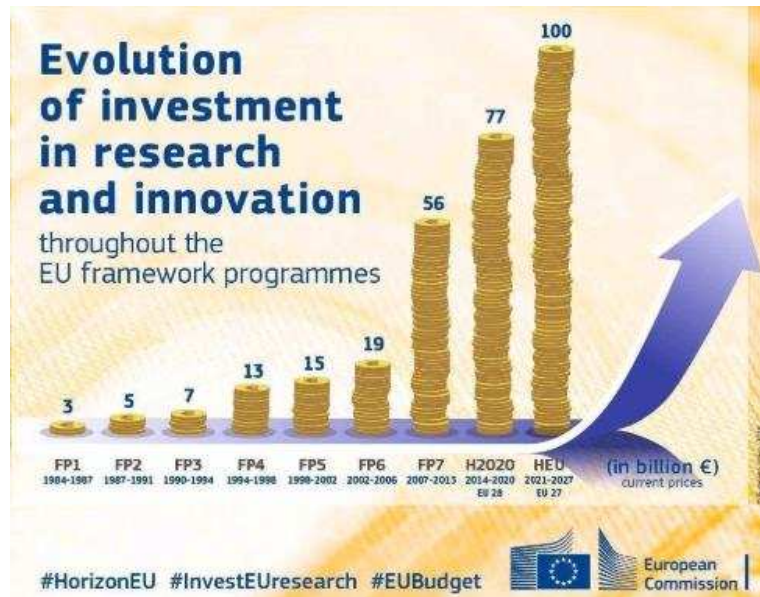


Figure 1 - Evolution of investment in research and innovation (Euraxess, 2018)

Horizon 2020

The current Framework Programme for Research and Innovation is called Horizon 2020 and is implemented for the period 2014-2020 with the budget of almost 80 billion euros. It is the biggest European Research and innovation programme that aims to transfer ideas from laboratories to new innovative products or technologies that should easily be put on the market. Horizon 2020 is based on 3 main pillars. Under the main pillars, diverse actions are encompassed. It can be seen in the picture below.



Figure 2 - Horizon 2020 sections (Cerneu.web.cern.ch, 2017)

While Excellent Science, the first pillar, aims at strengthening the knowledge of scientists as well as of the general public by increasing international and interdisciplinary mobility and by informing the general public about the results of research, Industrial Leadership, the second pillar, tends to enhance the development of new industrial technologies. Most of the funding is devoted to the third pillar named Societal Challenges, in order to face them and improve our lives. Moreover, we can find horizontal actions such as Spreading Excellence, Science for Society, Euratom, JRC and EIT that support the main actions.

Focus on process and vocabulary within Horizon 2020 projects

Each action under one of the sections has its own Work Programme that is set up for 2 years, specifying the Research and Innovation areas that will be funded. Every year, new calls are open under the Work Programmes. The calls are open either to individuals or to at least 3 legal entities from different countries coming from a European Union Member State or an Associated Country. These entities form a consortium that can be made up by private or public entities (academy, research organization, LE, SME, ...). For each Horizon 2020 project, the consortium has to appoint a coordinator; a partner that manages the whole project and serves, also, as a representant between the consortium and the European Commission. And the rest of the partners are beneficiaries or participants. Another role within the consortium is Work Package Lead(er) that is responsible for the management of Work Packages, the small group of tasks that form the whole project. Depending on the type of action (CSA-coordination and support action, RIA-research and innovation action or IA-innovation action) and type of entity (SME, private entity, research *centre, university...*), the funding can differ.

All of the actions funded by Horizon 2020, enhance the collaboration among different types of entities, especially academics and industries, as well as the collaboration of different disciplines, and also different countries. The idea goes even beyond the European Union borders and thanks to numerous international agreements that were established, a collaboration between the best European researchers and the best researches worldwide can be achieved.

2.2 Interculturality

International or intercultural cooperation?

Working on European research projects funded by the financial instrument Horizon 2020 involves principally the collaboration of different nationalities. As it was explained above, for many open calls funded by this programme, a minimum of three entities is necessary to submit a proposal. In this case of collaboration between different countries, we can speak about international or transnational projects. Nevertheless, as Chevrier (2003: 1048) explains, it is more convenient to use the term of inter-cultural projects. Because the influence of different cultural backgrounds is present and noticeable when it comes to the interaction of people coming from different nationalities and cultures.

Definition of culture

In this case, it is essential to define, firstly, the notion of culture before approaching the notion of interculturality.

More than 150 definitions of culture were already published and each is slightly different. Among them, Rodrigues, Costa, Gestoso (2014: 1048) define culture as “*the sharing of history, beliefs, ideologies, traditions and language systems*”. We could say that this definition describes more the national culture, or the culture of a specific geographical area. However, there are different types of cultures. We can encounter, for example, organizational culture. Thomas, A. (2010:31) describes it as a kind of subculture where individuals gather in “a collective, either voluntarily or involuntarily, and think, feel and act as members of a social community”. And according to Loosermore, Muslmani, (1999: 96), the elements such as “*shared values, understandings, assumptions and goals that result in common mindsets*” can be added.

Influence by culture and categorization

G. Hofstede (2001: 86) explains culture as “*a collective programming, the software of the mind*” that is “*learned and not innate*” (Hofstede, 2010: 6). That means that our cultural point of view develops during our lives and the most influences mainly come from the country, its history and from the society which we are part of. What is important to mention, as Neuliep (2018: 15) states, culture is ubiquitous and even if we

are not conscious of it, it influences an individual's behaviour, attitudes, thoughts and also expectations. These common attributes of a specific group, typically personality traits, are perceived by others and contribute to categorization into certain social groups. For example, Yzerbyt (2016: 90) defines these common characteristics as stereotypes. This cognitive process of stereotyping occurs spontaneously (Crisp and Hewstone, 2007) and can be beneficial and useful as well as having negative effects. While on one hand, it can help us to have information about the individual who comes from a specific background, on the other hand, this individual can be seen directly as part of certain group even if their traits are not similar (Stangor, 2014).

Cultural influence on project management

In addition to the influence of cultures on individuals and further categorization, Rodrigues, Costa, Gestoso (2014: 1048) speaks about the relationship between national culture and how the projects are managed as explained in their article on national culture's influence on project success. Authors explain that depending on our cultural background, we give preference to different values (such as planning, control, time management...) and these values have an impact on the way we manage projects.

Presence of different cultures

Even if in terms of cultures that are present worldwide, we can find a huge diversity, it is important to say that nowadays, the distance between people coming from different cultures is decreasing. Due to globalization and availability of information, we have a better knowledge of other cultures (Neuliep, 2018: 3). It makes the collaboration of different cultures easier. Moreover, (when) working with effectively multi-cultural project teams, the latter mentioned can be "*a source of experience*" and can bring "*innovative thinking*" according to Anbari, Khilkhanova, Romanova, Ruggia, Tsay, & Umpleby (2009: 1). Thanks to the interculturality, projects are more likely to be successful and become more competitive. In addition, intercultural collaboration also has a positive impact on personal characteristics. The characteristics such as empathy, respect, flexibility, tolerance, technical skill, open-mindedness., can be observed thanks to intercultural sensitivity. And all these characteristics are enriching to each individual who works on European research projects.

Management of interculturality

The collaboration of people coming from different cultural backgrounds is very challenging and it is important to manage it well. During this type of collaboration, some problems, called critical incidents, can occur. Critical incidents is defined by Wight (1995: 128) as a “description of situations in which there is a misunderstanding, problem, or conflict arising from cultural differences between interacting parties or where there is a problem of cross-cultural adaptation”. There are some moments, called hotspots, that can launch these incidents. It is, for example, greetings. While one culture can be used to shaking a hand, a representant of another culture can have a problem with physical human contact. Or another good example are eating manners. Some historical or political topics can initiate a critical incident.

In order to overcome potential problems or barriers, Loosermore, Muslmani (1999) and Anbari, Khilkhanova, Romanova, Ruggia, Tsay, & Umpleby (2009: 1) recommends being sensitive to cultural diversity. Sometimes the term ‘cultural awareness’ is used. In Anbari, Khilkhanova, Romanova, Ruggia, Tsay, & Umpleby (2009) article, “culturally-aware leadership” is defined as a cornerstone of the project success. There should be reconciliation as well as respect for different cultures.

2.3 Communication

Communication forms an integral part of our everyday lives. It is also one of the cornerstones for project success. It is the reason why it is necessary to pay ample attention to it. It is a complex process that can be a reason for misunderstandings, especially in international cooperation.

Definition of communication

Communication can be described as “the transmission and reception of *information between a source and a receiver using a signaling system*” (Goshylyk and Goskylyk, 2010: 14). The transmitted information can be an idea, emotion/feeling or an opinion.

In any case, the signalling system, in this case a language, can be hindered by ‘interfering’ factors that can disrupt the overall efficiency of the communication when we transmit

message. The process of communication can be described in many ways. One of them is the 3 step process of thought, encoding, and decoding (Hans and Hans, 2014: 72). In this process, some discrepancies can occur. For example, when ‘the source’ has a thought or idea that they want to transmit, they need to encode it in words or other symbols. This encoded message is afterwards transmitted to ‘the receiver’ who decodes it according to what he understood. Nevertheless, due to certain disruptions during the process or unsuitable use of words and symbols, the decoded message can differ from the initial thought of the source. Therefore, the definition from G.G. Brown (N.F.) seems more extensive and specific because he doesn’t only describe the process of a “transfer of information from one person to another, whether or *not it elicits confidence*”, but he adds that *‘the information transferred must be understandable to the receiver’*.

Anyway, we can see that communication can be, in general complicated. It becomes more challenging when communication happens between subjects who are coming from different backgrounds. For example, when a professor of literature speaks with a researcher. In my case, there is, moreover, the presence of people having a different cultural background and speaking different languages.

Cross cultural communication

When at least two people, coming from different cultural backgrounds, have an interaction, we can speak about cross-cultural or intercultural communication, according to Neuliep, J.W. (2018: 11). As stated above, culture influences our behaviour, but at the same time, it also influences our way of communication. As Neuliep (2011: 11) confirms: “culture shapes communication and communication is culture bound”. According to Loosermore, Muslmani (1999), the most significant cultural influence on communication is in the form of language. However, non-verbal communication, and especially the individual presentation of people, are also strongly influenced by cultural backgrounds.

Communication means in project management

Communication can be “written, oral, visual and digital” according to Hans and Hans (2014: 72) and thanks to the use of different communication means, we can communicate through vast distances in time and space. Moreover, as Neuliep (2018:3) states, thanks to the nowadays advanced technological facilities, the communication among different cultures becomes easier. Internet enables us to communicate with people worldwide. This is the only way European research projects can be carried out.

Different levels of communication

Communication occurs in different directions. As stated above, we have written or verbal communication. Then, it can be distinguished as formal and informal communication. Focusing on communication within the project team, we can identify internal and external communication.

According to Rajkumar, S. (2010), communication in project management is external and internal. The internal communication is the communication among members of a group working on a project. While the external communication encompasses the transmission of the project information to the general public.

For my research, I focused only on the internal communication within the international consortium in order to observe how project partners speaking different languages manage to communicate.

Furthermore, communication can be divided into formal and informal communication. Formal communication is characterized by rules, regulations or norms (Cheney, 2011 :41) and is used for main project communication or solving complex problems. It is mainly written and principally used for reports, orders etc. (Sońta-Drączkowska, 2015: 97) On the other hand, informal communication doesn't follow any rules or regulations, but goes in all directions. This type of communication is more natural and as Davis (Cheney, 2011: 95) already stated in 1950, it is enriching and helpful for 'organization'. Informal communication is often done verbally. As an example, gossips or sharing of personal life can be mentioned.

2.4 Multilingualism

As stated above, language is an elementary part of communication that enables transmission of the message. In the case of European research projects and intercultural cooperation, the notion of language becomes even more crucial. The presence of 24 official languages in the European Union implies the presence of multilingualism.

Definition of multilingualism

Similarly to the notion of culture, multilingualism has many definitions that are slightly different. Li (2008) defines a multilingual person as "anyone who can communicate in more than one language, be it active or passive". Or European Commission (2007) described multilingualism as "the ability of societies, institutions,

groups, and individuals to engage, on a regular basis, with more than one language in their day-to-day lives”.

In any way, multilingualism is not a new phenomenon. It is not rare that people work, travel or stay in country that is not their country of origin and moreover, it is often a country where the spoken language is different. As it can be seen at the beginning of Angouri’s article (2014: 1): “the modern workplace is international and multilingual”. It is more and more common that people speak more than one language.

Multilingualism in the European Union

When it comes to European research projects, it is fundamental to mention multilingualism. As I have already mentioned, in the European Union, there are 24 official languages. It embodies a very rich linguistic diversity which is presented as one of the cornerstones of the European Union. According to Commission of the European Communities (2008), the co-existence of many diverse languages can be translated as a symbol of power that forms a precious asset and for this reason this diversity is respected and encouraged on European territory. As was demonstrated by L. Orban during his speech in Oslo (2008) where he presented the objectives that should be achieved. Each European citizen should learn at least 2 foreign languages in order to enhance mobility and integration. Because when learning a foreign language, we also improve our cultural understanding which can be helpful/beneficial for international cooperation.

Advantages and disadvantages of multilingualism

The ability to speak more languages can be beneficial and enriching. Not only for the European Union, but also for individuals. In conformity with the Commission of the European Communities (2008) the ability to speak several languages boosts our creativity and innovation: “multilingual people are aware that problems can be tackled in different ways according to different linguistic and cultural backgrounds”. Generally speaking, a multilingual environment can be described as “*dynamic, rich and diverse*” (Angouri and Miglbauer, 2014)

2.5 Lingua franca

The presence of different nationalities in international cooperation also means the presence of different languages. However, when a group of people coming from different countries have to work together on a common project, language management is needed. For this reason, the notion of lingua franca or a single language is increasingly used.

Definition of lingua franca

Lingua franca is defined, according to the Cambridge Dictionary as “*a language used for communication between groups of people who speak different languages*”. This use of one common language for communication seems indispensable when dealing with international cooperation. Nowadays, in the period of globalization, we increasingly encounter cooperation between people or companies from different countries worldwide. It appears essential to find a way to communicate together. Hence, having one common language seems the best option.

The use of lingua franca

An increasing number of organisations, international groups and societies opt for the use of a single common language for communication between people speaking different languages, because a lingua franca has many advantages. Firstly, in the context of project management in international cooperation, it is very helpful for internal as well as external communication. One common language enables to have all important information accessible in one language. It is also practical for control and coordination of an international group of people who come from different countries, who are used to working differently, and moreover, don't speak same language (Lauring, 2009).

English as a lingua franca

During the medieval period, it was the Latin language that had the predominant position, nowadays, the most spread and the most used language worldwide is English. According to Mauranen, A. (2015), the number of speakers as well as the number of domains where English is spoken is still growing. It appeared, firstly, in the academic field. As the use of English was spread among domains, the term ELF (that stands for English as a Lingua Franca) emerged. Defined, among others, by Barbara Seidlhofer (2011) as “*any use of English among speakers of different first languages for whom*

English is the communicative medium of choice". Nowadays, the abbreviation BELF was added and refers to the use of English in a business context. English is the most important language in all domains concerning an international context. Also in the context of the European Union, English is considered as a lingua franca, even if there is still a prevailing focus to promote linguistic diversity (Cogo, 2010).

On one hand, the use of English as a common language of international cooperation can be used as a facilitator that enables a wide scale of people speaking different languages to communicate (Lauring, 2009: 218). Nevertheless, on the other hand, it can also be considered as a barrier and it can disrupt the communication. The most obvious problem that can occur in this case is an exclusion from the communication due to a lower level of English (Tange and Lauring, 2009).

Lastly, it is also important to mention that this English used as lingua franca is used mainly by non-native speakers of English. Therefore, it is obvious that the level of spoken language is different in comparison to 'standard English' (Louhiala-Salminen, Kankaanranta, 2012: 262). Mauranen (2015) wrote in her article that English that is used for modern communication is impoverished and comparing to the 'standard' language, it is simplified. The process of simplification involves mainly grammatical changes and lexical simplifications.

3. METHODS

3.1 Search for the appropriate research partner(s)

After choosing the topic of my master thesis, I thought about who my potential partners for my research could be. The idea became clearer when I started my internship at the Research Technological Institute of Jules Verne in Nantes. As a member of the European Unit within this institute, I had the opportunity to meet and be in contact with many European partners working on projects that are funded by the Research and Innovation framework programme Horizon 2020. Therefore, I decided to contact some of them in order to interview them and to find out what their experience and perception of multilingualism and interculturality in European research projects is. I was surprised by the interest of all the contacted people. After all, I had a positive confirmation from 12 partners. 8 of them are active partners of IRT JV, which means they build up proposals or lead projects together. 4 others are either partners of interviewees or indirectly connected with IRT JV.

The concerned project partners are international and even if my research study is focused on European research projects, some of the partners do not come from the European continent. This made my research study really interesting and helped me to make it exhaustive.

3.2 Research method

In order to undertake my study and answer my research question, I opted for an explorative and qualitative case study drawn on semi-structured interviews that I did with the project partners whose description can be seen in the table at the end of this part. I opted for semi-structured interviews that combine structured and unstructured interviews. It means that the interviewer prepares the questions in advance, and then, there is the possibility to add or omit questions. This method gives enough liberty and therefore, the interviewer can adapt the questions depending on the interviewee. Also, the sequence of questions can be changed depending on the needs of the situation. This type of interview is flexible and enables good reactivity to the interviewee (Gibson and Hua, 2016).

For my study, I prepared 10 main questions and some sub-questions that I used during the interviews. At the beginning of the interview, I briefly presented my master

thesis and the purpose as well as the format of the interview. Afterwards, I proceeded with warm-up questions that enabled me to find out the basic information of the interviewees such as the organisation for which they work, the position they occupy, and the type of projects they work on. This sequence contains only one question. It is a generalised question in order to discover the nationalities with which the project partners collaborate. Thanks to the previous question, I pointed out the presence of different nationalities in European research projects. Hence, I could ask the interviewed project partners if they are aware of the interculturality, and if yes, are they able to give me some examples of cultural differences? My further objective was to find out how the project partners communicate within the consortium. Questions concerning the strategy, used tools and languages should help me to understand how communication is maintained. Referring to the use of languages, I also asked one question about the difference of used languages between formal and informal communication. One question was also devoted to the level of English of other partners and if translation is needed. Afterwards, I moved on to the specific questions. I wanted to know their perception of the advantages and disadvantages of the language management, as well as their personal opinion on language use. In the seventh section, I asked if the project partners perceive any cultural or linguistic barriers. At the end of the specific questions, I asked them if they have any ideas on how the linguistic situation and interculturality could improve. The whole interview was concluded by thanking the interviewee. I also gave them the chance to ask me questions if they had any. Nevertheless, depending on the interviewee's answers, I added some sub-questions or in the case that they had already answered them, I changed or omitted some questions. All the questions can be found in the Annexes.

Thanks to my ability to speak two languages, English and French, I prepared the questions in both languages and offered all interviewees to choose their preferred language. Hence, I was sure that they would feel more comfortable when speaking in the language of their preference and so doing, they would have more appropriate answers to my questions.

The interviews were conducted either face to face (5x) or by Skype (6x). Only one interview was done by phone call. All interviews took place (physically or online) in one of the IRT JV's meetings rooms and started with introducing myself and my master thesis and then, explaining how the interview would be conducted. I also explained to the interviewees that the interviews and further research are anonymous. Instead of their real names, I identify them in my study as "project partner" or "PP" 1-12.

Hereinafter, the table showing the language of the interview as well as the setting in which the interview was undertaken for each interviewed partner.

PROJECT PARTNER	LANGUAGE OF THE INTERVIEW	INTERVIEW SETTING
PP 1	English	Face to face (meeting room at IRT)
PP 2	English	Skype
PP 3	English	Skype
PP 4	English	Face to face (meeting room at IRT)
PP 5	French	Face to face (meeting room at IRT)
PP 6	French	Face to face (meeting room at IRT)
PP 7	French	Face to face (meeting room at IRT)
PP 8	English	Skype
PP 9	English	Skype
PP 10	English	Skype
PP 11	English	Skype
PP 12	English	Phone call

Table 1 - Used languages and tools for the interviews

In order to record the interviews, I used my mobile phone and the (work) computer. Two recorders enabled me to have at least one record of sufficient quality in the case that one of the recorders didn't work.

3.3 Method of analysis

After running the interviews and for the purpose to analyse the acquired data, I opted for sequential analysis. The data of each interview was broken down into smaller units, so-called sequences. I asked rather specific and enough detailed questions. Therefore, my sequences correspond approximately with the main asked questions. The final number of sequences is 9 and the titles are following:

- S1 – Introduction
- S2 – Basic information
- S3 – Nationalities
- S4 – Presence of interculturality
- S5 – Communication within the consortium
- S6 – Personal perceptions and experience
- S7 – Barriers
- S8 – Future development
- S9 – Conclusion

Only the last interview with project partner 12 makes an exception as there are 10 sequences. Due to the fact that the concerned interviewee is the only native speaker, I drew my attention more to its perception of English in the European research projects and for this reason I added an additional section.

Each sequence is divided into sub-sequences that contain the time of the sub-sequence, speakers, a short summary and the most important observations that I consider suitable for my research. Because of the voluminous research data, I needed to be pragmatic. Therefore, I tried to restrict them to a minimum. Nevertheless, the average length of the sequential analysis is 5-9 pages per interview. The sequential analysis can be found in Annexes.

When the research data was analysed in the sequences and sub-sequences, I could proceed to the transcription of the chosen parts. For the transcription, I selected a German software called FOLKER that can be freely downloaded on the Internet. For the same reason of voluminous data, I decided to transcribe only the parts that are relevant to my research. Henceforward, I firstly applied an “interpretative” process in order to choose these relevant parts and afterwards, I continued to a “representational” process to present how these parts would be transcribed.

For the transcription, I used GAT 2 signs. It is a transcription convention that defines the signs and describes their meaning. There are different levels. I opted for the mix of signs for Minimal and Basic transcript (Gesprächsforschung 12, 2011: 37).

Because of the fact that the interviews were held in English or in French, I transcribed them in language in which they were held. The transcribed parts as well as the whole records of interviews are attached on USB flash drive.

SIGN	DESCRIPTION OF THE MEANING OF THE SIGN
In- and out-breaths	
°h/h°	In-/outbreaths of appr. 0.2-0.5
Sequential structure	
	Overlap and simultaneous talk
Pauses	
(.)	micro estimated pause up to 0.2 sec duration appr.
(-)	Short estimated pause of appr. 0.2-0.5 sec. duration
(--)	Intermediary estimated pause of appr. 0.5-0.8 sec. duration
Other segmental conventions	
Eh, eeh	Hesitation markers, so-called “filled pauses”
Laughter and crying	
((haha))	Syllabic laughter
Continuers	
Hm, mh	Monosyllabic tokens
Other conventions	
((cough))/((smack))	Non-verbal vocal actions
(xxx)/(xxx xxx)	One or two unintelligible syllables
Accentuation	
SYLable	Focus accent

Table 2 – Used signs for the transcription

4. RESULTS

4.1 Categories

Considering the prepared questions as well as the above sequences, I determined 7 categories. They correspond roughly to the asked questions and sequences. The defined categories are the following:

- Basic information of interviewed project partners
- Perception of interculturality in European research projects
- Communication within the consortium
- Multilingualism vs. lingua franca
- Perception of English in European research projects
- Barriers
- Future development

4.2 Findings

In the following part, I will present the obtained results that emerged from the interviews that I have undertaken with the project partners. The information is organized into the chosen categories above.

4.3.1 Basic information of interviewed project partners

Thanks to the interviewee's answers on my first three questions concerning their entity, position, and experience with European projects, I could briefly describe them. I also found it interesting to add two columns with the country of their origin and country of work. Because even if I had achieved contact with project partners from the UK or from Germany, during the interview, I realised that some of them come from a different country and work in another one. For example, project partners 8, 9, 10 work in the UK, but one comes from Kyrgyzstan, one from Chile and another one from Mexico. I also had the opportunity of doing the interview with 2 people that work in Germany, but come from Poland. This fact already shows the presence of different cultures and it reveals also what type of people work on this kind of project.

In order to briefly and simply present the interviewees, I opted to make a summarizing table that follows.

PROJECT PARTNER	COUNTRY OF ORIGIN	COUNTRY OF WORK	ENTITY	HIS/HER CURRENT POSITION	EXPERIENCE IN EU PROJECTS
PP 1	Portugal	Portugal	Research institute	-research coordinator -business developer	<10 years
PP 2	Poland	Germany	Technical University	-European Project Manager	2,5 years
PP 3	Poland	Germany	Technical University	-Open Call Manager of cascade funding	6 months
PP 4	Germany	Germany	Research Institute under Technical University	-supervisor project manager -coordinator of research projects (European as well as national)	<8 years
PP 5	France	France	Medium company	-project manager (national, internal and European projects)	1 year
PP 6	France (French-German bilingual)	France	Research Institute	-European project manager	<10 years
PP 7	France	Spain	Technological Research Centre	-Head of R & D Department	No clear answer
PP 8	Kyrgyzstan	United Kingdom	University	-Lecturer at the university	3,5 years (during post-doctoral studies)
PP 9	Mexico	United Kingdom	University	-Lecturer at the university	3,5 years (during post-doctoral studies)
PP 10	Chile	United Kingdom	University	-Research scientist in a cascade funded European research project	2 months
PP 11	Greece	Greece	Technical University	-post-doctoral studies -evaluator at the European Commission	No clear answer
PP 12	United Kingdom	United Kingdom	Research organization	-Innovation Project Leader -coordinator of research projects	Working only on proposals, not on funded projects

Table 3 - Summary of basic information on project partners

4.3.2 Perception of interculturality in European research projects

For the fourth question, I asked the project partners with which nationalities do they often collaborate. In general, their answers were quite similar, and the mentioned countries were often repeated. As it can be seen in Sequence 3 - Nationalities, among the most named countries were France, Germany, Italy, Belgium, Spain, Greece, Denmark, the United Kingdom, Austria, the Netherlands, Portugal. Other countries such as Poland, Slovenia, Ukraine or the Czech Republic were also mentioned. Nevertheless, lower collaboration with Eastern countries and the preferences to collaborate with Western and stronger countries is noticeable.

Another reason explained regarding partnerships in European research projects is that project partners coming from certain countries tend to collaborate with neighbouring countries or with countries that have some similarities.

- {38:15} 140 PP6 je pense que naturellement on est attiré eeh à travailler probablement avec les espagnols eeh les allemands eeh les italiens
- {31:22} 059 PP1 i think there is always tendency for people who speak closer language to stick |mh| more together
- {05:31} 002 PP5 ces pays à base latine comme la France quoi on va avoir une (.) facilité en fait de se comprendre ou penser un peu pareil ou travailler plutôt de même façon et puis on va avoir des pays un peu comme l'Allemagne ou l'Autriche même la Suède (.) Danemark qui fonctionnent pas totalement comme nous aussi c'est pas qu'on ne se comprend pas mais ils fonctionnent pas au même cadence

The fifth question directly asked if project partners are aware of interculturality. All answers were positive. Everybody was aware of the fact that different nationalities and cultures are present and work together. The chosen following statements can prove it.

- {05:41} 004 PP1 and yeah you can feel the ee multiculturalité |you can feel it|
- {04:30} 002 PP2 it shows in basically in every interaction we have that people are from different cultural eeh backgrounds
- 03:29} 002 PP3 cultural difference eehh hmm (.) °h there are plenty of those ((laugh))
- {04:60} 001 PP4 (-) °h eeh (.) i mean yeah maybe i am aware of it a bit but usually you are focused on the task that need to be done so during the work it's not so relevant i think |mh|
- {07:53} 007 PP11 when it comes to culture and eeh approaches differentiate a little bit ehm i confirm that we have been in contact with different approaches that are based on different cultural eeh vision
- {08:26} 003 PP12 yeah i suppose there are generally wide speaking statements eh (.) certain characteristics between different areas in Europe or between different countries

I was fairly sure I would obtain positive answers. The fact that I asked the previous question on which countries are involved, already showed that different countries and cultures are present. For my master thesis it was also interesting to see how people reacted to this question and what sort of answer they gave. While some of them (PP1, PP2, PP9...) had a direct and clear answer that yes, there are differences, others hesitated. For example, project partner 4 was not sure with his answer which was: “*maybe I am aware a bit*”, I saw that he does not think much about it. The second part of his answer shows that his focus is more on work and project tasks. Moreover, during the interview, he added:

{14:44} 031 PP4 no i don t think i see lot of differences there

{20:22} 049 PP4 it might be that its a cultural difference that i didn t observed because usually if you look at it its eeh you can find people in every country who are doing good or bad work so its not always obvious that went in the way you didn t expect might come from some cultural difference

He perceives some differences but he does not (for a master thesis you want to avoid not writing things in full) associate them with culture. For him, the main focus of his attention is on work and related project tasks.

Afterwards, I asked for some examples that they can see between different countries and cultures.

According to the answers that I obtained, we can observe that the process of categorisation is present. The categorization can be described in two layers. Firstly, it is possible to divide certain categories with similar characteristics depending on the geographical area. Most often, they divided the southern countries where they classified Italy, Spain, Portugal and sometimes France. And into the northern countries, they put Germany, the United Kingdom, Belgium or Denmark for example. There was also one idea of dividing Europe into Western and Eastern. Nevertheless, the Western part was also divided into south-western and north-western.

{10:03} 015 PP1 i m dividing as in ((laugh)) north and south i didn t want to do that but i think there is a trend in that yeah but typically (.) well eh if you go to southern europe the communication is much easier and it affects how the project is set up

{04:47} 003 PP2 eeh i would say that first of all there is (.) the difference between western and eastern europe thats the one notion i would say and the second division is between germany countries and eeh (.) roman latin countries so spain italy

{05:28} 004 PP2 eastern north-western and south-western

{07:09} 004 PP5 nord de l europe et le sud d europe si je le schematise en gros

Other partners did not describe different cultures depending on a wider geographical area, they only named some countries to which they assigned some specific characteristics.

Secondly, following this geographical area, I could characterize/organize different categories depending on different values and characteristic traits that can be seen during the collaboration of different nationalities. The most cited categories are:

- Work attitudes
- Flexibility
- Importance of quality
- Work values
- Importance of social relations

The parts of interviews that demonstrate these characteristics follow.

The first category is **work attitudes**. Cultural differences can be seen in the different ways in which different countries approach work. While north western countries are more categorized as organized and strict in their approach, delivering everything that was agreed on time, southern countries are seen as less organized, more proactive and therefore more innovative. It also emerged that they have some difficulties in following deadlines.

- {05:53} **007 PP1** well yeah i see you can in terms of the work you can feel lot of difference if you work with german people they tend to be more (.)organized and too strict and ehhh it is the way they work but if you go to portugal or italy or greece °h the way that people work is eh very different people tend to be leSS orgaNIZed°h but more PROactive in finding like eh different type of solutions |mh| going °h (.) maybe outside of the normal pathway and then you feel that in terms of the work (.) in the way the project goes |mh| it changes in the type of people that is being involved |okay| [...] but eeh°h you can see this when you go to southern europe people is ehhh works in different way
- {06:56} **009 PP1** yeah i think |yeah| there is i think theee (.) ones that follows less the eh rules do not follow the letter ehhh they tend to be more innovative like creating ehhh (.) new solutions i feel it (.) yeah
- {07:27} **007 PP2** northern countries are focused on (.) efficiency so germany austria netherlands danemark once you said it s going to be done its gonna be done in very specific time frames but also following the specifications so eeh
- {08:03} **008 PP2** no one is going to deliver more and its basically not considered to be bad its basically you agreed on something you deliver that
- {08:25} **009 PP2** they follow contract even if those are not written contracts you agree to do something you do that no one can expect more no one can expect less so eh once you agreed on something you have certainty this is gonna be fulfilled
- {08:59} **010 PP2** i have noticed that usually it takes quite a lot time to get something done people in southern countries are not that obsessed with deadlines or planning and (.)
- {08:57} **016 PP5** dans les valeurs je dirais que en fait c est une facon de travailler ou quand tu vas dans certain pays tout est sequence c est a dire il faut respecter le planning faire en moment exact pas cinq minutes de retard tout est exact
- {03:55} **003 PP3** ehhh german people tends to be more strict eeh i would say eh they are fulfilling every task eeh xxx and in great details and something like that |mh| while maybe other nationalities are more flexible or have more agile approach haha
- {10:03} **010 PP12** an example might be the xxx talking to a country german partner they tend to eeh like know lot more detail about the project which sometimes when you are sort of coming out with project concept thats can be quite difficult at the beginning they tend to like not know about time frames xxx
- {10:33} **012 PP12** talking to eeh i don t know maybe sort of southern european partners spain or greece or italy eeh they tend to be bit more relaxed eeh at initial stage with a dialog when one says more information which mean you can sort of work together and develop a concept
- {05:42} **004 PP9** well the (.) italians were (.) very pragmatic in some cases but they were just italians you know its like working with mexicans everything is left to the very last minute |mh| they like to work under pressure

The second category is different levels of **flexibility or time availability**. These countries and nationalities that are described as organized and stricter, such as Germany, make a tough division between work and personal life. They work during the working hours and then they have their free time. In contrast to them, southern countries such as Italy or Spain, are considered to be less organized and also more flexible concerning deadlines. It is the same with their flexibility to work. If there is any important task or approaching deadline, they are able to work beyond working hours.

- {05:44} **006 PP3** maybe german are very eeh how to say it eeh attached to the deadlines and to some sort of timelines |mh| and this is actually something which is very good because it structurizes the work flow of different things yeah at least eh not everything is like a fluid i would say |mh| or everything is flexible
- {11:16} **012 PP11** yes okay to joke a little bit maybe when you ask me for example about the germans for example they are following very strictly their availability of time for example during their vacation so they are not available and that s it no negotiation
- {11:42} **013 PP11** greek guys or portuguese guys or maybe mediterranean guys ehm they work just you know without time restrictions without meaning that their work is not delivered at the end from both sides
- {05:25} **005 PP3** they really work hardworking we can say i wouldnt say hardworking i would say that ehh (.) most of the people mOSt of the people are more flexible in terms of deadlines

The third category is **the importance of the quality of work**. There are some countries, for example Germany or Denmark, that pay more attention to the quality of delivered work than others. It is shown on one example that a Portuguese partner experienced.

- {07:28} **011 PP1** it tends to be a lot with the eehh with the eehh day organization you feel |mmh| that depending on culture |mmh| okay °h so if you go to german or dutch partners they tend to be more °h organized more careful in their way they prESent the instiTUtion and eh|mh| everything is different when if you go southern or eastern (.) the tendency is like that is people is less eh casual with eeh the type of things okay it s not only about the work but also in the way (.) you present the eh thing
- {07:43} **011 PP1** i can give you one example we were preparing eeh project with the danish institute |mmh|and eeh the proposal was not good enough (.) eehh but the (.) automatical reaction is okay we gave up and we do not submitted the proposal it is not good enough and we have the weekend and we are not going to work in the weekend to finish it and at the same time (.) when they gave up we eeh looked at eh another partner they were greek and italians and ehh (-) the proposal was in much worse situation okay ((smile))and we had the weekend ahead and eeh and then we decided to go ahead and we submitted a proposal that maybe in the end was worse than the danish proposal °h but it (.) shows how it affects the culture the way people react to this

Depending on obtained answers, it is also possible to identify the difference of **work values**. It is the fourth category. Evidently, there are countries where people show more care for their work. It is something valuable to them, something that is a priority. On the

other hand, there are countries where people make more of a difference between their personal and professional life. Work is not something so important for them.

- {10:57} **019 PP8** it s about the attitude to work so work is you work but it s not your whole life right it s just a part and they perform really well i had never complained about france dont take me wrong but if we take for example lunch would be two hours right
- {11:24} **021 PP8** and in the uk it is very i think its too much about work so for example its very common that the academics they dont go for lunch outside at all and they would just have lunch in their office just to save time
- {11:11} **012 PP3** yes german people austrian people i would say they are very they have very serious attitude to work so work is for them in general eh something valuable like not only in term of payments and salaries but the work itself i mean °h its something that this is should be part of your life and you are somehow you are the person you are somehow described by the work that you are performing and the quality of work you are delivering i think for italian people or spanish or french people this is eeh the attitude is completely different i mean eeh i think that they value person for what the person eh is actually or do not only related to the work stuff |mh| so this is more individual approach to people in general

The next-to-last category is devoted to **the importance of social relations**. While for southern countries social relations are important and also impact their working relations, northern countries focus principally on work. They are able to work with other people even if the relations are not so friendly.

- {08:59} **010 PP2** i would say another difference that in northern countries you can have proper working relationship without social relationship and in the southern countries need to work together you need to be friends with people to actually get something from them in northern countries you can hate each other but you are bound by contract so no one will show that everyone will deliver
- {10:43} **013 PP2** germans are generally also friendly but it s not like germans or other countries start with negative attitude it s just that your personal relation do not affect your professional relation to the extent how it happens in southern countries
- {03:53} **002 PP10** yeah its very different work with germans from work with italians haha |yeah| italians are more closer to eeh latin people i suppose
- {04:16} **004 PP10** for example they are going out or do after work or they went socialize others without no relate the topics of the projects
- {04:30} **006 PP10** they go more socializate with the persons with no need of talk about the topics of project the other european partners they talk about the project with italians i can speak of another stuff

The last identified category does not concern working habits, but also shows cultural differences that can happen during intercultural collaboration. It is the category of eating manners. On one specific example of German and Spanish collaboration, we can see a cultural difference.

- {07:34} **008 PP6** on a eu un meeting a madrid et dans un consortium il y avait des allemands etcetera (.) le rendez vous pour le restaurant a ete donne pour vingt et une heure et les allemands se sont demander ce qui cest passe ou on etait et ils ont demande expressement pour decaler l heure du diner alors on avait dine a vingt heure

Moreover, other cultural differences concerning intercultural collaboration were also mentioned. I did not classify them into different categories, because they did not appear so often in the answers.

- {05:51} **0003 PP7** et apres on note evidemment que les differences culturelles sur le facon d organiser les meetings ou aussi un peu d accueillir les partenaires etcetera
- {06:48} **0009 PP7** la ponctualite deja l exemple d aujourd'hui
- {06:55} **0012 PP7** pays angleterre allemand c est quelque chose qui est plus respecte qu espagne italie
- {09:19} **010 PP11** yes there are significant differences how individuals are (.) technical consideration vacation time or availability time or amount of traveling or amount of time for so we have been facing several approaches into time restrictions
- {09:19} **013 PP8** but still you can see that there are some trends right like common things the same like with brits if i am saying that there are more reserved it's not that they are different some of them are more reserved some of the are less there are still some common characteristics

Briefly speaking, all interviewed project partners named some cultural differences that they perceive during the collaboration and assigned them to different countries or geographical areas.

- {39:05} **111 PP11** there are some differences even if they don't affect the work you can see them
- {37:47} **050 PP2** there are always some stereotypes so people (.) eeh (.) everyone has its own opinion on other nationalities and at least initially it's shown it but i don't think there are any cultural issues nowadays

However, despite the above-mentioned differences on distinct present cultures, project partners pointed out that there are no striking differences in the context of European cultures.

- {38:35} **051 PP2** it's maybe easier within europe because to certain level the cultural background is similar (.) there are differences but the magnitude of those differences is much smaller
- {38:56} **052 PP2** so people are used to certain shared values
- {39:04} **053 PP2** it's maybe more difficult when it comes to cooperation with states on one hand (.) and with asia on the other hand
- {05:34} **0002 PP7** en general oui je pense que au niveau europeen la compatibilite est forte il y a pas de problemes il y a pas de grands problemes on va dire d interpretation pour differentes cultures ou la communication en general sur les projets europeens
- {50:41} **093 PP5** apres nous europeens on fonctionne un peu pareil il y a pas de grosses barrieres on n'a pas comme avec des asiatiques
- {50:54} **094 PP5** avec eux ou on voyais vraiment tres grosses differences de culture

{45:56} 002 PP12 i am not sure cultures across the europe very significant differences that the training would be necessary i think if you are aware of slight differences between northern and southern europe

They perceive more cultural differences when they collaborate with more distant cultures such as people from the United States or Asia, especially China.

{07:15} 006 PP5 et les cultures qui sont donc pas de tout europeenne

{07:22} 008 PP5 des personnes venant plutot d asie qui eux ont la faculte d adaptation enorme mais au niveau gestuel qui n est pas de tout comme le notre

{07:43} 010 PP5 qui parlait tres bien anglais mais avec un accent horrible

{07:52} 012 PP5 on a pense qu on s est compris parce qu il a fait un grand sourire et il a fait oui oui avec sa tete en fait non oui oui cest ce qu il etait gene et n osait pas me dire qu il me comprenait pas

{08:21} 014 PP5 apres on a travaille par mail ca va trop bien mais en presentiel c etait vraiment moi j ai ete persuade qu il etait d accord avec mais en fait non on se comprenait pas

{10:34} 015 PP9 yes i worked with chinese but i think that its outside of this group

{37:47} 104 PP11 for every project that we are participating in the multiple cultures involved and this doesnt have to do with countries involved because eeh there are countries that are multicultural so eeh we face chinese culture indian culture african culture so lots of cultures outside the europe but they are working for european countries

We can see that each project partner is aware of some cultural differences or stereotypes as stated in one answer. Nevertheless, even if they tried to categorize or assign specific characteristics to different countries, lots of them mentioned that it is impossible to generalize. The cultural differences are noticeable on each individual and influence their behaviour, however the personality of different individuals plays an important role.

{42:16} 056 PP2 you have a certain attitude plus cultural background

{41:07} 055 PP2 i think there are two axes in which you need to consider that people have very individual characteristics so you can be finnish and friendly you can be spanish and friendly its not exclusive to any nationality or culture (.) but growing up in certain cultures (.) i think (.) put some bias what is acceptable for you and how you behave its after certain time spent with people from different cultures you learn or adapt to that

{14:12} 029 PP4 no i don t think that you can generalize it s about the character of the person and yeah (.) i think you can find it everywhere

{20:57} 051 PP4 no because people are different and very often people also work in different country so they are coming from one country and they work in another one so you strike of what is their real let s say cultural background or whatever

might play role there

- {39:32} **075 PP5** mais tu peux pas generaliser en face de toi tu as deux personnes de pays et si tout le pays est comme ca tu sais pas
- {08:35} **010 PP6** il y a aussi beaucoup de questions de personnalité
- {10:01} **015 PP8** it depends on person but there are some cultural things i think
- {07:01} **006 PP9** i know that problem is because of the group its nOT because its cultural thing

Moreover, according to PP 6 and some others, even if some cultural differences are observable during the collaboration, people working on European research projects cannot be considered as representative of their country.

They opted to meet and work with new people from different countries, to discover their culture. Briefly speaking, they are open-minded and adapt easily in this environment.

- {09:01} **014 PP6** les personnes qui travaillent dans les projets europeens (.) ne sont pas forcement representative de leur population puisque eeh justement il y a un biais cest a dire quils ont ete amene a travailler dans ce domaine parce que ca les interesse parce qu ils aiment l interculturelite parce que meme se sentent a l aise
- {07:02} **006 PP6** cest pas forcement un challenge un frein cest (.) cest partie de mon adn

It could be possible to say that people working on European projects create their own culture. Some of them defined their working group as a “family” and pointed out that it is an important part of having effective collaboration.

The example of a common logo, acronym and so on show us that they create some sort of symbol that helps the better integration of the working groups.

- {28:20} **094 PP6** L importance eeh (.) d avoir une identite commune autour de ce projet la donc par exemple l acronym
- {28:42} **096 PP6** egalement la creation du logo du projet ca permet vraiment de federer les participants divers et varie autour de cette chose qui nous relie
- {15:14} **025 PP11** we bring everyone together you know to feel like a family first and to feel like you dont lose contact with each other and eeh there are things that are solved when i am directly communicating than by emails because emails sometimes eh do not get right message or time ehh this is internally for the project

With the eighth question, I asked what the partner’s opinion on the presence of different cultures is. Generally, the perception of interculturality was positive. Project partners find it interesting, beneficial and enriching to have interactions with people coming from

different backgrounds. Everybody comes with different perspectives and offers various solutions, it enables the creation innovative products that can be very competitive.

- {04:20} **004 PP3** yeah but in the end it works good i mean ((cough)) eeh this mixture of those approaches i think in the end it gives some sort of balance
- {41:39} **123 PP11** if i xxx from my point of view i maybe see things from different perspective and provide solutions that i wouldnt t so eeh having a multicultural eeh participation in european research projects could maybe bring the solutions that are not visible
- {37:22} **085 PP12** no i think obviously culture xxx shapes their personality the persons they are today in this kind of projects you benefit from these individuals that have been shaped by their culture
- {34:1} **038 PP3** well its definitely very beneficial because each culture can have great impact and input into project
- {34:3} **039 PP3** i wouldnt even thing about some stuff because i was raised in poland and we have certain way of thinking lets say eehh and and when i interact with people from eeh all over the world it comes to my mind that some things i have to think about second time because they are not so obvious for instance or maybe they should be change and [...]you just dont think that there are other ways possible
- {26:59} **085 PP6** les avantages cest quand meme de s ouvrir lesprit
- {27:16} **087 PP6** et ce facon de percevoir les choses de travailler eeh cest extremement stimulant moi je trouve de point du vue professionnelle de se rendre compte nah il y a d autres personnes qui travaillent sur le meme sujet qui les interpretent differement
- {28:15} **0083 PP7** on aime beaucoup travailler sur les projets europeens de toute facon car cest vrai qu au niveau meme au niveau au niveau technique et facon aussi de facon d aborder les problems techniques ou les solutions eeh ca donne une ouverture desprit completement different a travailler surement deja dans la meme equipe ou meme dans le pays
- {28:34} **0084 PP7** cest vrai que (.) au niveau de la facon d aborder un probleme ou de solutioner un probleme la il peut aussi avoir des differences culturelles entre une zone geographique ou une autre
- {27:43} **0070 PP8** for research its really fantastic because different countries they have eeh attitudes different trends for example if we take the uk its always quite academically strong or if we take eeh german university or spanish university eeh they are very strong in implementation poland is also very strong in implementation (.) the czech republic is strong in robotics
- {34:43} **076 PP12** i think its very beneficial eeh its always good to have really good melting pot of people and ideas the more eeh you have differences coming from different ideas different angles different social aspects different way of looking on problems looking to solve these problems i think it can be beneficial that people can learn from these different methods

Moreover, project partners noted that it is not only beneficial in terms of work on projects and the result, but it is also personally enriching. PP1 also commented that he noticed his colleagues miss this personal enrichment.

- {32:27} **061 PP1** it influences you also little bit |that you changed your point of view| yeah definitely because you see other ways of working eeh well i was giving you the examples of the german that we are not working like them but sometimes you realize that is important to work like that eeh i think they feel the same so i think we are learning with each other a good thing we should promote this more often (.) and you see a lot that people for instance in your organization that do not have this experience (.) eeh the way they

work is different and you think that they would benefit if they could working in this environment you could see the persons progressing more and more |mh|

{32:07} **045 PP2** people tend to follow certain eeh ways of thinking so eeh to certain level its cultural maybe it comes out from educational system but you have certain approach to solving problems which may not be that obvious or natural to others and if you combine those if you have multicultural group someone can come up with a new idea or different approach and usually that leads to better solutions it can also barrier if you actually go for something that is absolutely crazy but its absolutely normal somewhere so again you have to balance the ideas of your group with the people from outside with whom you re going to work

At the end of this category, it is necessary to mention that the cultural background does not play an essential role when deciding on collaborations with different countries.

{42:26} **078 PP5** on s est dit qu il faut qu on regarde si dans le theme il y a des entreprises qui on va pas aller travailler avec eux juste pour travailler avec la pologne

{23:34} **036 PP9** i think it has to do anything with where the research is coming from in terms of country or cultural background its more on the track record of groups whether they are from the same country of from the different country its more about he capability they have as a group as a team rather than the country itself their working patterns yes they are bit different and sometimes its good to know haha how they work in different places but the quality of the work is not that different

{09:18} **007 PP12** it s not sort of go no go decision this type of things |mh| you have the approach conversation discussed through slightly from different angles lets say

{36:33} **083 PP12** just their capabilities in project the benefits they bring to the project

4.3.3 Communication within the consortium

After analysis of the sixth question, I can describe, firstly, how the project partners communicate within the consortium. According to answers that can be found in Sequence analysis 5 and the transcribed parts, the communication can be divided into 2 parts.

Firstly, partners communicate in presence of each other when they have face-to-face meetings. It is a requirement of the European Commission to have at least two meetings with the whole consortium present. Afterwards, it is up to the coordinator or to the individual members of the consortium to schedule another physical meeting. Secondly, they communicate over distance. The most used tool is email, phone- and video calls or conferences.

Communication between members of consortium is held through different tools. All project partners agreed that the most used and also the most effective tool for communication is email. Email is used for different reasons. But the most common use is after a video or telephone conference or call in order to summarize all the information that was discussed. The aim of so-called ‘minutes’ is to have written proof of what was stated as well as being sure that all members understood well and agreed with what was said.

- {15:27} **028 PP1** eeehhh email is a good thing to eeh not have any confusion |mh| and this maybe related to the communication because we know that (.) we know that there are people understand better or not the message^oh and so email is eeh a good way to communicate and whenever we have meeting by telephone or so on the minutes are very important
- {15:59} **0047 PP7** en tout cas ce qu'on essaie de mettre surtout beaucoup d'importance sur les comptes rendus de reunion
- {16:43} **0049 PP7** les minutes sont tres importants

Another possibility of communication is face-to-face meetings of the whole consortium. This type of meeting is described as the most effective thanks to the direct reactions of involved partners. This physical meeting is also used for the first contact of the whole consortium once the project is accepted by the European Commission. It is called the kick-off meeting. People have the opportunity to meet there in presence, to associate the contacted person with a face and it enables easier communication during the whole process of project implementation. According to PP 11, the objective is to become familiar with other partners and therefore, to communicate more easily during the whole project process. On the other hand, two main disadvantages of this meeting are that it is time and money consuming. Project partners work in different countries, they have other tasks related to their work and so on. It is also complicated to arrange a meeting of a consortium with lots of partners.

- {46:34} **062 PP2** face to face meetings tend to be more efficient maybe time and money consuming but most of the decisions ideas are shaped during face to face meetings
- {11:36} **025 PP6** un projet démarre par un kickoff meeting (.) une reunion physique a laquelle il est tres important d'assister pour pouvoir parler se presenter sentir les gens physiquement et derriere ca va permettre aux personnes de voir de davantage s'appeler par telephone se rencontrer sans avoir trop de freins
- {31:23} **032 PP3** the best communication you always receive while eeh talking someone with someone face to face because except like words of course you have this un verbal communication
- {24:15} **059 PP4** i think eeh the most efficient way is always to meet in person because then you can have a direct feedback not only from what the people say but how they react
- {24:40} **061 PP4** if somebody says yes i will do it (.) eeh and you can look at the person face it will eeh you will perceive if the person really means it or not and also it's much easier to tell me i will do it but i will never

- {12:45} **022 PP12** face to face meetings can work well but it can be a bit more tricky sometimes in european projects if you have eeh number of different partners from different countries striving to coordinate them on one place can be tricky sometimes
- {15:14} **025 PP11** we bring everyone together you know to feel like a family first and to feel like you don't lose contact with each other and eeh there are things that are solved when i am directly communicating than by emails because emails sometimes eh do not get right message or time ehh this is internally for the project

Today's international teams' communication is enabled thanks to the use of the Internet.

- {23:24} **057 PP4** i think communication has become overall a bit more easy because you can communicate more often with eeh eeh Internet and lets say skype or whatever programme

After email, the used tools are telephone calls and videoconferences. Because between the physical meetings, the consortium has to maintain contact in order to know how the project is progressing. The negative points of this way of communication is that it is time and effort consuming. Or for example, to have a video conference with lots of partners does not ensure that all of them will communicate.

- {30:26} **106 PP6** la communication prend plus de temps et ca avance plus lentement que si ils etaient d un bureau en face
- {08:28} **0021 PP6** car la communication n est pas forcément evident et le fait de faire parler tous les partenaires dans un meeting a plusieurs quand il y un ecran en face cest pas evident non plus pour avoir cette participation proactive
- {09:18} **0025 PP7** sinon un des risques qui peut arriver a un projet cest de ne pas se transmettre les informations entre les six mois et qui ne favorisent pas la participation des partenaires

Another negative point of phone or video conferences is connected with the conditions in which the communication is held. The use of Internet and the possibility of connecting with distant partners is very useful. However, it quite often involves some disruptions caused by bad connection.

- {37:12} **136 PP6** quand il y a de l echo quand ca raisonne quand cest bruye (.) cest quand meme un challenge que de comprendre
- {25:01} **048 PP1** teleconferences are bad
- {25:09} **049 PP1** for those who have difficulty in english it gets worse

As PP 6 mentioned during the interview, communication in project management is important but also in general complicated. Three main cited reasons were the fact that partners don't know each other, the distance and the language.

- {11:04} **023 PP6** la communication est un element extremement important eeh voire principal eeh car facteur cle du succes dun projet europeen pourquoi parce que initialement on ne se connait pas ou peu ensuite on travaille a distance et effectivement on na pas tous la meme langue maternelle donc cest primordial pour moi quil y a une bonne communication au sein du projet

{36:22} 0104 PP6 je pense que dans les projets en general la communication est tres importante

Due to these barriers or issues that can be present during the communication on projects, PP 6 and PP 5 say that there is a loss of information or misunderstandings that can occur. It can happen that a project partner does not express themselves well. Again, it is caused by different reasons. It can occur even during the communication of people speaking the same language. However, the fact that project partners often don't use their native language also contributes to these misunderstandings.

{12:56} 027 PP6 eeh et on se rencontre parfois qu il a des malentendus des facons dinterpreter en fait on se rend compte qu entre le fait ce que la personne eeh resent ce qu elle veut dire ce qu elle arrive a ecrire (.) donc ensuite le mail est envoye ce que la personne lit ce qu elle comprend ce qu elle analyse ce quelle repete en fait on a une perte dinformation dingue

{16:01} 029 PPI yes we know that language can be a problem

In order to ensure an effective communication. PP 11 says that it is also important to think on external communication and balance it with the internal one. This balance will help project partners to see the general progress of project as well as the progress of individual partners. They will not abandon the project, on the contrary, they will be motivated to keep working if they see some results.

{17:44} 031 PP11 of you compare very tide and eeh professional platform for instance intranet of the project °h where you put your work regularly and you see the progress of others you compare that |mh| with just social mean like linkedin no technology update but you just see that your partner in portugal xxx has just participated somewhere (.) its more affecting

European research projects are complex and demand good understanding. For this reason, some strategies are needed or at least recommended in order to facilitate communication, make it more effective, and avoid any potential barriers.

PP 1 says that in their organisation, they use a communication matrix as a strategy. The purpose of this matrix is to identify who will be in contact with whom about what.

{16:15} 030 PPI we have a communication matrix

{16:20} 032 PPI who is in contact with whom about what

PP 7 recommends maintaining regular contact in order to inform other project partners on the evolution of the project. But also, to keep other partners working. Because the distance and no contact between partners can cause problems and hinder the progress of the project. For this, it is enough to have the communication over distance via tele or videoconferences or written reports.

- {08:55} **0023 PP7** il y a un espece de feedback minimum automatise soit par des (.) soit par des tele conferences mensuelles chaque deux semaines ou (.) un report par mail chaque mois
- {09:18} **0025 PP7** sinon un des risques qui peut arriver a un projet c est de ne pas se transmettre les informations entre les six mois et qui ne favorisent pas la participation des partenaires
- {16:38} **040 PP6** loin des yeux loin du coeur haha

In order to avoid misunderstandings – not only of linguistics, but also of content because lots of topics are discussed, they lean on the use of emails or minutes in order to have written proof that everybody understands.

- {25:17} **050 PP1** we use the minutes we (.) proceed with the meeting and then we make sure that the minutes state everything so that there is no misunderstandings
- {21:48} **023 PP3** but in the end in european projects what is not written it doesnt exist so the main lets say source of the main channel of communication is email reports and stuff which are written actually
- {19:27} **037 PP12** eeh so if the english is not like good i tend trying to communicate more by e mail

I will focus on language of communication in the next category. Nevertheless, in order to mention all the important points for strategy, it is also necessary to speak about the linguistic strategy for the communication within the consortium. According to PP 1 and all others, the main communication language is English.

- {15:23} **028 PP1** english is the most obvious answer

In order to enable communication and ensure understanding of all partners, project partners say that the best strategy is to opt for simple words and word structures. According to PP 9, it is also better to speak slower and be patient when speaking with someone.

- {13:58} **015 PP3** i think that making everything or keeping everything simple as possible of course that we use some sort of eeh language or words at least typical for managing the projects or european projects
- {14:31} **016 PP3** well the best approach is to like use simple words short descriptions not like eh very complicated british english just making everything simpler it makes in the end life simpler |mh| because then everyone can understand |can understand|
- {15:44} **025 PP9** well i would say just to speak slower and haha be more patient |mh|

Apart from legal documents, they try to translate all documents internally. In order to check possible mistakes, they ask people who work in the same organization.

- {20:10} **021 PP3** before we submit those reports to the european commission they are internally reviewed so if there is something not okay we can correct it

4.3.4 Multilingualism vs. lingua franca

Working in a European context on common projects where European as well as other nationalities collaborate include the presence of different languages. As PP 7 states, it is necessary to have a common language in order to have a common communication with other partners.

- {38:10} **0107 PP7** donc je pense qu avoir une langue commune c est indispensable pour le projet avec beaucoup de partenaires parce que sinon on a pas de communication commune
- {28:17} **037 PP2** maybe we can t speak about advantage really but more about necessity if we want to collaborate together

For this reason, one language was chosen and is used as a so-called lingua franca. In the case of European research projects, it is English. As affirmed these partners for example.

- {12:07} **020 PP12** its in english eh if its any other language i cannot communicate haha
- {12:53} **013 PP3** i communicate with them in english because (.) this is the only language that we can all speak in
- {13:07} **014 PP3** everything is in english
- {11:49} **0031 PP7** non au debut du projet cest plutot eehh |cest plutot en anglais| plutot l anglais
- {12:16} **0033 PP7** le premier contact avant kickoff etcetera c est tout en anglais
- {12:27} **0035 PP7** on sait que tout le monde va pouvoir repondre
- {23:12} **051 PP11** in report okay not in every day communication in reporting at least it has to be in english
- {12:18} **020 PP9** english just english
- {13:38} **023 PP9** ah emails no no just english

We can say that English is used for formal and official communication. It is used for the communication between the consortium and the European Commission. It is, for example, used for reports and deliverables.

- {27:20} **064 PP11** no i would say that formal communication is in english
- {25:20} **058 PP11** formal communication is what there were from my point of view okay from there will be reviewed by commission so i would put into that reporting
- {16:60} **036 PP8** but formal meetings no it s always in english
- {22:48} **043 PP1** not in formal communication whenever it gets more formal (.) he changes to english

On the other hand, there are moments where the communication is held in another language than English. Project partners presented some examples that occurred in which it was possible to speak another language.

The use of another language happens during the communication, firstly, when there is an interaction between a smaller group of partners that speak the same language or with

partners of the same country. It can be done in terms of the project or just informally in order to communicate on a familiar level.

- {22:54} **047 PP11** It s not mandatory to use only english language
- {07:53} **0017 PP7** donc c est un anglais toujours hein sauf sil y a des partenaires nationaux avec lesquels on peut avoir la communication directe dans le language maternel
- {35:47} **099 PP11** yes eeh (-) when we use our language or partners with the same origin or from the same country eehh i think work is done more effectively
- {16:08} **032 PP8** so when they [people speaking the same language] need to discuss something informal and nobody is sort of participating in the discussion they will switch the language
- {12:30} **021 PP9** well in informal settings sometimes a bit italian but yeah there were no business
- {13:01} **022 PP9** well when i don t know with the xxx just drinking and you know if you have these meetings you just try to saying words [in another language] and laugh

The informal communication in another language than in English is also used more orally. Nevertheless; it also happens during written communication.

- {19:43} **053 PP6** alors quand je dis quon travaille en francais cest uniquement oralement
- {19:50} **047 PP10** yeah the document is in english (.) we only speak in spanish on telcos and in person

As seen from the answers, the main communication language is English. It is very useful to have one common language. Communication held in English ensures, for example, to have written documents that can be spread to all partners or to the Commission. However, as PP 11 comments, using one's native language or the language that one masters better is beneficial too. It can help to speed up the communication. People feel better when speaking their native or favourite language, they do not have to think so much about the used words and expressions.

- {14:21} **021 PP11** the first ensures that everything is clear and everything has been tracked [mh] but the second ensures sometimes that (.) time is being minimized
- {18:28} **041 PP10** eeh because if the other one the other they speak in spanish when we speak in spanish its only one person one telco so (.) we both speak very well spanish we feel better in that
- {23:23} **045 PP1** we were very getting very close to the deadline and at some point it was a rush and to speed up the things eh they were discussing the things in english eeh in spanish of course the proposal was in english but they were communicating to speed up the things in their more natural language
- {16:30} **034 PP8** or they want to do something quick it s not for hiding i would say it s not sort of isolate people and its not to sort of keep it secret its more like eeh you know quickly resolve something for them of course it s much easier if this is their first language right and english they don t use it very often for them it s much easier to sort of quickly resolve things
- {23:53} **047 PP1** it helps to speed up when you are in rush it s easier if you call in spanish and ask the question in spanish so there is no doubt and maybe you solve it ee in half time
- {30:31} **058 PP1** the advantage is to speed up things sometimes

People can also opt for another language in order to make the communication easier. It helps to express oneself more clearly.

- {20:18} **038 PP1** i had a project that was coordinated by german with austrian partners and at some point in eeh there was this tendency to speak little bit german eeh to make things easier at some point(.) comfortable thing sometimes to change the language for them because °h people is aware that english sometimes can be a barrier to transmit something yes
- {21:10} **039 PP1** sometimes it s really at point where is eeh easier to organize ideas or discuss something and people sometimes do that they switch
- {09:48} **0028 PP7** toujours anglais apres cest vrai que dans des projets ou il y de diferentes nationalites (.) des suivi des differents universites avec des entreprises cest vrai qu il arrive aussi qu on essaie de favoriser que le suivi d un travail d entreprise de developpement etcetera soit fait avec un partenaire de meme pays pour essayer qu entre les deux il y a plus grande fluidite de la communication et apres le rapport soit plus facile vers le coordinateur du projet

It also helps to establish stronger relations.

- {30:44} **058 PP1** there is another one (.) eeh its to make people closer so even portuguese and spanish are very close languages so (.) i feel that portuguese and spanish tend to (.) to be more agregated |mh| like the germans and the austrians there is natural tendency like french and belgian there is natural tendency (.) and this can help again it has disadvantage that it causes some segragation within project

Project partners, of course, pay attention to all participants of the conversation. If they speak another language and there is also someone who does not speak this language, they automatically switch into English.

- {14:48} **029 PP8** eeh i mean sometimes eeh for example people they are more comfortable for example if they are all from sweden |mh| (.) and there is nobody around from the different country then of course they will just speak in swedish right but as soon as there is one person who doesn t understand the language everybody switch to english so in my experience it was always english
- {16:57} **036 PP5** on va essayer d en fait de s adapter a la representation de la plus gros partie qui parle la langue
- {17:30} **038 PP5** toujours pour qu un maximum des gens en face se sent bien (.) et parce que comme on l a dit tout a l heure quand tu parles dans ta langue c est beaucoup plus enrichissant car tu vas ressortir beaucoup plus de choses tu vas moins aller dans l essentiel
- {20:37} **059 PP6** on la traduisait obligatoirement en anglais et meme si on a eu une habitude de echanger entre nous en francais et quil se trouvait quil y avait un allemand eeh dans la reunion ou meme le soir dans le restaurant par politesse on se remettait a parler en anglais bien evidemment pour que tout le monde au tour de la table comprenne ce qu on dise

It is the same when it comes to reporting or any official documents. Even if another language is used, for official documents, everybody switches to English.

- {20:16} **057 PP6** naturellement eeh ils nous parlaient en francais nous cest vrai quon est plus a laise dans notre langue maternelle donc on echangeait oralement et meme par mail en francais mais des qu il s agit d un document officiel du projet c est en anglais
- {19:45} **036 PP1** °h if it is mOre infORmal communication we can do that with portuguese partner we can do it in portuguese but if we need to report something we will do it in english

{23:38} **047 PP5** grosse partie des documents sont en anglais quand on doit les transmettre tous nos documents sont en anglais ca va etre que les documents de travail propre qu on va avoir avec les francais qui seront en francais et qu on traduira apres en anglais

Multilingualism or the possibility to be able to use another language than English in communication is seen as an advantage. Not only by non-native project partners, but also the only native interviewee agreed.

{12:58} **022 PP12** but luckily enough in twi we have quite a large number of people that work here in non uk workers so i mean xxx can do technical stuff they can speak to spanish partner they can speak spanish or french we have that sort of capability to communicate in different languages

{32:40} **068 PP12** i agree it can be beneficial for eeh certain relations eeh but i am one of those eeh stereotypical english people who has very little craft of the languages

{33:39} **070 PP12** ouh i think it d be a huge advantage one could speak different languages

{34:08} **072 PP12** be bilingual has lots of benefits

Other languages can be seen as an asset and facilitator of general communication, nevertheless, it is English that is dominant and in the end, it prevails.

{21:29} **040 PP1** (.) °h sometimes to solve something that is under discussion and then of course (.) they (.) describe the result of it in english that s obvious

4.3.5 Perception of English by project partners

As we could see in the previous category, the most used language in European research projects is English. It is used as lingua franca in order to enable the communication of all partners/members of the consortium. Nevertheless, there are differences in the level of used English.

{32:18} **0093** et apres au niveau de communication il y a tous les niveaux eeh

Project partners see differences in the level depending on the position of people. For example, technical people can have a worse level.

{40:27} **118 PP10** the technical person is not always the person who speaks better english

The level can also vary according to the country. Some nationalities can have a naturally lower level than others.

{32:25} 0094 **PP7** en general je dirais que je pense quil y a il peut y avoir des differences par pays

{32:31} 0095 **PP7** l impression quil y a des differences par pays

- {32:34} 0096 **PP7** par exemple langlais en espagne ou en italie est moins bon que dans les pays scandinaves finlande norvege suede ou en general tous les partenaires savent parler trop trop bien en anglais
- {32:48} 0097 **PP7** en allemagne ou en france ca peut varier il y a des gens qui parlent bien anglais ou des gens qui parlent pas bien en anglais
- {33:13} 0116 **PP6** je dirais les pays latin eeh sont peut etre moins a laise mais cest normal vu que la langue est plus eloignee encore une fois jeassaie de ne pas rentrer dans les cliches

It is confirmed by the French interviewee PP 6.

- {24:26} 073 **PP6** on a tous les niveaux eeh deja jai une remarque generale jai la sensation que eeh en france on se met beaucoup de barriere par rapport a ca on est un peu complexe on nose pas trop parler on pense que notre niveau nest pas suffisant alors on va etre timide

Or they also affirmed that the level is different for people who work in universities and who work in some industrial companies. Concerning the company, it depends on the type of company. If it is a company that has some subsidiaries worldwide or international relations, they have a better level than SME or new established companies.

- {23:45} 058 **PP8** we usually work with academics right and if academics want to publish something it will be always in english so usually their written english and spoken english is very good i never had any issues
- {24:36} 060 **PP8** participation in eu projects is not that easy right its not everybody can participate in it and if they do the company already has this kind of attitude eeh multinational culture and english language participation the people who work in those type of project who sort of interphase with other partners their english is always very good
- {15:55} 026 **PP9** the people in the project most of them were either doing a phd or had a phd already academics they (.) |need| spoke english quite fine

In general, project partners evaluated/described it as sufficient or good enough to communicate.

- {33:37} 062 **PP1** yeah its not a perfect english but its eeh (.) an english good enough with high quality to (.) make things work and flow and it works the quality is good

They especially confirmed that thanks to the use of current technique, we can rely on support such as translators or automatic corrections. It provides everybody with a sufficient level of English.

- {22:08} 023 **PP3** and nowadays with this technology believe me haha almost everyone is excellent with english because every program every website is correcting you
- {27:29} 057 **PP5** tu es accompagne en fait tu as beaucoup d outils au final tout ce qui est traduit tu as enormement d outils pour t aider a traduire
- {19:47} 047 **PP4** you just translate yourself and then of course today you just translate with eeh internet

Therefore, there is also a difference between written and spoken level.

- {20:49} **0065 PP7** bon voila quand c est normalement dans la communication offline un email etcetera le partenaires arrive toujours a communiquer d une certaine facon
- {20:57} **0066 PP7** mais quand cest en direct (.) |mh| dans un meeting ce partenaire qui ne s exprime pas bien en anglais il n arrive pas forcement a s exprimer pendant ce meeting

The only native interviewee who participated on my research study commented that he is aware English natives are at an advantage. However, he is more than satisfied with the level of English that is used.

- {23:04} **055 PP12** i think i think certainly any native speaker across europe has an advantage the language generally used in business is english even if you speak to someone whose english is not that fantastic you can usually understand
- {25:08} **060 PP12** eeh no no i am very impressed the vast majority of people i speak to their english is enough understanding especially eeh sort of discussing if you mention complex topics with technical aspect
- {21:36} **049 PP12** i would say that level of english of the partners in the project on which i work last year and half nearly were extremely good there have been very few occasions

Nevertheless, even if the level of English was evaluated as sufficient. It is necessary to mention what kind of English is spoken. It is a rather simplified English that enables everybody to understand. Complex words or structures are not often used. The simplification concerns grammar as well as vocabulary.

- {34:17} **063 PP1** as i said the english is not the perfect like mother tongue or kind of language and it helps the consortium because most of people they are not native and they also do not use a very complex english
- {26:36} **033 PP2** i would say first of all slightly simplified english (.) usually the official language is simplified english
- {26:47} **034 PP2** i would say its natural evolution of communication that people keep to relatively simple grammatical structures and (.) maybe not simply vocabulary but not very complicated and (.) |mh| basically the reason for that is to make everything understandable or easily understandable and to avoid any ambiguity
- {11:16} **025 PP5** mais souvent quand c est pas notre langue maternelle on va au plus simple
- {11:25} **027 PP5** on fait des phrases on va dire court avec des mots que tout le monde connait et donc on se comprend assez facilement et quand ca ne va pas on fait un schema
- {26:03} **054 PP5** ce sera pas un anglais litteraire mais quand tu vas lire tu vas comprendre techniquement ce qu il a voulu faire
- {40:29} **154 PP6** je me rends compte que cest pas l anglais d oxford et qu on fait des phrases simples avec du vocabulaire que tout le monde comprend

This English was described by PP 5 who is native French as ‘franglish’.

- {44:43} **079 PP5** ooh on fait du franglais oui mais non c est horrible

Moreover, PP 5 used the term of ‘operational’ language.

- {44:53} **080 PP5** c est du l anglais operationnel qu on fait tous

Or PP 6 described it as ‘globish’.

{39:53} 152 PP6 on parle tous le globish

Briefly speaking, it is not the same level of language that we use when we speak in our native language, according to PP 8.

{31:29} 081 PP8 if its russian that im talking sometimes i would use very complex words v but if its in english because its my second language i dont know quite a lot of complex words so i would try to express myself with simple words |mh|and probably that can be a tricky thing because brits they will use those difficults words |yeah| its just common so maybe this is the difficulty

No matter the level of English, an at least basic level of English is expected from people who work on European research projects. Because there are not so many other possibilities to ensure communication.

{13:01} 022 PP1 the natural tendency of the european projects is to bring people that can have a good english its the approach

{24:58} 029 PP2 i would expect them to delegate someone who speaks english well

{25:23} 031 PP2 everything is done in english so if you involved in project (.) you are actually expected to at least if not speak at least write decent english

{25:46} 032 PP2 english is one of the basic conditions to participate on european projects

{29:15} 059 PP5 quelqu un qui ne parle pas de tout anglais je pense que non il va pas aller sur les projets europeens

{25:18} 077 PP6 je pense que cest quand meme un pre requis eeh pour travailler dans les projets europeens

Concerning English native speakers, I asked what their perception on the collaboration with them is. Firstly, some partners answered that their level is logically very good and the proposals written by them are easily readable. The text is more understandable.

{35:26} 122 PP6 ils sont plus a l aise ils la maitrisent bien mieux que nous et donc a le crit ils ont un style eeeh qui est super cest super car cest bien redige les mots sont au bon endroit le vocabulaire est juste les phrases sont precises

{35:58} 124 PP6 cest plaisant et facile a lire on comprend les messages qui doivent etre passes

Nevertheless, on the other hand, their oral expression is more difficult to understand. Due to the use of more complex words and also their accents, the overwhelming majority of project partners have difficulties understanding them properly. Moreover, the majority of them do not try to adapt. Some partners also affirmed, for example PP 3 that sometimes, it is better for them to speak with non-native speakers. Because their levels of language are kind of similar. Both use simplified English.

{26:18} 052 PP1 no (.) they don t tend to adapt (.) and its difficult to collaborate with them(--no (.) i don t think there is (.) |it s good you don t have any problems| any issue

{34:58} 064 PP1 maybe it comes back to the question about the natives if they change the language |mh| (.) i agree with you if they change a little bit it can help the project

- {37:57} **043 PP3** i found that i have difficulties with understanding british people because this is their language so they speak like excellent and they are using some idioms and phrasal verbs that i don t know basically so i found that its easier for me to understand english as a foreign language |mh| because they are more or less on the same level as i am so haha |yeah|
- {15:22} **034 PP4** i think it depends of course people that have english as a mother tongue they will not adapt to us very easily i think so they just speak in the way that speak
- {10:40} **021 PP5** c est plus facile de travailler avec des gens qui ne sont pas bilingues qui ne sont pas de langue maternelle anglaise que travailler avec un anglais c est terrible je trouve parce qu ils se mettent pas a notre place en fait
- {10:58} **023 PP5** ils font pas l effort ils parlent vite ils se posent pas la questions si on a compris ou pas
- {36:03} **126 PP6** a l oral ca depend des accents
- {36:13} **128 PP6** et il y a certains anglais que j ai beaucoup plus du mal a comprendre que tous les autres
- {36:25} **130 PP6** pas vraiment (.) pas vraiment et il y a des anglais qui parlent tres vite avec des accents bien particuliers qui mangent un peu des mots

Of course, this is not applied to all English natives. There are some exceptions, most often people who are used to working with other nationalities, and try to adapt to individuals with a lower level.

- {30:41} **079 PP8** the people i worked with them they worked in european projects they were english and their english was very clear whereas when i think there would be a scotish person eeh the person who never sort of communicated with them it will be difficult its like german its english words with german accent

4.3.6 Barriers

The next-to-last category is devoted to barriers. I asked interviewed project partners if they encounter any linguistic or cultural barriers during the collaboration on European research projects.

As a result, I discovered that, they are confronted with linguistic barriers more than cultural barriers. Especially when it comes to lower levels of English. The whole process of the message transfer can bring some issues that can make the communication and further understanding harder.

- {16:46} **038 PP4** one thing that sometimes happen is i think that defining eeh terms and goals and this kind of things to write them very specifically in english is sometimes not so easy because words can have different meanings and so on so sometimes it can be complicated so that everybody understands the same eh at the same way maybe somebody translates it in his head to own language and comes with slightly different opinion then somebody else
- {17:46} **040 PP4** sometimes if you translate a word from one language to english and then you will translate this word to another language and you would translate it from the one language to another language you will probably not come up with the same word again sometimes i mean for some words it might be very easy

- {20:03} **021 PP2** sometimes we have issues when people speaking difficult english i would say haha but even then i think the communication is okay
- {11:53} **020 PP1** but there were persons who were kind of °h h° refusing to speaking in english [because of the lower level of english]
- {25:44} **079 PP6** ca peut etre un source de malentendu (-) parce qu on manque du vocabulaire
- {25:58} **081 PP6** on narrive pas notamment a faire passer de certaines nuances
- {35:06} **0103** non je pense que le seul probleme de langue cest vraiment qu sil y a un ou deux partenaires qui n arrivent pas s exprimer suffisamment
- {20:03} **042 PP5** plus qu une traduction c est une interpretation
- {33:15} **036 PP3** there are some problems in terms of language i mean
- {21:26} **0069 PP7** en regle general cest plutot plus complique quand on a des partenaires qui parlent pas anglais

Misunderstandings can happen in foreign languages as well as in our native language.

- {39:07} **148 PP6** en fait je dirais quil y a de l incomprehension mais comme on peut y avoir quand on parle en meme langue
- {39:21} **150 PP6** cest plus des incomprehensions du fond que de forme
- {10:30} **018 PP1** in that sense in terms of languages i dont think there is an issue maybe ukraine (-) i was thinking i was remembering the (-) one partner from ukraine that had to had the translator and this makes the eeh things more difficult okay |mh| and you could see that in that particular country °hthe persons who are coming to the meetings to the project meetingswho are not comfortable enough to speaking in english and eeh of course it affects
- {19:47} **0063 PP7** par contre on a deja connu un projet ou un partenaire ne parlait pas anglais donc toute la formation passe a travers de son d un partenaire du meme pays

A bigger problem is when partners are not aware of their linguistic incapacity. Other partners might not realize that this partner has a linguistic problem and that it can bring about a problem.

- {12:57} **025 PP4** the more problematic situation even than if the partner doesn t speak english so well eeh (.) if people ehh if you can realize that they do not speak english very well you can take the time and explain it again

Project partners say It can have a negative impact on the entity from which the person who doesn't have a sufficient level comes from...

- {12:01} **021 PP1** i think yes it affects yeah it affects eeh i rememeber that this person who was doing this translation was more commercial person and eeh people was commenting okay he is not able to discuss or to understand the technical content |mh| it happens its somehow happens (.) and there are some cases where you find people who doesn t have a good english that also (.) affects
- {24:14} **0076 PP7** une entreprise qui n arrivait pas a expliquer a defendre son travail
- {24:24} **0078 PP7** et il a eu des difficultes du coup a defendre la qualite technique de son travail envers le consortium

The fact of lower level English can also have an impact on individuals. If they cannot express themselves, it can omit them from participation.

- {28:05} **054 PP1** the only possible disadvantage (.) is that some people may not participate because of that
- {31:25} **108 PP6** la barriere de la langue fait que les chercheurs francais deposent moins ou se freinent a l ecrit

It was already mentioned when speaking about the perception of English native speakers that their accent can make it harder to understand them . However, this problem can occur for other nationalities.

- {23 :07} **027 PP2** sometimes its level of language (.) unfortunately usually thats in france or italy (.) and eh on the other hand the accent of french italians spanish or portugal people sometimes make it very complicated to understand them (.)
- {21:48} **023 PP3** some people have very strong accent or strange lets say pronunciation so it might be difficult to understand while talking but
- {36:44} **132 PP6** par contre les pires haha cest les personnes qui ont immigres en angleterre (.) comme les indiens ou les chinois et qui melangent cet accent tres tres britannique qui parlent vite melange a leur accent d origine
- {25:53} **065 PP8** i mean in the uk scotland nobody wants to speak to scots because they have a strong accent eeh sometimes its an issue (.) but (.)
- {26:09} **062 PP12** if you move anywhere even if you cross the united kingdom eeh i find maybe some difficulties to understand someone from glasgow or scotland so its vary from region to region

After all, it is important to say that presented issues burden/slow down the collaboration. Nevertheless, it does not mean that the collaboration is not possible. Due to the willingness of project partners to work together and achieve a common objective, they find solutions or deal with emerged problems.

- {23:43} **028 PP2** okay sometimes it takes lot of repetitions or asking someone to write something afterwards or something like that but its not a reason to switch language
- {33:53} **037 PP3** it may cause some (.) tenses but it the end everyone is willing to solve problems ((laugh)) so
- {14:22} **026 PP1** and everyone understand that eeh there is people with difficulties in english (.) and my feeling is that this was never a problem within a project sometimes [...]there is poor or eeh poorer speech in english but people accept it
- {20:03} **041 PP12** i spoke to bulgarians or greece (.) they are not so familiar
- {20:10} **043 PP12** but they had other partners from that country that are fluent in english so we would also communicate this way
- {20:41} **045 PP12** they done through other partners within the consortium or someone internally
- {21:07} **047 PP12** yes and maybe more communication as i mentioned by e mail it will be easier to follow

Instead of seeing it as an issue, they see the advantage of a common language in that it enables the collaboration.

- {29:46} **057 PP1** °h its more integrative than disintegrative ((laugh)) |((laugh))| you know because the other option doesn t exist

{29:07} **055 PP1** i think the language is one barrier yeah so on one hand we can say its advantage to have one common language English its the advantage because it makes the project possible

Some partners, such as PP 11, said that there are no barriers that really hinder the consortium to work. And if there are any, they are solved immediately.

{29:13} **072 PP11** no to my experience there are solved the time they appear

4.3.7 Future development

As a last question of the interview, I asked the project partners if they can imagine some future development of linguistic or cultural management.

Some partners acclaimed that they are satisfied with the current situation of how the European research projects are managed and they do not see the need or the necessity to change the situation.

{26:30} **070 PP4** no i think it works quite fine

{47:45} **167 PP6** apart utiliser la langue commune que tout le monde comprenne eeh ouais non je pense qu'il y avait une solution on l'aurait essayer de le mettre en place

{43:54} **096 PP12** i would say i am quite happy with the way

PP 10 answered that it could be changed, that there are some things to change, but she was not able to offer any tangible solution.

{38:36} **110 PP10** i would like to change the stuff but i dont know how to do it

{38:52} **112 PP10** i see the problem but i can t see how to solve this problem

{39:21} **114 PP10** i see the problem but i cant present a solution

One suggested development concerning the language. Interviewed project partners are aware that at least the basic knowledge of the common language, in this case English; is indispensable in order to have an efficient collaboration. For this reason, the level of English should be improved. The improvement should already start in the education system. Because it is not practical/handy to have an interpreter for example.

{28:45} **039 PP2** nothing can be done other than improving education

{43:34} **057 PP2** so the level of education when it comes to english needs to improvei dont think its possible to switch to any other language nowadays

PP 9 also proposed a linguistic change, nevertheless, it is kind of utopic. He would like to change the spoken language to a “more neutral language” in order to make no one less or more advantaged. He suggested speaking in Esperanto.

{31:27} **050 PP9** i would change english in the respect and go for more neutral language

{31:57} **052 PP9** and in terms of inclusion to be more fair i would suggest a different language that is neutral to other countries

Concerning the development of the cultural situation, PP 2 says that it is important to have cultural awareness and sensibility. Even if the European cultural differences are not that different, the awareness and sensibility of other cultures remains important.

{30:45} **042 PP2** i would say it takes certain level of (.) sensitivity to be able to work in such environment so you have to be aware of that

{34:34} **046 PP2** there is a lot of traps but if you show people that you actually understand their background they usually react very well to that (.) its outside more important than language

{44:01} **059 PP2** i think people need to be more exposed to other cultures

{44:28} **060 PP2** any activities who are actually stimulate cultural sharing or something like that

{46:01} **061 PP2** the only way how to learn about other cultures is to meet with people from those cultures

{40:17} **054 PP2** i would not say that you don't need any preparation for the european countries that s (.) maybe not very long or intensive but you should still need to understand the differences in behavior and different expectations

An interesting suggestion concerned a common workplace. PP 5 recommended to have some dedicated common places where all project partners could meet and work together during one or two weeks. It would be beneficial for people, they could communicate easily, and the project process would be done faster.

{14:12} **032 PP5** la les gens viennent et on travaillent ensemble dans un meme atelier donc la c est plus facile on voit qu on gagne le temps incroyable en fait quand les gens sont a cote de nous et c est pour ca qu un projet est trop long en fait je trouve un projet europeen on perd un temps incroyable de ne pas etre les uns a cotes des autres eeh on pouvait pendant l annee tu vois quinze jours dans l annee travailler tous au meme endroit pour se parler et avancer ensemble on gagnera un temps incroyable sur les projets europeens

{14:52} **033 PP5** moi je pense qu il faudrait des endroits dedies peut etre a bruxelles peut etre dans une centralisation comme des grandes open spaces qui viennent proposer un lieu ou une semaine tout y va et on peut faire plein de petites reunions d avancement

5. DISCUSSION

- Evaluation of interviews

First of all, I would like to comment on and evaluate my research study that I undertook in order to find out how the European partners perceive multilingualism and interculturality in European research projects.

I chose the environment of European research projects when I started my internship as a European Project Assistant in a Technological Research Institute in France. Since the beginning of my internship, my supervisor introduced me very well into this environment and explained to me the complexity of projects (preparation phase, submission, evaluation and final management of the project). I realized that the process itself is complicated. Moreover, the fact that the consortia have to deal with linguistic and cultural issues increased my curiosity related to it. Moreover, as a student of an international Masters program, I am aware of the issues that international cooperation brings. Concerning the international cooperation, there are positive as well as negative points. If we are aware of differences and associated challenges this collaboration can bring, we can benefit from the rich interactions between various people. Therefore, I wondered what the perceptions of European researchers, scientists and project managers are.

Thanks to many contacts that I have gathered since the beginning of the internship, I could contact some partners and ask them to do an interview with me on this topic. I ended up having 12 different project partners working on European research projects who work in different European countries and some of them even come from other continents. Hence, the concerned sample for my research study was quite diverse.

The aim of my research study was to discover the perception of these project partners, but also to understand how they collaborate concerning the communication, used languages, cultural barriers and so on. I obtained the answers to my prepared questions during the semi-structured interviews that I held with the project partners. I did the interviews in English or in French in three different settings. 6 interviews were done on Skype, 5 were face-to-face, and 1 was held on the phone. I have to say that there were significant differences between the 3 types of settings. The best ones were those held face-to-face. I could 'feel' the behaviour of interviewees and also, get in touch with them more easily. It was also easier to see if the interviewee understood the question well.

However, the interviews done on Skype with a video were also good. The video helped us to see our behaviour and our reactions. Some interviewees didn't want to use the video and I perceived the difference. I would describe it as more impersonal. Despite this perception, the interviews without a video were also done without any major problems. Nevertheless, the interview on the phone was the most difficult for me. The connection was not so good, therefore, even the recording was not in a good quality. Moreover, this interview was with the English native speaker and it posed problems for me to understand everything well.

To undertake the interviews in three different settings enabled me to experience and see the difference of diverse ways of communication.

I could notice that the communication through all of those means is possible. Nevertheless, there are significant differences between them, especially concerning the transmission of emotions or feelings. Moreover, the fact of speaking in a non-native language makes the communication a bit difficult.

After all this, I was able to use the data from all twelve interviews and I have to admit that it was a great experience for me to do the interviews with all partners, in different settings and in different languages. It was very enriching and instructive for me. It also gave me a wonderful opportunity to elaborate my master thesis based on satisfactory samples.

Concerning the answers of different partners and the content of the interviews, I noticed one thing. All interviewed project partners come from a scientific background, they were not familiar with the notions of multilingualism and interculturality. Sometimes during the interview, I realised that they were not sure on what exactly I asked them. It was necessary to explain the used notions, especially the notion of interculturality. It was also perceptible that the majority of them had never thought about cultural and linguistic issues within the European collaborative projects. And it was pleasant to me that at the end some of them told me that it was interesting to look at this collaboration from this point of view. I think that this reflexion might help them to better understand future potential linguistic and cultural barriers. And thanks to their awareness, they could identify such a barrier, and face it before it could hinder the collaboration.

- Presentation of the acquired results

In order to present analysed interviews and to show the results of my research, I determined 7 categories. The categories correspond roughly with the asked questions and sequences. Due to the ample obtained data and many interesting answers, it was complicated to present concisely all the data. In this chapter, I will present the acquired results.

I entitled the first category as Basic information of interviewed project partners. I can notice that my researched samples were very varied. For the majority of project partners, the intercultural and multilingual environment is natural. 6 interviewed partners work in another country than is their country of origin. It means that they have to deal with interculturality in their everyday life. 1 project partner is bilingual. And the other partners are used to working in international environments quite often, especially in universities. It confirms the Angouri's (2014: 1) statement that nowadays we encounter international and multilingual workplaces.

I named the second category Perception of interculturality in European research projects. The aim of this part was to find out if the project partners are aware of interculturality, and if yes, how do they perceive it and deal with it. Thanks to the answers, I could remark that among the most presented countries that collaborate on the European research projects are mainly the south-western and north-western countries such as France, Germany, Spain, the United Kingdom, Denmark, the Netherlands, Belgium, Portugal or Greece. These are developed countries where research is supported and they are ranked among leader, strong, or moderate participants in Horizon 2020 projects. In comparison, even if some Eastern countries were mentioned, the presence of Eastern countries is lower, and the preferences to collaborate with Western and stronger countries is noticeable.

On the matter of awareness of interculturality, I noticed that the presence of different cultures in international, or as Chevrier adjusted, in intercultural collaboration is not negligible. Firstly, it could be seen in the answers of interviewed project partners. Each project partner participating in my research agreed on the presence of different cultures, moreover, was able to characterize it depending on some specific traits. Most of them described the perceived stereotypes according to a geographical area. They focused primarily on the national culture of individuals. They affirmed that the cultural background has an impact on the individual's values and behaviour. Besides, they noted

the importance of an individual's personality that also plays a significant role and influences an individual's behaviour. Secondly, I could observe this presence of different cultural backgrounds during the interviews. While project partners from Latin countries (Portugal, Spain, Greece, France, Chile) were, in general, more talkative, culturally aware, and they put more weight on social relations during the interaction with me, other participants from northern countries, such as Germany and the United Kingdom, even if they maybe perceive some cultural differences, they are not so much focused on them, they put more importance on work tasks that have to be accomplished. Nevertheless, according to PP 6 for example, I am also aware that in this case it is not possible to classify everyone into categories. This categorization can have a negative impact on them, coming from specific cultural backgrounds can contribute to the wrongful judgment of an individual. Even if the influence of national culture plays a role, the presence of a personality in each individual as well as being exposed to different organizational cultures are evident. According to Hofstede, I could notice that presence of culture in each individual behaviour is changing and learned throughout one's whole life.

The interculturality is seen by project partners mainly as a positive. It shapes partners ways of thinking thanks to the interaction with people with different points of view on the same problem. And it also contributes to innovative and more competitive results, according to interviewee's answers. The different cultural background can enrich the collaboration. As mentioned in the theoretical part, concerning intercultural collaboration, cultural awareness is elementary. To be aware of other cultural behaviours helps to be prepared and face potential issues that can occur.

The third category concerns the communication within the consortium. Firstly, the most important communication practice is a face-to-face meeting. Project participants evaluated this type of communication as the most effective and fast. Furthermore, the tools such as email, telephone and video calls or conferences are used in balance with this in order to ensure an effective communication. But also, in order to enable the collaboration over distance.

All project partners are aware that communication is important and especially, when it comes to international collaboration where language can pose some problems. Therefore, they try to focus on it and opt for some strategies in order to ensure understanding from all or at least the majority of participants. The most used strategies

are the use of minutes or regular contact with the whole consortium in order to be sure that all partners are actively involved in the project process.

The fourth category is entitled Multilingualism vs. lingua franca. As it emerged from the answers, the most used language in European research projects is English. It is used as lingua franca in order to enable the communication of all members of the consortium. It is used for formal communication of the consortium with the project officer from the European Commission. All formal documents are in English. It ensures that all these documents are available to the general public. If any other language has been used, the communication and collaboration on a common project would not have been possible. The diversity of spoken languages in Europe doesn't enable speaking in any other common language. However, it doesn't mean that other languages are not spoken. On the contrary, the ability of project partners to be bilingual or multilingual is very beneficial for them. They find it useful on both levels of communication. During informal communication, they get in touch/contact easily when they can speak with a concerned person in his/her native language or at least in his/her favourite language. Or they can enhance some conversations with some words or phrases that they know in the language the other person speaks. For formal communication, it helps to make the communication easier, more efficient and more fruitful. Project partners especially use it in order to accelerate the communication and the whole project process, for example, when the deadline approaches.

The fifth category is devoted to the Perception of English in European research projects. English is used as a lingua franca in the European research projects. It is the only way speakers of different languages can communicate together. According to project partners, the levels of used English vary. In general, the level of English is described as simplified. It mainly changes grammar structures and used vocabulary. The sentences and word expressions are not complex, but they are maintained as simple as possible.

Even if it is evaluated as sufficient and enough to have understandable communication, there are also some cases when the level of English is low, and it can hinder the communication. The level can vary depending on from which environment the person comes. Project partners who come from an academic environment or work in international companies where the use of English is necessary, they often have a better level than for example some small national companies that are not used to working in an international environment.

Another perception of English in the European research projects concerns the accents that also depends on the geographical area. Some used accents are strong and they are difficult to understand. The most difficult accents that were perceived by project partners as the most difficult to understand are Scottish, French, Spanish and in general, accents of people coming from Latin countries. English native speakers were perceived, in general, as partners who are more complicated to understand. The non-native speakers would appreciate if the natives could adapt their level a little bit more and take into account that it is better to use easier structures as well as vocabulary. It would help the collaboration with them.

For the reason of ensuring understandable transmission of information, project partners appreciate the use of minutes and written documents that help to all members to have a written proof of what has been stated.

The next-to last category concerns Barriers. Due to the kind of similar European cultures that are present during the collaboration on the European research projects, project partners don't perceive any specific cultural barriers. It can occur when they collaborate with partners who come from more distinct cultures such as American or Asiatic. The difference between cultures, behaviours, values and thinking is more prominent.

Project partners mentioned more linguistic than cultural barriers. There are some cases when language can be considered a barrier within the interaction. Project partners are aware that communication is at the heart of a successful project. As stated in the theoretical part, the transmission of a message, feeling or emotion is limited by many factors. In European research projects, limits can be considered the distance between project partners, language that is not always perfect, and the fact that they don't know each other well. Nevertheless, all these mentioned issues cannot be considered as real barriers for collaboration on European research projects.

At the end of my research, I wanted to focus on useful recommendations that could help project partners to improve the collaboration with other partners working on the European research projects. Therefore, I try to ask, at the end of interview, if they could see any way how the linguistic or cultural situation could improve. In general, I would say that interviewed project partners are quite satisfied with the way how European research projects are conducted. Thanks to their adaptability, open-mindedness and willingness to achieve a common project, they find a way how to collaborate.

Some changes concerning language were also suggested. Firstly, it was the need to improve education in order to make sure each person has a good level of English. Nevertheless, the suggested changes concerning the use of a neutral language for general communication seems unrealistic to me. The use of English is easier and more effective because nowadays it is considered as the most known language. Hence, the project process as well as the project result are accessible to a wider public. And it is also in the conformity with the idea of the European Commission to ensure the so-called “Open Access”. This core strategy aims to “improve knowledge circulation and thus innovation”.

The last and for me the most interesting suggestion concerned the cultural awareness. One project partner commented that people working in an international environment should be more aware and respectful of other cultures. Being more exposed to other cultures should help to improve the collaboration. When we know how other cultures behave, think, and work, we can avoid potential cultural incidents and benefit more from the differences.

Based on the outcome of my findings, I have to admit that I was quite surprised and impressed by how the project partners deal with/handle the intercultural and multilingual situation. I would say that thanks to their adaptability and also experience, they have a type of successful and fruitful collaboration that will help to obtain good project results and at the same time, shape the personality of concerned project partners.

6. CONCLUSION

Thanks to this master thesis, I could research and discover how project partners perceive multilingualism and interculturality when they collaborate on common projects that are funded by the multiannual Research and Innovation Framework programme Horizon 2020.

I decided to focus on this context of European research projects because, firstly, it is part of my everyday life for the two years of my Master studies, and, secondly, I did my six month internship at the French Technological Research Institute where I was faced with this part of European research projects. It interested me to find out if project partners working on this kind of projects are aware and take into account the presence of different cultures as well as languages and how do they deal with intercultural and multilingual situations when they collaborate together.

My qualitative empirical study was based on twelve interviews that I did with project partners that work on European research projects. Their answers on my ten questions helped me to understand how do the project partners collaborate and communicate, which language or languages are used, what is their personal perception on language management and interculturality is, if they perceive any linguistic or cultural barriers, and also if they can imagine or recommend any improvement.

After analysing the obtained data, I could answer to my research question. Firstly, I focused on the presence of interculturality. I noticed that project partners can perceive cultural differences when working on the European research projects. They added that the European cultures are quite similar, and they don't encounter any significant barriers during the collaboration. It is perceived as something beneficial for project as well as for the individuals. It helps to have different points of view and brings an innovative solution. Concerning the linguistic situation. At the beginning, all partners stated that the only used and dominant language is English. The level of English was evaluated as sufficient and good enough for the collaboration on this type of projects. Even if different levels of English are present and although sometimes people even struggle with English, thanks to the use of simplified grammatical structures and simple vocabulary, project partners can communicate, and they understand each other. Another problem concerned spoken accents.

7. REFERENCES

- Anbari, F. T., Khilkhanova, E. V., Romanova, M. V., Ruggia, M., Tsay, H.-H., & Umpleby, S. A. (2009). Managing cross cultural differences in projects. Paper presented at PMI® Global Congress 2009—North America, Orlando, FL. Newtown Square, PA: Project Management Institute.
- Angouri, Jo. (2014). Multilingualism in the workplace: Language practices in multilingual contexts. In *Multilingua*, available on De Gruyter Mouton. p. 1-9
- Brown, G.G. (N.D.) Definitions of communication Retrieved 22 July 2019 from: <https://www.communicationtheory.org/definitions-of-communication/>
- Cambridge Dictionary. LINGUA FRANCA: Signification, définition dans le dictionnaire Anglais de Cambridge. (n.d.). Retrieved July 30, 2019, from: <https://dictionary.cambridge.org/fr/dictionnaire/anglais/lingua-franca>
- Cheney, G. (2011). *Organizational communication in an age of globalization: Issues, reflections, practices*. Long Grove (Ill.): Waveland. Retrieved 30 July 2019 from https://books.google.fr/books/about/Organizational_Communication_in_an_Age_o.html?id=TcQSAAAQBAJ&redir_esc=y
- Chevrier S. (2003). Cross-cultural management in multinational project groups. *World Bus.* 2003; 38(2):141–149
- Commission of the European Communities. (2008) *Multilingualism: an asset for Europe and shared commitment*. In *Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions*.
- Crisp, R. J., & Hewstone, M. (Eds.). (2007). *Multiple social categorization*. San Diego, CA: Elsevier Academic Press.
- Dietz, G. (2018) *Interculturality*. The international Encyclopedia of Anthropology. John Wiley & Sons, Ltd. Retrived 03 July 2019 from Research gate https://www.researchgate.net/publication/327455124_Interculturality.
- EURAXESS (2018). European Commission proposes 30 billion Euro budget increase for research, innovation and higher education. Retrieved June 12, 2019, from <https://euraxess.ec.europa.eu/worldwide/china/european-commission-proposes-30-billion-euro-budget-increase-research>

- Europa. Eu (2018) Europe 2020 strategy. Retrieved from https://ec.europa.eu/info/business-economy-euro/economic-and-fiscal-policy-coordination/eu-economic-governance-monitoring-prevention-correction/european-semester/framework/europe-2020-strategy_en
- Europa.eu (2019). EU member countries in brief. Retrieved August 07, 2019, from https://europa.eu/european-union/about-eu/countries/member-countries_en
- European Commission. (2007). Final report: High level group on multilingualism. Luxembourg: European Communities. Retrieved from http://ec.europa.eu/education/policies/lang/doc/multireport_en.pdf
- European Commission. (2014) Horizon 2020 in brief. Luxembourg: Publications Office of the European Union.
- Goskylyk, V, Goskylyk, N. (2010) A Glossary of Intercultural Communication. Ivano-Frankivsk.
- Hans, A., Dr., & Hans, E., Mr. (2014). Role of Professional Communication in Today's World of Business and Commerce (9th ed., Vol. 2). Quest Journals: Journal of Research in Humanities and Social Science, p.72-76
- Herfst, S.L, Oudenhoven, Timmerman. (2008) Intercultural Effectiveness Training in three Western immigrant countries: A cross-cultural evaluation of critical incidents. Retrieved <https://reader.elsevier.com/reader/sd/pii/S0147176707000776?token=A21A4846EA7CE306DC3B31C434E6806C341B0F093C8D5FB0673D0AD8201694D99D36A7C9F4F58B21E17B45DEEC41BB22>
- Hofstede, G. (1980) Cultural consequences: international difference in work-related values. Sage Publications, Beverly Hills CA.
- Hoefstede G. (2001). Culture's Consequences. (2nd Ed.). London: Sage Publications
- Hofstede, G.H., Hofstede, H.J., Minkov, M. (2010) Cultures and Organizations – Software of the Mind. (3rd Ed.) New York et al.: McGraw Hill.
- Horizon 2020 sections. (2019). Retrieved 16 June 2019 from <https://ec.europa.eu/programmes/horizon2020/en/h2020-sections>
- Lauring, J. (2009). Language management and social interaction within the multilingual workplace. In Journal of Communication Management. Research Gate.

- Li, W. (2008). Research perspectives on bilingualism and multilingualism. In Cenoz, J. (2013). *Defining Multilingualism*. Cambridge University Press (p.5).
- Loosemore, M., Muslmani, H. S. (1999) *Construction project management in the Persian Gulf: inter-cultural communication*. International Journal of Project Management. Great Britain: Elsevier Science Ltd and IPMA. . 95-100
- Louhiala-Salminen, L., Kankaanranta, A. (2012). Language as an issue in international internal communication: English or local language? If English, what English? In *Public Relation Review*. Science Direct.
- Mauranen, A. 2015. English as a global Lingua Franca: changing language in changing global academia. In Murata, K. (ed.) *Exploring ELF in Japanese Academic and Business Contexts*. Amsterdam: John Benjamins. p.29 (-46)
- Neuliep, J.W. (2018) *Intercultural Communication: A Contextual Approach*, (7th Ed.) St. Norbert College, SAGE. Retrieved 8 June 2019 from https://books.google.fr/books?hl=cs&lr=&id=L33LDQAAQBAJ&oi=fnd&pg=PP1&dq=intercultural+communication&ots=CqtfFnJJhy&sig=AkD9FD_ucsdElhnHvcKAXqUSzyl&redir_esc=y#v=onepage&q=intercultural%20communication&f=false
- Rajkumar, S. (2010). Art of communication in project management. Paper presented at PMI® Research Conference: Defining the Future of Project Management, Washington, DC. Newtown Square, PA: Project Management Institute.
- Reillon, V. (2017) EU framework programmes for research and innovation, Evolution and key data from FP1 to Horizon 2020 in view of FP9. European Union.
- Rodrigues, S.A., Costa, A. R., Gestoso, C. G. (2014). *Project planning and control: Does national culture influence project success?* Elsevier Ltd.
- Sońta-Drączkowska, E. (2015). *Project Management as Communications Management*. Research Gate.
- Stangor, C. (2014). *Principles of Social Psychology – 1st International Edition*. Retrieved July 22, 2019, from <https://opentextbc.ca/socialpsychology/chapter/social-categorization-and-stereotyping/>
- Tange, H. and Lauring, J. (2016). Language management and social interaction within the multilingual workplace. In *Journal of Communication Management*.

- Thomas, A. (2010). National and Organizational Cultures in Handbook of Intercultural Communication and Cooperation, Volume 1: Basics and Areas of Application. Vandenhoeck & Ruprecht: Oakville
- Wight, A. R. (1995). The critical incident as a training tool. In: S.M. Fowler (Ed.). Intercultural Sourcebook: Cross-Cultural Training Methods. Vol.1 Yarmouth, ME: Intercultural Press, p. 127–140
- Yzerbyt, V. (2016). Intergroup Stereotyping. In Current Opinion in Psychology, p.90. Science Direct

8. LIST OF FIGURES

Figure 1 - Evolution of investment in research and innovation	12
Figure 2 - Horizon 2020 sections	12

9. LIST OF TABLES

Table 1 - Used languages and tools for the interviews	24
Table 2 – Used signs for the transcription	26
Table 3 - Summary of basic information on project partners	28

10. ANNEXES

Annex 1 – Interview questions in English	67
Annex 2 – Interview questions in French	69
Annex 3 – Sequential analysis	72
Annex 4 – Transcriptions	150

Annex 1 – Interview questions in English

START of recording

The purpose of the interview:

Hello, as I have already explained, I am currently writing my master thesis on the topic:

“Multilingualism and interculturality in European research projects”.

And now, I would like to do an interview with you about this topic. I opted for you because you have experience with EU research projects, you are working on them and the aim of my work is to find out your opinion and your perception.

Explain the format of interview:

I have introduced myself and my work. Now, I will ask you some questions, the interview will last probably about 30 minutes. I will record the whole interview and I would like to use the data for my research. This is the reason why I would like to ask you:

- Can I record the interview?
- *Can I use the data/results for further research? → it will be published on STAG*
(university website)

Now it's important to let you know that if you want to stop at any time or you want to take a break you can. And if there is something you don't understand, or you need explained, feel free to ask.

Before we get started, do you have any questions for me?

Do you feel comfortable?

Can we start?

Questions for the interview

Warm-up

- 1. Can you describe me (in a few words) **the company** where you work?
- 2. What is your **position** in the company?
- 3. How long and on which **kind of projects** have you worked?

General Q

- 4. **From which countries/(which nationalities)** are the partners with whom you collaborate (**most often**)?
- 5. Are you aware of **interculturality**?
 - 5.a Can you see any **cultural differences**?

- 5b. If yes, can you give me some examples?
- (For example, differences in behaviour, communication, values, time management, diff attitude to *work*...)
- 6. Could you describe how you **communicate within the consortium**?
 - 6.a Do you have any **strategy**?
 - 6.b Which **tools and languages** are used?
 - 6.c What can you tell me about **formal and informal communication**?
 - 6.d Translation? What do they do if the level of English is lower, how do they proceed?

Specific Qs:

- 7. According to your point of view, what are the **advantages and disadvantages** of this language management/situation?
- 8. What is your personal opinion on **language use and interculturality** in EU research projects?
 - 8.a How do you perceive English in projects – as the main language → different levels, misunderstandings?
- 9. Do you perceive **the linguistic or cultural barriers**?
 - Different competencies in English → impact?
- 10. How would you like **the linguistic situation and interculturality to improve** within EU research projects?

Conclusion Q(s)

- Thank you for this interview, I discovered a lot of things with you. Did you discover something new too?
/ Would you like to ask me something?
/ Thank you again for your interview. It was really helpful for me. If you don't have any questions, we have finished.

STOP of recording

Annex 2 – Interview questions in French

Le DÉBUT d'enregistrement

L'objectif de l'interview :

Je suis en train d'écrire mon mémoire de master dont le sujet est : **Le plurilinguisme et l'interculturalité dans les projets de recherche européens.**

Aujourd'hui, je voudrais faire un interview avec toi sur ce sujet. Je t'ai choisi car tu as de l'expérience avec les projets de recherche européens et j'aimerais bien savoir ton opinion et ta perception.

Expliquer le déroulement de l'interview :

J'ai préparé quelques questions et sous-questions que je vais te poser.

L'interview va durer à peu près 30 minutes.

Je vais enregistrer l'interview et je voudrais utiliser les données dans mon mémoire. Mon mémoire sera publié sur le site web de notre université – il sera donc public.

→ Pour cela, je dois te demander si tu es d'accord :

- pour que j'enregistre l'interview ? OUI NON
- pour que j'utilise cette interview et son contenu dans mon mémoire OUI NON

Avant de commencer, il est nécessaire de t'informer que si tu veux faire une pause, arrêter, tu peux. N'hésite pas à me le dire et on va s'arrêter. Également, si QCH n'est pas clair, n'hésite pas à me demander.

C'est tout de mon côté concernant l'introduction, nous pouvons passer à l'interview si tu es d'accord.

Tu as des questions à me poser avant de commencer ?

Y-a-t-il QCH que tu ne comprends pas ?

Tu te sens à l'aise ?

Peut-on commencer ?

Les questions pour l'interview :

Les questions de réchauffement

- 1. Peux-tu me décrire (brièvement) **ton organisation/entreprise** ?
- 2. Quelle est **ta position** au sein de cette organisation/entreprise ?
- 3. **Sur quels projets** tu travailles et **depuis combien du temps** ?

Les questions générales

- 4. **De quels pays /(de quelles nationalités)** sont les partenaires avec lesquelles vous collaborez (le plus souvent) ?

- 5. As-tu conscience de **l'interculturalité** ?
 - 5.a Peux-tu voir *quelques différences culturelles* ?
 - 5.b Si oui, peux-tu me donner quelques exemples ?
 - **Par exemple** : les différences dans le comportement - dans la communication - dans les valeurs - dans la gestion du temps - dans les différentes approches au travail... ?
- 6. Peux-tu me décrire comment s'effectue **la communication avec le consortium** ?
 - 6.a Avez-vous une *stratégie* ?
 - 6.b Quels moyens de communication et quelles langues vous utilisez ?
 - 6.c Qu'est-ce que tu peux me dire sur la communication formelle et informelle ?
 - 6.d Concernant la traduction ?
 - 6.e Qu'est-ce que vous faites si *le niveau d'anglais est bas*, comment procédez-vous ?

Les questions plus spécifiques

- 7. Selon ton expérience, quels sont **les avantages et les inconvénients** de cette gestion de langue/ situation linguistique ?
- 8. Quelle est ton opinion personnelle sur **l'utilisation des langues et l'interculturalité dans les projets** de recherche européens ?
 - 8.a Comment tu perçois **l'anglais dans les projets** ? → (comme la langue principale ?)
 - Les niveaux différents + langue maternelle ou non ; Les incompréhensions
- 9. Est-ce que tu vois des **barrières linguistiques ou culturelles** ? / Est-ce que tu t'es déjà retrouvé(e) confronté(e) à un problème linguistique ou culturel ?

- Les niveaux différents en anglais → *l'impact* ?
- 10. Comment tu voudrais **que la situation linguistique et l'interculturalité** dans les projets de recherche européens **évolue** ?

La/Les question(s) pour conclure

- Merci pour cette interview, j'ai découvert beaucoup de chose avec toi. Est-ce que tu as découvert aussi quelque chose de nouveau ?
/ Est-ce que tu as des questions ?
/ Tu veux ajouter quelque chose ? Tu penses que tu as d'autres choses à me dire (avant d'arrêter l'enregistrement) ?

Fin d'enregistrement

Annexe 3 – Sequential analysis

Sequential analysis – PP 1

Interviewer:	Eliška Krychová
Date of interview:	23th May 2019
Time of interview:	43:04
Language of interview:	English
Interviewee:	PP 1
Location of interview:	IRT – meeting room (Salle Indien)
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The purpose and format of the interview	00:00-01:24	EK EK, PP 1	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
	2 Q1: description of the company	01:25-02:16	EK, PP 1	-research institute (non-profit, full private)	
S2 BASIC INFORMATION	3	02:17-02:47	EK, PP 1	-research coordinator and business developer (build-up new opportunities/projects)	

	Q2: position of the interviewee				
	4 Q3: type of projects	02:48-04:05	EK, PP 1	-FP7, Horizon 2020, ESA (Space) -since 10 years in this research institute, but in this type of projects since he has finished doctoral studies	
S3 NATIONALITIES	5 Q4: which nationalities?	04:06-05:27	EK, PP 1 EK	-Portugal, Spain, France, Greece +Germany <u>-Eastern countries?</u> -Slovenia, Ukraine, Czech Republic	
S4 PRESENCE OF INTERCULTURALITY	6 Q5: aware of interculturality?	05:28-08:17	EK, PP 1	-you can feel the multiculturalism in terms of: *work (Germans = more organised, strict X Portugal, Greece = less organised, more proactive in finding new solutions X French, Spanish = in the middle) *day organisation (how they present their work, proposal preparation and execution)	
	7 Q5b: examples?	08:18-09:13	PP 1	-example of Danish partner (who gave up because of low quality X Italian partners who tried to do their best, even if proposal worse than the Danish one) -“it shows how it affects – the cultural, the way how people react)	
	8 Q5a: any other cultural differences?	09:14-10:45	EK, PP 1	*difference in values (quality/standard to deliver and question of their personal time) *in communication (in Southern Europe, communication is easier)	

S5 COMMUNICATION WITHIN THE CONSORTIUM	9 Problems of communication	10:46-11:10	PP 1	-Ukrainian partner needed a translator -it makes things more difficult (+people not comfortable and it affects	
	10 Q6e: lower level of English has an impact?	11:11-13:20	EK, PP 1	-only one example -not a real translator, someone who also worked on the project → more commercial person -natural tendency – bring people who have good level	
	11 Example inside the institute	13:21-14:54	PP 1, EK	-level of English influence the decision if the employee should participate on EU projects	
	12 Q6: how do they communicate within the consortium?	14:55-17:47	EK, PP 1	<u>-language, any strategy, tools?</u> -English, email (not to have confusion) → awareness of different levels of language -communication matrix (who with whom about what?) inside the institute + developed internally for all projects + if needed, extended	-hesitation with answer 17:08 sometimes we don't apply for EU projects because they are too big
	13 Q6a: any strategy?	17:48-18:54	EK, PP 1		
	14 Q6b: any other languages used?	18:55-19:21	EK, PP 1	-no, very occasionally -only if Spanish partners	
15	19:22-20:20	EK, PP 1 EK	-yes <u>-also, when working on project? Other language is used?</u>		

	Q6c: formal and informal communication?			-informal communication with Portuguese partners, but when necessity of report → English -but tendencies to speak Portuguese (me in English, but other people)	
	16 Example of language change	20:21-21:03	PP 1	-German and Austrian partners → tendency to speak German, to make things easier -comfortable thing to change language -awareness that English can be a barrier	
	17 Q6d: difficult with translation?	21:04-21:46	EK, PP 1	-no -sometimes easier to organize (the reason why they switch) +solve something under discussion -not common, but it happens	
	18 My summary	21:47-22:01	EK	- <u>for formal communication, it's English</u> - <u>but it happens that we switch to other languages → make it easier and get in touch</u>	
	19 His example	22:02-23:14	PP 1	-when communicating with Portuguese partner → English -email, also Spanish communication with partner -but never in formal communication	
	20 Example of project with Airbus in Spain	23:15-24:16	PP 1 EK	-close to deadline, to speed up things – discussion in Spanish -of course, proposal in English - <u>but no barrier for a project?</u> -no, it only helps to speed up things (no doubt, you solve it in half of the time)	

	21 Tools and languages used - summary	24:17-24:55	EK	- <u>email, telephone conferences, face to face meetings</u> - <u>English in general</u>	
	22 Differences between used tools?	24:56-25:57	EK, PP 1	-teleconferences are bad -moreover, if difficulties with English, it's worse -minutes are used – did by coordinator -automatically after each call, everybody has to review → agree	
	23 Collaboration with English partners?	25:58-26:41	EK, PP 1 EK	-yes we collaborate -no, they don't adapt - <u>difficult to collaborate with them?</u> -no, it's good	
	24 Transition from general to specific questions	26:42-27:05	EK		

S6 PERSONAL PERCEPTION AND EXPERIENCE	25 Q7: advantages and disadvantages of this language management	27:06-30:17	EK PP 1	<u>-language situation: English used principally</u> -advantage = obvious → a standard for communication -otherwise, communication is not possible in European projects -only possible disadvantage – some people may not participate (Italian companies) -it's not spread, but it happens -also, in some Portuguese companies -language is one barrier -still, language is more integrative than disintegrative -other option doesn't exist	-hesitation, questions not clear
	26 Advantages and disadvantages of use of other languages	30:18-31:53	EK PP 1	<u>-the fact that other languages are sometimes used?</u> -advantages: speed up things -another one, make people closer (+close languages) -natural tendencies to work together -at the same time, segregation of people speaking same language	
	27 Q8: personal opinion on language use and interculturality	31:54-33:26	EK, PP 1 EK PP 1	-it's fantastic <u>-it's influenced you? Your point of view?</u> -you see different way of work -example of Germans → sometimes, it's good to work like this (they see the same)	

	<p>28 Q8a: perception of English in EU projects?</p>	33:27-35:00	EK, PP 1 EK PP 1	<p>-good enough to make things work and flow <u>-adapted to the needs of people – opt for good words</u> -English is not perfect, like mother tongue -not complex English is used -only English environment – more complicated to follow -but it's good</p>	
	<p>29 Perception of collaboration with English partners</p>	35:01-36:05	EK, PP 1	<p>-question back to natives – if they change a little bit, it could help -inside the consortium, English is good enough -they don't adapt, but it doesn't cause major problems</p>	
S7 BARRIERS	<p>30 Q9: linguistic and cultural barriers?</p>	36:06-37:55	EK, PP 1	<p>-no <u>-even the language?</u> -no, the level is good -everything happens naturally (minutes...) -good for newcomers (easy)</p>	
S8 FUTURE DEVELOPMENT	<p>31 Q10: how it should develop?</p>	37:56-41:59	EK, PP 1	<p>-in terms of language – it's good -segregation should be avoided (spread more) →-some rules should be added -rules on EU level → force projects with wider collaboration</p>	

S9 CONCLUSION	32 Thanks + any questions for me?	42:00-43:04	EK, PP 1	-interesting to thing about it	
--------------------------------	--	-------------	----------	--------------------------------	--

Sequential analysis – PP 2

Interviewer:	Eliška Krychová
Date of interview:	29 th May 2019
Time of interview:	49:30
Language of interview:	English
Interviewee:	PP 2
Location of interview:	Skype
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:14	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
S2 BASIC INFORMATION	2 Q1: description of the company Q2: position of the interviewee	01:15-01:37	EK, PP 2	-Technical University of Munich -project manager (3 current projects)	
	3 Q3: type of projects	01:38-02:58	EK, PP 2	-started as investigator of EU projects 10 years ago -short international post docs (Scotland and Czechia) + worked in France on research projects -since 2,5 years at TUM -FP7 + Horizon 2020	-international background (Polish, post doc in UK and CZ, worked in France, now in Germany)
S3 NATIONALITIES	4 Q4: which nationalities?	02:59-04:19	EK, PP 2	-Italy, Spain, France, Germany, Poland, Netherland, Greece, Portugal, Bulgaria, UK, Denmark, Finland -he from Poland → efforts to involve Poland partners + Slovenia	-added question of collaboration with Eastern countries

S4 PRESENCE OF INTERCULTURALITY	5 Q5: aware of interculturality?	04:20-04:42	EK, PP 2	-yes, of course -it shows in every interaction that we have - different cultural backgrounds	
	6 Q5a: cultural differences	04:43-05:37	EK, PP 2	-differences between Eastern and Western Europe +between German and Latin countries →Eastern X South and North Western	
	7 Q5b: any examples?	05:38-11:19	EK, PP 2	Eastern: -post-soviet countries (once in academia, difficult to expel them + pushing too much X established in EU standards) Northwest: (A, DE, NL) -focus on efficiency (what is said is done) Southwest: (FR, IT, ES, PT) -take their time, not obsessed with deadline or planning Northern X Southern: -importance of working relations VS social relations -surprising experience with Greek (coordinator) = extremely efficient (German style) + company based in different countries -all are friendly, it's more to which extent it affects	
	8 Example of French partner	11:20-14:19	EK, PP 2	-bad relations → end of collaboration -cultural problem -FR: vertical hierarchy (arguing is not expected)	

S5 COMMUNICATION WITHIN THE CONSORTIUM	9 Q6: how do they communicate?	14:20-18:22	EK, PP 2	-formal: written (emails for traceability) -telcos → minutes (less when people trust each other more) -lots of meetings -online project management tools (update) -minutes not because of language, but in general (discussion quite alive)	
	10 Q6b: which languages?	18:23-21:28	EK, PP 2	-only English (rude to speak different languages) -maybe only on private level -not written → not exist -sometimes issues with EN -never a situation of necessity to switch to another language -once, Polish partner → speaking in Polish in order to make them feel comfortable (solving issues)	
	11 Q6c: formal and informal communication?	21:29-22:51	EK, PP 2	-ME (summary of formal and informal com) -one colleague speaks lots of languages → wants to use them, but only greetings or small talks -never on professional level -important for integration to the group	
	12 Q6e: what if lower level of English?	22:52-24:19	EK, PP 2	-level of EN sometimes lower (FR, IT) – especially accent (FR, IT, ES, PT) → difficult to understand -asking for repeat or write down (not to reason to switch language)	
	13 Example of Polish partner	24:20-24:45	EK, PP 2	-in preparation phase of project -Polish partner not comfortable with EN, they in German → interpreter	

	14 Different level regarding to different entities?	24:46-25:55	EK, PP 2 EK	-expect to send someone with good level -not practical to have interpreter -involved in project → expected to at least write decent English <u>-EN = basic condition to participate in EU project</u>	
S6 PERSONAL PERCEPTION AND EXPERIENCE	15 Q7: advantages and disadvantages of this language management	26:06-29:36	EK PP 2 EK, PP 2	Advantages: <u>-language management = which L on which level</u> -slightly simplified English (simply grammatical structures + vocabulary) → make communication understandable + avoid ambiguity <u>-official?</u> → natural evolution -EN – everyone expected to have certain level (at school) -can't imagine to have it another language → in this case, translation needed → ↑ uncertainty Disadvantages: -not everyone good level → education should improve -necessity of EN if working in international environment	
	16 Q8: personal opinion on language use and interculturality	29:37-36:18	EK, PP 2	-interculturality = another layer of complexity (understand different perspectives/approaches) -not being on time (destroy relations with Germans) -be prepared that not receive on time from IT partners -if aware + knowledge of history → good for networking -+: people follow certain way of thinking (solve problems) → combining = better solution -at the same time, it can be a problem/barrier	

S7 BARRIERS	17 Q9: linguistic and cultural barriers?	36:19-38:10	EK, PP 2	-linguistic – FR, IT, ES (accent) + out of academia -example of CEO of company X worker at the airport -cultural – not issue in our generation -always some stereotypes, but not an issue	
	18 Because in Europe?	38:11-40:50	EK, PP 2	-more similar maybe easier -some differences, but similarities also (shared values) -more difficulties with other states (Asia- individualism X capitalism) -everyone aware of difficulties, just method of practice	
	19 Not cultural, more personal?	40:51-43:13	EK, PP 2	-2 axes: -people have individual characteristics, but growing up in certain culture = bias -example of international youths	
S8 FUTURE DEVELOPMENT	20 Q10: how it should develop?	43:14-47:27	EK, PP 2 EK (about project?)	-level of education (English) → not possible to switch to other language -dominance of English -people more exposed to other cultures (stimulating activities) -face to face meetings = most efficient (not financially interesting); also telcos	
S9 CONCLUSION	21 Thanks + any questions for me?	47:28-49:30		-in which language? Possible to read summary?	

Sequential analysis – PP 3

Interviewer:	Eliška Krychová
Date of interview:	27 th May 2019
Time of interview:	45:44
Language of interview:	English
Interviewee:	PP 3
Location of interview:	Skype
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:09	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
S2 BASIC INFORMATION	2 Q1: description of the company Q2: position of the interviewee Q3: type of projects	01:10-01:57	EK, PP 3	-Technical University Munich -Open Call Manager -since November 2018 -RobMoSys = cascade funding under H2020	
S3 NATIONALITIES	3 Q4: which nationalities?	01:58-03:09	EK, PP 3	-Germany, Belgium, France, Italy, Mexico, Spain -Mexican = employee of a French company	

S4 PRESENCE OF INTERCULTURALITY	4 Q5: aware of interculturality?	03:10-03:26	EK, PP 3	-yes, I think so	
	5 Q5a: cultural differences?	03:27-12:46	EK, PP 3	<p>-plenty of them</p> <p>-Germans: more strict, work more in details X other nations: more flexible, agile approach (South Europe)</p> <p>+flexibility about deadlines → sometimes problem</p> <p>-mixture→ work good at the end (sort of balance)</p> <p>-difficult to maintain the timeline of EU project (good to have this flexible mindset)</p> <p>-control – Germans (but it's good that someone has under control)</p> <p>-attitude + values – Germans + Austrian = serious, work is sth valuable, part of life, delivered quality important for them X Italians, Spanish = more individual approach, not value regarding to work</p>	

S5 COMMUNICATION WITHIN THE CONSORTIUM	6 Q6: how do they communicate?	12:47-13:50	EK, PP 3	-in English (only possibility, everyone can speak) -emails, telcos, everything + also communication with clients	
	7 Q6a: any strategy?	13:51-14:56	EK, PP 3	-making and keeping everything simple as possible -technical words used, of course -but short description -no British complex language	
	8 Q8a: perception of English in EU projects?	14:57-21:28	EK, PP 3	-use of specific words, not British complex → everybody can understand -matter of where the language is used (tools) -matter of competence of people + who speak to whom (technical to financial) -writing more sophisticated → they don't have someone responsible for it -simplified language → everybody understands the message - no one designated writer (not possible) -before official submission (to EC)→ internal check	
	9 Q6e: what if lower level of English?	21:29-22:46	EK, PP 3	-no experience of low level of EN -strong accents → difficult at the beginning -but - what isn't written → doesn't exist! -main communication channel = mail -+ current technologies → everybody is perfect	

	<p style="text-align: center;">10 Q6b: languages used?</p>	22:47-26:24	EK, PP 3	<p>-project manager is Mexican, communication in English, but if with Spanish speakers → Spanish, more for personal stuff</p> <p>-about project only English</p> <p>-Germans partners, if private conversations = German</p> <p>-general meetings in English, not written, but anyway impossible</p> <p>-even if person can speak Spanish</p>	
	<p style="text-align: center;">11 Q6b: tools used?</p>	26:25-32:17	EK, PP 3	<p>-email: daily, to all consortium</p> <p>-problems, more demanding → telcos (smaller group)</p> <p>-web conferences: problems, but faster + technical problems (more than linguistics)</p> <p>-the best way = face to face (non-verbal communication, + face to name)</p> <p>-no significant differences</p>	

S6 PERSONAL PERCEPTION AND EXPERIENCE	12 Q7: advantages and disadvantages of this language management	32:18-34:05	EK, PP 3	Advantages: -hire people from all around the world → pick the best -the same for build up the consortium Disadvantages: -problems in term of language -more politeness when speaking foreign language (which structures use?!) -everyone willing to solve problems	
	13 Q8: personal opinion on language use and interculturality	34:06-35:50	EK, PP 3	-very beneficial, great input into project (as Polish, certain way of thinking) → when interaction with people, have to think about it -you think in one way, no idea if any other way	
	14 English perceived in EU projects?	35:51-37:34	EK, PP 3	-level of English = diverse -enough to have daily use, fluent is enough -if misunderstanding → asking for explanation, repetition -nobody is offended -one (common) goal → work is done	
	15 Perception of cooperation with English partners?	37:35-39:27	EK, PP 3	-no experience -personal observation: problems to understand -Scottish accent (the worse) -easier to understand foreign people	

<p style="text-align: center;">S7 BARRIERS</p>	<p style="text-align: center;">16 Q9: linguistic and cultural barriers?</p>	<p>39:28-41:57</p>	<p>EK, PP 3</p>	<p>-linguistic not so much -cultural: contacting researchers + when socializing -tricky: to have dinner or eat -variety of topics, it's limited -but when diplomatic → we can learn a lot -very nice to have multicultural and multilingual environment (used to it, live in Germany with international friends)</p>	
<p style="text-align: center;">S8 FUTURE DEVELOPMENT</p>	<p style="text-align: center;">17 Q10: how it should develop?</p>	<p>41:58-44:39</p>	<p>EK, PP 3</p>	<p>-no improvement needed</p>	
<p style="text-align: center;">S9 CONCLUSION</p>	<p style="text-align: center;">18 Thanks + any questions for me?</p>	<p>44:40-45:44</p>	<p>EK</p>		

Sequential analysis – PP 4

Interviewer:	Eliška Krychová
Date of interview:	23 th May 2019
Time of interview:	25:25
Language of interview:	English
Interviewee:	PP 4
Location of interview:	IRT meeting room (Salle Pacifique)
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:11	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	

S2 BASIC INFORMATION	2 Q1: description of the company Q2: position of the interviewee	01:12-02:28	EK, PP 4	-Hamburg University of Technology -Senior Engineer -research and lectures in laser and material processes (3D printing)	
	3 Q3: type of projects	02:29-03:10	EK, PP 4	-since 2011, work on supervisor projects – sometimes also coordinator of projects -in EU projects (also such as coordinator) – Horizon 2020 and Clean Sky	
S3 NATIONALITIES	4 Q4: which nationalities?	03:11-04:17	EK, PP 4	-Spain, Italy, France, the UK, Switzerland + always German partners -sometimes also Eastern partners (not in ongoing projects)	-good question :D
S4 PRESENCE OF INTERCULTURALITY	5 Q5: aware of interculturality?	04:18-05:47	EK, PP 4	-maybe aware a bit -but usually - focused on the task that have to be done – so the differences are not relevant -during meetings, you speak more with people – you go more in depth, how people live in their country -apart of that, how they handle the work → quite similar	-don't understand the questions of interculturality
	6 Q5a: cultural differences	05:48-06:12	EK, PP 4	-not any example of cultural difference – that appeared during the project -no	

S5 COMMUNICATION WITHIN THE CONSORTIUM	7 Q6: how do they communicate?	06:13-06:58	EK, PP 4	-usually all in EN, even if the group gets smaller – you have partner speaking German (Austria, Switzerland) – you keep speaking English – because you need it for reports and so on – more useful to have it in EN	
	8 English – officially?	06:59-07:33	EK PP 4	<u>-officially or used just because of it's the most spread language?</u> -yes, I think it's like this -I don't even think it's written – you have the docs available usually in almost all languages (if you look for it) -but it doesn't make sense – so much people – only one L that everybody can understand	
	9 Q6a: any strategy?	07:34-08:48	EK, PP 4	-always English – when working on project -maybe during the dinner/lunch, it can be different -maybe only if you need to clarify, it's critical – and it keeps lot of time to speak in EN, around table 2 German speakers → switch to German, but very limited	
	10 Q6e: what if lower level of English?	08:49-11:42		-it's possible, it depends on how many partners -for certain tasks, when there is a clear description + for technical things – no necessity to speak EN and explain it – only one time, to know what they want to do -the larger the project is – the more problematic it might be – you don't have time to explain things very detailed -if more partners, coordinator don't have time to explain + keep track of all partners (in detailed version) → work gets complicated – if partners don't understand the language → that point more problematic	

				<p>-usually limited not to all partner, but one person → there is always another person who is able to speak EN</p> <p>-so if the person doesn't understand, he/she can help</p> <p>-collaborative</p>	
S6 PERSONAL PERCEPTION AND EXPERIENCE	11 Q7: advantages and disadvantages of this language management	11:43-14:24	EK, PP 4	<p>Advantages:</p> <ul style="list-style-type: none"> - we can communicate with everybody at the same time -more necessity – no real advantage – except from the need that we have <p>Disadvantages:</p> <ul style="list-style-type: none"> -if problematic situation, if partner don't speak EN – if people can realize that they don't speak good EN = good -but if they say that they understand, but they don't → more problems -sometimes maybe also at the end of project, you don't know that it's language issue → you just think that do bad work -when I think about it- it could be that they don't want to admit that don't understand the language -no, I think it's more about the character of person -you can find it everywhere 	
	12 Q8: personal opinion on language use and interculturality	14:25-14:49	EK PP 4	<p><u>-you can't see sth special...</u></p> <p>-no, I don't think so</p>	

	13 Q8a: perception of English in EU projects?	14:50-16:27	EK, PP 4	-it depends, people who have EN as a mother tongue – they will not adapt to it easily → they just speak in the way they speak -technical stuff we talk about -when you write sth down, you need to report sth – more formal than regular communication → not limited on EU projects → sth in general, observed also in national projects	
S7 BARRIERS	14 Q9: linguistic and cultural barriers?	16:28-18:49	EK, PP 4	-sometimes difficult to define goals and objectives -in EN, not so easy – because words can have different meaning → complicated – that everybody understands the same way -write sth – they translate it – then it comes up with slightly different opinion – when they transfer to their own language -sometimes if you translate a word from one language then to English, then to another language → you will not come up with the same word at the end – it works for some words but not all	-communication flow → loss of meaning because of many translations
	15 Translation?	18:50-20:17	EK, PP 4	-I will try to do it myself → not documents such as CA (also for legal words) -someone inside university -translation with Internet	

		20:18-22:47	EK, PP 4	<p>-it might be that this is a cultural barrier</p> <p>-but you can find people in every country that are doing good or bad work → not always obvious – if something goes wrong – that it's connected with cultural difference</p> <p>+ often, people come from different country and work in another one (what is exactly their cultural background? → it can also play role)</p> <p>-complexity of EU projects – writing proposals, 80% of partners with whom you collaborate have already worked on EU projects = used to work in certain way → that's the way how to handle EU projects – not so much the same how they would work on national project – that I can't see → I can only see how they work on EU projects</p>		
S7	COMMUNICATION	17	22:48-23:49	EK, PP 4	<p>-2004 the first project (FP7)</p> <p>-communication overall easier → more often via Internet, Skype – video conferences</p>	
		18	23:50-26:05	EK, PP 4	<p>-email, video conferences, phone calls and personal meetings</p> <p>-the most efficient way – personal meeting → direct feedback - not only what people say, but to see also how they react</p> <p>-also video conference – till the connection is okay + possible to speak more often (call with smaller group of partners) – better than travel</p> <p>-if something critical, you have to go there – but it's time consuming</p>	

S8 FUTURE DEVELOPMENT	19 Q10: how it should develop?	26:06-26:46	EK, PP 4	-no I think it works quite fine -it's quite good	
S9 CONCLUSION	20 Thanks + any questions for me?	26:47-28:25	EK	-interesting, because normally you don't ask yourself these questions -when problem happened, you don't think that it can be connected with culture -hard to see if the problem is coming from cultural difference	

Sequential analysis – PP 5

Interviewer:	Eliška Krychová
Date of interview:	23 th May 2019
Time of interview:	59:00
Language of interview:	French
Interviewee:	PP 5
Location of interview:	IRT meeting room (Salle Le Carré)
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH		
S1	INTRODUCTION	1	The purpose and format of the interview	00:00-01:35	EK	<ul style="list-style-type: none"> -purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start? 	
S2	BASIC INFORMATION	2	Q1: description of the company	01:36-02:26	EK, PP	-medium enterprise specialised in manufacturing for industries (production lines + specific processes)	
		3	Q2: position of the interviewee	02:27-02:49	EK, PP 5	-project manager for significant research projects and internal development (more than 1 year)	
		4	Q3: type of projects	02:50-03:54	EK, PP 5	-in EU projects: management of diff branches/sectors -in the frame of H2020	

<p style="text-align: center;">S3</p> <p style="text-align: center;">NATIONALITIES</p>	<p style="text-align: center;">5</p> <p style="text-align: center;">Q4: which nationalities?</p>	<p>03:55-05:23</p>	<p>EK, PP 5</p>	<p>-Sweden, the UK, Italy, French (end-user), Austrians, Spanish (coordinator)</p> <p>+ lots of other nationalities: Asiatic → through university mobilities</p> <p>-so sometimes, we think to collaborate with Swedish – but the only representative is Vietnamese</p>	
<p style="text-align: center;">S4</p> <p style="text-align: center;">PRESENCE OF INTERCULTURALITY</p>	<p style="text-align: center;">6</p> <p style="text-align: center;">Q5: aware of interculturality?</p>	<p>05:24-07:38</p>	<p>EK, PP 5</p>	<p>-yes</p> <p>-even if in EU projects, lots of countries that are close to France (from the cultural point of view) → gestures, way of speaking – similarities + thinking in similar way = Spain, Italy (Latin based countries)</p> <p>X</p> <p>-Germany, Sweden, Denmark – no same rhythm of work</p> <p>-we think → they are limited to progress/innovation</p> <p>-first impression – difference between North and South</p> <p>+cultures that are not at all European (most often coming from Asia)</p> <p>→ significant faculty to adapt – BUT gestures and facial expression totally different</p>	
	<p style="text-align: center;">7</p> <p style="text-align: center;">Example of collaboration with Asiatic partner</p>	<p>07:39-08:41</p>	<p>PP 5</p>	<p>-good EN but significant accent – they thought that they understood each other – he smiled + shaking his head (yes, yes) → but finally, he was embarrassed to say that doesn't understand (not common in his culture)</p> <p>-afterwards, communication via mail good, they found a way</p> <p>-this was the biggest barrier</p>	

	<p>8 Q5a: cultural differences</p>	08:42-10:17	EK, PP 5	- values: the way of working: given order (respect the schedule, arrive at given (exact) time, when one topic finished, we can approach another...)	
	<p>9 English speaking partners and the others</p>	10:18-12:59	EK, PP 5	<ul style="list-style-type: none"> -in EU projects, spoken L is English -English don't pay attention to others → sometimes use terms/expressions that are not at all tailored to non-native speakers -sometimes feeling - better to collaborate with non-natives -when it's not our native L – we try the simplest -if not understand – they ask for repetition or explanation -information technologies - facilitators -not your native L + technical theme → misunderstanding in this field even in French – imagine in another L 	
<p>S5 COMMUNICATION WITHIN THE CONSORTIUM</p>	<p>10 Q6: how do they communicate?</p>	13:00-16:04	EK, PP 5	<ul style="list-style-type: none"> - not PM or WP leader -communicate principally by mail -face to face meetings, easier + saving of time - people next to us -because of the distance, we lose lots of time -if we can work during the year together – somewhere → saving of time (dedicated open space→ progress faster) -exchanges via mail complicated (takes lots of time to agreed which tools will be used and how...) 	-it depends also on the role that partner has in the project

<p style="text-align: center;">11 Q6a: any strategy?</p>	<p>16:05-21:28</p>	<p>EK, PP 5</p>	<p>-when working with French → speaking French + also Italian partner who speaking French -effort to adapt to the most represented group +always asking → in order that maximum of person feel comfortable -when speaking your native L = more enriching, you will say and feel more things -one time did the whole meeting in EN with 1 English and 6 French (painful that he didn't make effort to understand their language) -after this, it's necessary that the Frenchs do the minute – French don't good at English -Language remains a barrier -to have a small “oreillette” that translate everything -more than translation, it's about interpretation (tonality, rhythm) -you adapt -strategy = EN, the most important; we need to speak EN -yes, it's obligatory</p>	
<p style="text-align: center;">12 Q6c: formal and informal communication?</p>	<p>21:29-22:31</p>	<p>EK, PP 5</p>	<p>-formal – principal L for meetings and official docs → in this case EN -informal – we speak in other L -also, diff level of communication ...?</p>	<p>-she didn't understand formal and informal com</p>
<p style="text-align: center;">13 Q6b: tools and languages used?</p>	<p>22:32-23:30</p>	<p>EK, PP 5</p>	<p>-the whole consortium on telco = EN -tel call – EN -technical meeting – depends who is around table – depending on WP partners</p>	
<p style="text-align: center;">14 Q6d: translation?</p>	<p>23:31-27:18</p>	<p>EK, PP 5</p>	<p>-majority of docs in EN – all that need to be transmitted</p>	

				<ul style="list-style-type: none"> -only working docs in FR when communicating in FR → translated in EN, if necessity of collaboration with EN speaking -anyway, obligatory that everything in EN -officially stated in contract → expected L is EN -legal docs or contracts → someone from extern - subcontracting -others: translated internally + corrected by chiefs, PM...or auto-correction -we are not worse than other countries -not literal English but you understand -in the EC, those who read, they are not necessarily native English -if you can express yourself – it's enough -the reason why it's EN – considered the simplest language 	
	<p>15 Q6e: what if lower level of English?</p>	27:19-30:35	EK, PP 5	<ul style="list-style-type: none"> -you can work even if lower level – always accompanied (written as well as verbal) -if person who doesn't speak well is technically important for project, no question → interpret -don't understand, asking for repeating, or someone from the room will help 	

<p style="text-align: center;">S6</p> <p style="text-align: center;">PERSONAL PERCEPTION AND EXPERIENCE</p>	<p style="text-align: center;">16</p> <p style="text-align: center;">Q7: advantages and disadvantages of this language management</p>	<p>30:36-37:41</p>	<p>EK, PP 5</p>	<ul style="list-style-type: none"> -when you are native speaker – big advantage -it can be an advantage that you speak your language and the others don't understand – if you are with competitors and you want to say sth – but it's impolite + be careful, French spoken by more partners than expected -it's not a problem when person has not a good level in EN -in general OK, but I preferred to have the communication in FR → you can do jokes, I can't in EN (create a good atmosphere → at the beginning -first meals together, interesting cultural exchange + visit of new countries → enriching -good on EU projects – you finish to work with countries that you have never expected → enriching ! -I don't know if the working attitude is different, but you realize if you are good where you are -better you speak EN, better it's → more L training -in FR, push people to express more! 	
---	---	--------------------	-----------------	---	--

	<p style="text-align: center;">17 Q8: personal opinion on language use and interculturality</p>	37:42-44:45	EK, PP 5	<p>-EN, we need common L in order to everybody can understand → EN is simple L = the reason why we use it</p> <p>-nevertheless, speaking in your native L → you will progress more</p> <p>-L not necessarily a barrier to work on something, something technical</p> <p>-it's necessary to find a common way to communicate!</p> <p>-I have never experienced someone who doesn't speak EN at all or very bad OR someone who would blame the poor level of someone</p> <p>-not on linguistic level, but on cultural</p> <p>-but I'm sure that there are moments when someone can say "well" – "the French"</p> <p>-you can't generalize –2 persons from different countries – if all country is like this?</p> <p>-we all manage to adapt</p> <p>-the affinities → some countries that tend more to work together (FR, IT, ES)</p> <p>-if in the topic, there is someone who interesting for your country→ it's not about linguistic or cultural view</p>	
--	---	-------------	----------	---	--

	<p style="text-align: center;">18 Q8a: perception of English in EU projects?</p>	44:46-48:47	EK, PP 5	<ul style="list-style-type: none"> -Franglais -operational language -you have synonymous, but they are not used in a good way -people whose L is not literal -no big barriers, all these countries (Germany, Netherlands, the UK) – very good level of EN, comprehensible + can adapt the L -for me, better to work with them than Spanish – they have accents difficult to understand -English, they swallow the words, speak really fast + depending if from North or South – horrible accent -sometimes, you need to say: please can you speak slowly -tip- also showing accent → he will realize and appropriate/adapt to you 	
S7 BARRIERS	<p style="text-align: center;">19 Q9: linguistic and cultural barriers?</p>	48:48-54:02	EK, PP 5	<ul style="list-style-type: none"> -we adapt (be open-minded) + be curious -the others also should have it – don't force them to do it -different cultures– but it's not necessary/important + not force people -the Europeans are not so much different – also the Asiatic who live for 3 or 4Y in Europe -no training necessary to work with Europeans (no one told me to be careful) 	

S8 FUTURE DEVELOPMENT	20 Q10: how it should develop?	54:03-58:36	EK, PP 5	-a place where everybody can meet and work together (smaller groups) -set up rules at the beginning (it happens little bit naturally) -person needs to feel like at home, comfortable -not everybody made for EU projects, someone who like to share	
S9 CONCLUSION	21 Thanks + any questions for me?	58:37-59:00	EK		

Sequential analysis – PP 6

Interviewer:	Eliška Krychová
Date of interview:	17 th May 2019
Time of interview:	49:08
Language of interview:	French
Interviewee:	PP 6
Location of interview:	IRT meeting room (Salle Le Carré)
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The purpose and format of the interview	00:00-01:35	EK, PP 6	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
S2 BASIC INFORMATION	2 Q1: description of the company	01:13-02:36	EK, PP 6	-IRT Jules Verne (Nantes) → advanced manufacturing -collaborative research projects with partner members – financed: national PIA, EC (H2020)	
	3 Q2: position of the interviewee	02:37-03:37	EK, PP 6	-project manager of research projects + European project manager	
	4 Q3: type of projects	03:38-05:09	EK, PP 6	-answered before → projects in the frame of Horizon 2020 -in the previous job, projects in FP7	

S3 NATIONALITIES	5 Q4: which nationalities?	05:10-06:19	EK, PP 6	- Spanish (sometimes coordinators) -neighbouring countries (Germany, the UK, Italy, Netherlands)	-collaboration with geographically closed countries
	S4 PRESENCE OF INTERCULTURALITY	6 Q5: aware of interculturality?	06:20-07:11	EK, PP 6	-yes + natural (binational + travelled a lot) - part of DNA
7 Example of cultural difference		07:12-08:11	<u>EK</u> , PP 6	-during physique meeting - Germans surprised when dinner planned for 9 pm →rescheduled to 8 pm	-critical incidence ?

	<p style="text-align: center;">8 Q5a: cultural differences?</p>	08:12-10:51	EK, PP 6	<ul style="list-style-type: none"> -also lots of questions of personality - possibility of stereotypes → PP 6 doesn't want to put people to boxes by nationalities -people working in EU projects – not representatives of their population → they are interested to work in this work environment -exceptions – we perceive it immediately – aside -serious people everywhere as well us not serious -yes, examples of people that didn't answer (at all) → working in their corner -X very collaborative, ongoing → but without good results → these examples can't be associated with countries – depends on personality/individuals 	
--	---	-------------	----------	--	--

S5 COMMUNICATION WITHIN THE CONSORTIUM	9 Q6: how do they communicate within the consortium?	10:52-11:35	EK, PP 6	-communication is essential for success in EU projects -at the beginning, no knowledge of partners + work on distance + non-native language	-importance of communication
	10 Description of the communication	11:36-13:31	PP 6	-KOM (physical meeting) – important to attend → speak, get in contact, “feel people” → easier to communicate afterwards via calls and mails -useful = phones conferences -mail (always in English) – to progress, send deliverables, reports -we realize – sometimes the misunderstandings (the way of interpretation => loss of information)	
	11 Example of communication	13:32-14:19	PP 6	-French partner with whom they collaborate – interaction with German partner -problem on mail, solved via phone call	
	12 Q6a: any strategy?	14:20-16:09	EK, PP 6	-no defined strategy – those who have experience know already -natural – finally implemented by coordinator (on the global level) -time and energy consuming → but important -collaborative projects: we need them, they need us	

	13 Example of strategy (good X bad)	16:10-17:51	PP 6	-ongoing project:-regular meetings X -other project – less exchanges, less com imposed by C => for sure impact on the relevance of final result	
	14 Q6b: tools and languages used?	17:52-18:25 19:32	EK PP 6	-diff kinds of physical meetings (conferences, fairs...)	
	15 Q6c: formal and informal communication	18:26-19:32	EK PP 6	-yes, it happens when informal communication – but rarely -EN used principally -no, it can be also for project – when very good level of L – really very rare	
	16 Q6d: translation?	19:33-21:12	EK PP 6	-if working in diff L – only verbally -can be also some mails -EX (Spanish coordinator – some members very good French: → when exchange, FR language = both more comfortable-now, official docs or internal docs – necessity to translate into EN -also when no French speaker appears → com switches into EN (politeness)	
	17 English imposed officially?	21:13-22:52	EK, PP 6	-in H2020 → stated that it's preferred to answer in English	

				<p>-but one sentence: this doesn't exclude the possibility to use another L (in this case, translation service by EC)</p> <p>-3 entities from different countries needed - if all speak FR, possible – not often the case X but EN – everybody speaks!</p>	
	18 Q6d: translation (2)	22:53-23:59	EK, PP 6	-sometimes inside the Institute (internal demand) – all docs related to the project that doesn't exist in French L	
	19 Q6e: what if lower level of English?	24:00-26:15	EK, PP 6	<p>-all levels of EN</p> <p>-general remark/note, in France – general thinking that level is not good enough → shy</p> <p>-other nationalities that expressed themselves in not very good EN – but they felt fine</p> <p>-after all – EN = requirement to work in EU projects</p> <p>-if the case, source of misunderstandings – we can't communicate some nuances</p> <p>-easy word order (SVO)</p>	-simple English → we can communicate, but we are limited what we can say, sometimes it can happen that we can't say exactly what we wanted (nuances)

S6 PERSONAL PERCEPTION AND EXPERIENCE	20 Q7: advantages and disadvantages of this language management et situation of diff cultures	26:16-30:35	EK, PP 6	<ul style="list-style-type: none"> -both -personally, comfortable in this environment -A+ = open mindedness (work attitude...) = stimulating (professionally) → working on the same topic differently -interpersonal exchanges quite close and rich -- importance to have a common denominator -DA- = difference of interpretations, ways of living -again, also question of personality -beyond the clichés – we live in kind of globalised word (more significant 20Y ago) -DA-: language (non-native) – more time consuming + distance 	<ul style="list-style-type: none"> -people working on EU projects – same identity (cultural backgrounds are forgotten)
	21 Level of language that influence submission of proposals on national level	30:36-32:49	EK, PP 6	<ul style="list-style-type: none"> -language – limit to answer to open calls (French submit less proposals) = linguistic barrier -French don't have good level of EN -it's more that they think that they don't have level -the Spanish – we can consider that have same level of L – don't scared 	
	22 Differences in level of EN?	32:50-34:44	EK, PP 6	<ul style="list-style-type: none"> -Anglo-Saxon countries (English, Netherlands, Germans) X Latin countries (normal, because language is more distant) -cooperation with the Polish and the Hungarians – good level → but it's not representative -less collaboration with Eastern countries 	

	<p style="text-align: center;">23</p> <p style="text-align: center;">Q8: personal opinion on language use and interculturality – perception of English partners</p>	34:45-38:49	EK, PP 6	<p>-their native language – very good level → written (perfect style of writing of proposals – easy to read) X verbal (depends on accent, some English - problem to understand)</p> <p>-speak fast, with specific accents, swallow the words – people to whom is most difficult to understand</p> <p>-the worse – people who immigrated to the UK (Indian...) → the specific accent (telcos)</p> <p>-distance – use of phone</p> <p>-effort to work with both</p> <p>-naturally attract by Spanish, Germans, Italians</p> <p>-but working with English also</p> <p>-again, it can be also question of personality</p>	
	<p style="text-align: center;">24</p> <p style="text-align: center;">Misunderstandings</p>	38:50-39:52	EK, PP 6	<p>-language problems solved internally, rare that total incomprehension</p> <p>-incomprehension that can appear also when speaking same language</p> <p>-more incomprehension of content than of form</p>	
	<p style="text-align: center;">25</p> <p style="text-align: center;">Q8a: perception of English in EU projects?</p>	39:53-40:53	EK, PP 6	<p>-“globish” – no perfect level</p>	

<p style="text-align: center;">S7</p> <p style="text-align: center;">BARRIERS</p>	<p style="text-align: center;">26</p> <p style="text-align: center;">Q9: linguistic and cultural barriers?</p>	<p style="text-align: center;">40:54-46:42</p>	<p style="text-align: center;">EK, PP 6</p>	<p>-yes</p> <p>-almost always one or more partners who are aside (isolated) – for different reasons (no resources, no interest..)</p> <p>-not possible to relate with culture neither with language</p> <p>-also, personality or volume of entity</p> <p>-EX from Croatia (in previous job): small entity, scared when reception of money (afraid of corruption) + language capacity lower</p>	
<p style="text-align: center;">S8</p> <p style="text-align: center;">FUTURE DEVELOPMENT</p>	<p style="text-align: center;">27</p> <p style="text-align: center;">Q10: how it should develop?</p>	<p style="text-align: center;">46:43-48:05</p>	<p style="text-align: center;">EK, PP 6</p>	<p>-verbally, it's good – going well</p> <p>-challenge of proposal writing</p> <p>-beside of the use of common language – that already exists</p> <p>-if there is a solution – it's used</p>	
<p style="text-align: center;">S9</p> <p style="text-align: center;">CONCLUSION</p>	<p style="text-align: center;">28</p> <p style="text-align: center;">Thanks + any questions for me?</p>	<p style="text-align: center;">48:06-49:08</p>	<p style="text-align: center;">EK, PP 6</p>	<p>-it makes us think – but this is the reality</p>	

Sequential analysis – PP 7

Interviewer:	Eliška Krychová
Date of interview:	24 th May 2019
Time of interview:	45:35
Language of interview:	French
Interviewee:	PP 7
Location of interview:	IRT meeting room (Salle Nautilus)
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:14	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
S2 BASIC INFORMATION	2 Q1: description of the company	01:15-01:54	EK, PP 7	-private technical centre (non-lucratif)	
	3 Q2: position of the interviewee	01:55-02:26	EK, PP 7	-responsible of R and D department	

	4 Q3: type of projects	02:27-03:58	EK, PP 7	-RCFS, H2020, Interreg -30-40% of activity in the EU research projects	
S3 NATIONALITIES	5 Q4: which nationalities?	03:59-05:21	EK, PP 7	-Germany, France, Portugal, UK, Italy -lots of projects = lots of countries -Eastern: Slovenia, Greece, Lithuania	
S4 PRESENCE OF INTERCULTURALITY	6 Q5: aware of interculturality?	05:22-06:22	EK, PP 7	-yes -strong compatibility -no big problems of interpretation, different cultures or communication	
	7 Q5a: cultural differences	06:23-06:29	EK, PP 7	-differences: -meeting's preparation (reception of partners) -different linguistic levels -more than cultural → level of English	
	8 Q5b: examples	06:30-07:45	EK, PP 7	-punctuality (Germans X Spain, Italy) -mentality, different cultures	

S5 COMMUNICATION WITHIN THE CONSORTIUM	9 Q6: how do they communicate?	07:46-08:45	EK, PP 7	-always in English (except from communication with same nationality) → direct COM in native language -intermediate exchanges → important, but don't replace face-to-face meetings -communication = not evident (never all partners actively communicating)	
	10 Q6a: any strategy?	08:46-13:12	EK, PP 7	-automatic feedback (regular telcos, mail reporting) -if not, risk of passivity of some partners (between face-to-face meetings) -regular interim reports with people of same nationality/language → intermediate com in their native language → report in EN -at the beginning, always English → then, depends on capacity of others -EN = neutral language -strategy happens naturally → coordinator suggest but don't force	
	11 Q6b: tools and languages used?	13:14-15:12	EK, PP 7	-mail, telcos, conferences, periodical reports, intermediate meetings... -necessary to use all of them and to complement each other (each in different moments) -accent on reporting (proof what was said)	
	12	15:13-19:20	EK, PP 7	-depends on:	

	Q6c: formal and informal communication?			<ul style="list-style-type: none"> *level of English (barrier) *personal relations -no general rule by country/geo- area 	
	13 Q6d: translation?	19:21-22:02	EK, PP 7	<ul style="list-style-type: none"> -never need of translator (in his organization) -example of 1 partner with lower level (pbs) → communication on meeting via another partner (who bring him to the project/consortium) -offline communication → always, without problem -X online communication → via another partner 	
	14 Q6e: what if lower level of English?	22:03-23:52	EK, PP 7	<ul style="list-style-type: none"> -often complicated with someone whose level is not so good -good if there is always someone from the same country → help -double check → be sure that no misunderstanding -if problems, more travels needed → expensive 	

		23:53-26:55		<p>Example:</p> <ul style="list-style-type: none"> -partner who was not able to defend his work (what he did for project) → linguistic and technical problem -yes other partners speaking same language, but it's necessary to be able to defend/justify your work → disadvantage! Others don't want to work with him 	
S6 PERSONAL PERCEPTION AND EXPERIENCE	16 Q7: advantages and disadvantages of this language management	26:56-27:38	EK, PP 7	<p>Disadvantages:</p> <ul style="list-style-type: none"> -to have the partner like this <p>Advantage:</p> <ul style="list-style-type: none"> -EN – common language 	
	17 Q8: personal opinion on language use and interculturality	27:39-31:43	EK, PP 7	<ul style="list-style-type: none"> -open-mindedness (how the technical solutions are developed) -depends on European level, different zones, people → it's not on national level 	
	18 Q8a: perception of English in EU projects?	31:44-34:30	EK, PP 7	<ul style="list-style-type: none"> -there are all levels -written EN: correct X oral: different regarding to country (Spain X Scandinavian countries) 	

	19 Perception of English native speakers	34:31-36:30	EK, PP 7	-those who are aware – adapt! X others: speak fast and have accent -no advantage to have them in consortium → no time to proof-reading (only in small projects maybe)	
S7 BARRIERS	20 Q9: linguistic and cultural barriers?	36:31-37:35	EK, PP 7	-only problem if one or two partners don't achieve to express themselves -if misunderstandings → necessity to work more	
S8 FUTURE DEVELOPMENT	21 Q10: how it should develop?	37:36-43:15	EK, PP 7	-different cultural habits → enriching -new opportunities also for SME -be sure that inside of our organisation → level of English is sufficient	
S9 CONCLUSION	22 Thanks + any questions for me?	43:16-45:35	EK, PP 7		

Sequential analysis – PP 8

Interviewer:	Eliška Krychová
Date of interview:	27 th May 2019
Time of interview:	40:29
Language of interview:	English
Interviewee:	PP 8
Location of interview:	Skype
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:10	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
S2 BASIC INFORMATION	2 Q1: description of the company Q2: position of the interviewee Q3: type of projects	01:11-03:36	EK, PP 8	-university of Bournemouth -lecturer -when post-doc (3,5 years) worked on EU projects (2011-2015) -FP7 and Interreg -from Kyrgyzstan (now working in England)	

S3	NATIONALITIES	03:37-05:57	EK, PP 8	-United Kingdom, France, Sweden, Greece, Belgium -more communication with partners when she was WP leader -now not so much communication with externals	- depending on position (WP leader or not) – communication/interaction different
S4	PRESENCE OF INTERCULTURALITY	05:58-06:47	EK, PP 8	-yes, I supposed to	
		06:48-08:45	EK, PP 8	-British: reserved, don't express feelings -France: straightforward -Greeks: blunt, speak openly -Swedish: as Brits -nowadays, we find different nationalities everywhere (UK university → different nationalities work)	
		08:46-10:14	EK, PP 8	-personal differences – but still common traits (cultural, common)	
		10:15-13:06	EK, PP 8	-attitude to work (French relaxed – not that they work less, work is not your whole life X UK: too much about work) -holidays (Sweden – big holiday in July, no one work → conscience!)	

S5 COMMUNICATION WITHIN THE CONSORTIUM	8 Q6: how do they communicate?	13:07-14:42	EK, PP 8	-usually mail → when closer relation: Skype (more often; smaller group) -annual meetings + conferences	
	9 Languages?	14:43-15:24	EK, PP 8	-English	
	10 Q6c: formal and informal communication?	15:25-17:49	EK, PP 8	-if one nationality, they speak their language (quickly, not to hide sth, more comfortable) -formal meetings – always EN (never experience of another language) -willingness to speak about project, no reason to switch language	
	11 Q6a: any strategy?	17:50-18:41	EK, PP 8	-always in consortia with UK partners → English only possible language	
	12 Q6e: what if lower level of English?	18:42-20:32	EK, PP 8	-sometimes difficulties – but never experience of very bad EN -people are patient, listen → try to understand	-misunderstanding (ME)

S6 PERSONAL PERCEPTION AND EXPERIENCE	13 Q7: advantages and disadvantages of this language management	20:47-23:19	EK, PP 8	<p>Advantages:</p> <ul style="list-style-type: none"> -all common language – no barriers <p>Disadvantage:</p> <ul style="list-style-type: none"> -Brits in advantage, can express well X hard work for others + often they speak another language (=advantage) + at the same time, they can improve -it brings us together = nice -if interpreter → things lost in translation -even if struggling, still our interpretation 	
	14 Q8a: perception of English in EU projects?	23:20-26:45	EK, PP 8	<ul style="list-style-type: none"> -good –very good - excellent -working almost with academics or big companies (also good level) -companies that work in EU projects → used to it -when participating in this kind of projects, already attitude to work in international environment -everybody has an accent (Scottish = strong → no one want to speak with them) -sometimes issue -not an issue if you want to understand 	

	<p>15 Q8: personal opinion on language use and interculturality</p>	26:46-28:57	EK, PP 8	<p>-other attitudes, their work → learning from them + each country strong in different field/area</p> <p>-enriching from personal point of view</p> <p>-very good for researchers (differences in research: implementation (Poland) X robotics (CZ) .. → different strength)</p>	
	<p>16 English speakers?</p>	28:58-32:18	EK, PP 8	<p>-if English are asked often to speak slower → eventually adapt</p> <p>-used to work with other nationalities</p> <p>-more about the choice of words (British use more complex words)</p>	
<p>S7 BARRIERS</p>	<p>17 Q9: linguistic and cultural barriers?</p>	32:19-35:43	EK, PP 8	<p>-it all depends on people</p> <p>-cultural barriers (British don't say their idea directly-what they think)</p> <p>X Greeks: blunt, say openly what they think</p> <p>-if they want to communicate, all is possible → + depends on people</p> <p>+avoid political issues (Brexit), keeping professional</p>	
	<p>18 If barrier – impact on project?</p>	35:44-37:39	EK, PP 8	<p>-it also depends on people</p> <p>-if people feel strong about something → offended → keep working on sth</p> <p>-if people want → possibility to continue</p>	

S8 FUTURE DEVELOPMENT	19 Q10: how it should develop?	37:40-39:01	EK, PP 8	-fine, not any issues/problems -everything in English → if any other language, I can't participate -I already know it, other language I need to learn (+German and French languages are difficult)	
S9 CONCLUSION	20 Thanks + any questions for me?	39:02-40:29	EK, PP 8		

Sequential analysis – PP 9

Interviewer:	Eliška Krychová
Date of interview:	28 th May 2019
Time of interview:	34:51
Language of interview:	English
Interviewee:	PP 9
Location of interview:	Skype
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:35	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
S2 BASIC INFORMATION	2 Q1: description of the company Q2: position of the interviewee Q3: type of projects	01:36-03:49	EK, PP 9	-lecturer at the University of Glasgow -3,5 years of post-doc → working on EU projects (H2020, FP7) -from Mexico (until PhD)	
S3 NATIONALITIES	3 Q4: which nationalities?	03:50-04:52	EK, PP 9	-Italy, Czech, Greek	
S4 PRESENCE OF INTERCULTURE	4 Q5: aware of interculturality?	04:53-05:28	EK, PP 9	-yes, aware of interculturality	-explanation of interculturality (explanation without asking)

	5 Q5a: cultural differences	05:29-05:41	EK, PP 9	-Italians: pragmatic, work under pressure (They were just Italians) -Greeks: okay, similar style (lived in the UK) -Czech: most challenging, pushing too much, no care about common project -problem of group, not cultural -yes, things that we connect with cultures	
	6 Q5b: examples	05:41-09:57	EK, PP 9	-Italians: more flexible, accept new solutions -Greeks: good leaders → Latin -Czechs: work and nothing else (hierarchy noticeable) -EL+IT – more collaborative	
	7 His case	09:58-10:33	PP 9	-I am Mexican – like to share -Belgian colleague went better with Czechs (probably because of the background)	
	8 Other nationalities?	10:34-12:10	EK, PP 9	-worked also with Chinese (in his group) → “Asian style” (hard workers) - hierarchy = noticeable	
S5 COMMUNICATION WITHIN THE CONSORTIUM	9 Q6: how do they communicate?	12:11-13:48	EK, PP 9	-EN, just EN -sometimes in Spanish (with Italians) – no business discussed	
	10 Q6c: formal and informal communication?	12:47-13:45	EK, PP 9	-informalmeetings-informal communication in other language, having diner -formal (emails) = English	

	11 Q6b: tools and languages used? Any strategy?	13:46-15:12	EK, PP 9	-mailing list -smaller group – Skype (no call, only chats)	
	12 Q6d: translation?	15:13-15:39	EK, PP 9	-no, everything important in English	
	13 Q6e: what if lower level of English?	15:40-16:50	EK, PP 9	-speak slower, be more patient -in touch with academics as well as with company (but the CEO was at the same time lecturer at the university)	
	14 Who implement strategy (case of his project)	16:51-18:49	EK, PP 9	-special arrangement (ill coordinator) -everybody started to speak English (it was easy)	-speaking about who implement the strategy
S6 PERSONAL PERCEPTION AND EXPERIENCE	15 Q7: advantages and disadvantages of this language management	18:50-23:21	EK, PP 9	-nothing -no conflict -English = standard, you have to use if you want to have a project - just accepted -good to have standard L (no misunderstandings) → possible communication -even if he speaks Spanish → EN easier (no technical vocabulary in ES) -never though about disadvantages	-didn't understand the question -long hesitation → nothing

	<p style="text-align: center;">16 Q8: personal opinion on language use and interculturality</p>	23:22-28:59	EK, PP 9	<p>-it's not about from which culture → track of group/team (capability: skills, quality)</p> <p>-it's not about working with other countries, but more work with a group</p> <p>-no difference between national and European project (similar standards)</p> <p>-other nationalities in the UK = like an EU project</p> <p>-as long as they deliver → no problem</p> <p>-“innovation happen when the right person come together”</p> <p>-no form consortium on specific countries</p> <p>-every culture has own characteristics (I don't care)</p>	
S7 BARRIERS	<p style="text-align: center;">17 Q9: linguistic and cultural barriers?</p>	29:00-30:11	EK, PP 9	<p>-with Czech (working with the company) – linguistic problem (at the beginning, after 3 years, good - they improved during)</p>	
S8 FUTURE DEVELOPMENT	<p style="text-align: center;">18 Q10: how it should develop?</p>	30:12-33:10	EK, PP 9	<p>-it's been already a long time that I work in the UK → okay with English</p> <p>-in terms of inclusion, any other neutral language (Esperanto)</p>	<p>-explanation of question</p> <p>-long hesitation → I don't know</p>

S9 CONCLUSION	19 Thanks + any questions for me?	33:11-34:51	EK, PP 9	-why this research?	
--------------------------------	--	-------------	----------	---------------------	--

Sequential analysis – PP 10

Interviewer:	Eliška Krychová
Date of interview:	28 th May 2019
Time of interview:	34:51
Language of interview:	English
Interviewee:	PP 10
Location of interview:	Skype
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:27	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	

S2 BASIC INFORMATION	2 Q1: description of the company	01:28-02:07	EK, PP 10	-Technische Universität München -informatics, research projects in robotics	
	3 Q2: position of the interviewee	02:08-02:18	EK, PP 10	-research scientist	
	4 Q3: type of projects	02:19-02:47	EK, PP 10	-started 2 months ago (May 2019) -H2020 (cascade funding)	
S3 NATIONALITIES	5 Q4: which nationalities?	02:48-03:44	EK, PP 10	-German, Belgian, France, Greek	
S4 PRESENCE OF INTERCULTURALITY	6 Q5: aware of interculturality?	03:45-04:10	EK, PP 10	-yes, aware -Italians: closer X Germans	-focus on interpersonal relations within the consortium (no other ideas) -no hesitation, direct answer
	7 Q5a: cultural differences	04:11-08:01	EK, PP 10	-all Latin people (socialize without speaking about project) X -others: all about project -one German partner – cares only about his part (not about the whole project)	-asking for other examples (necessity of explain + give examples: value, control, planning) -1 st project in Europe -from Chile

S5 COMMUNICATION WITHIN THE CONSOCIUM	8 Time management	08:02-09:50	EK, PP 10	-partners who work on more projects, not enough time -CEA (FR) well organized)	
	9 Different approach to work	09:51-13:53	EK, PP 10	-technical meeting (2days: recapitulation; problem solving) -not necessary to spend 2 days for project, in Chile different -others had the same meaning -it's because of this project → specific (difficult collaboration)	
	10 Q6: how do they communicate?	13:54-17:44	EK, PP 10	-email principally, meetings if something important -telco for general meetings -or physical for technical (like a workshop; + depending on problem: telco/presence)	
	11 Q6b: languages used?	17:45-18:23	EK, PP 10	-English principally -with Italians Spanish (also about project)	

	12 Other language than English?	18:24-20:06	EK, PP 10	<ul style="list-style-type: none"> -if possible, opt for Spanish (since I have known that he also speaks) -only oral, docs in English -only face-to-face communication → not at general assembly -we feel better in Spanish -it happens naturally that we start speaking Spanish -officially documents in English, Spanish only in telcos 	
	13 Q6a: any strategy?	20:07-21:27	EK, PP 10	<ul style="list-style-type: none"> -who organize meeting → outline -lots of countries, in English 	-explanation needed
	14 Q6c: formal and informal communication?	21:28-25:06	EK, PP 10	<ul style="list-style-type: none"> -informal with Italians, formal with others -you see difference in language, in topics that are spoken -also the difference (language, topics) -in Spanish, more words → says more -EN only for work, no vocabulary for informal speech -no impact → work on project, common objective 	
	15 Q6d: translation?	25:07-26:49	EK, PP 10	<ul style="list-style-type: none"> -Germans speak German during meeting – also about project → (to make it faster) → necessity to translate for others 	

	16 Q6e: what if lower level of English?	26:50-27:40	EK, PP 10	-no bad level, sufficient -yes, very good	
S6 PERSONAL PERCEPTION AND EXPERIENCE	17 Q7: advantages and disadvantages of this language management	28:02-31:29	EK, PP 10	Disadvantage: -small, delay when speaking English (think about right words) Advantages: -diff points of view from different cultures (no advantage for language, yes for culture) -of course, common L -thinking about project, better that everybody speaks only English -Europe = lots of languages; EN = good option	
	18 Q8: personal opinion on (language use) and interculturality	31:30-32:51	EK, PP 10		-my summary, she kind of answered the question :common language :different points of view (always very good)
	19 Q8a: perception of English in EU projects?	32:52-35:29	EK, PP 10	-great → university, good level -compare to her country – good (even people out of the university) -yes, misunderstandings – my side (no right words) → asking for repeating → always a solution	

<p style="text-align: center;">S7</p> <p style="text-align: center;">BARRIERS</p>	<p style="text-align: center;">20</p> <p style="text-align: center;">Q9: linguistic and cultural barriers?</p>	<p style="text-align: center;">35:30-37:10</p>	<p style="text-align: center;">EK, PP 10</p>	<p>-no, totally opposite</p> <p>-co-work</p> <p>-personal problems (some professors)</p>	
<p style="text-align: center;">S8</p> <p style="text-align: center;">FUTURE DEVELOPMENT</p>	<p style="text-align: center;">21</p> <p style="text-align: center;">Q10: how it should improve?</p>	<p style="text-align: center;">37:11-43:51</p>	<p style="text-align: center;">EK, PP 10</p>	<p>-see problems, stuff to develop, but how?</p> <p>-learn language of all partners? = time consuming</p> <p>-problem: technical people not the best English (personal, technical knowledge)</p> <p>-when physical meetings, more dinners → closer bounds (topics)</p> <p>-easier to ask questions about project when we know each other</p>	<p>-physical meetings better (more useful)</p> <p>-no understanding of the question (repetition + explanation)</p>
<p style="text-align: center;">S9</p> <p style="text-align: center;">CONCLUSION</p>	<p style="text-align: center;">22</p> <p style="text-align: center;">Thanks + any questions for me?</p>	<p style="text-align: center;">43:52-44:40</p>	<p style="text-align: center;">EK, PP 10</p>		

Sequential analysis – PP 11

Interviewer:	Eliška Krychová
Date of interview:	24 th May 2019
Time of interview:	44:00
Language of interview:	English
Interviewee:	PP 11
Location of interview:	Skype
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:51	EK	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start?	
S2 BASIC INFORMATION	2 Q1: description of the company	01:52-03:02	EK, PP 11	-post-doctoral position -in Technical University of Athens (school of chemical engineering)	
	3	03:03-03:12	EK, PP 11	-preparing proposals -implement	

	Q2: position of the interviewee			-involve in European Commission	
	4 Q3: type of projects	03:13-04:56	EK, PP 11	-FP7/Horizon 2020 -national projects -Erasmus+ -mainly research projects	
	5 Erasmus+ project	04:57-06:00	EK, PP 11	-project for mobility -innovation loser for society	
S3 NATIONALITIES	6 Q4: which nationalities?	06:01-07:04	EK, PP 11	-German, Spain, Italy, Belgian, Portugal, France, the UK -Ukraine	Most often X generally -06:46 Eastern partners?
S4 PRESENCE OF INTERCULTURALITY	7 Q5: aware of interculturality?	07:05-08:46	EK, PP 11	-yes influence on each other -protocol followed + in contact with diff approaches based on cultures, visions	-need explain interculturality (influence of cultures?)
	8 Q5a: cultural differences	08:47-11:16	EK, PP 11	-significant differences: vacation, availability time, travelling or effort -time restriction (national holiday, working hours) ! -not so much in communication (because of cultures) -not easy to make difference -individual and cultural behaviour	

	9 Q5b: examples	11:17-13:40	EK, PP 11	-Germans: strict, no available more than necessary (efficiently, time for rest) X IT, PT, EL – no time restriction -not about quality deliver a result	-(to make a joke)
S5 COMMUNICATION WITHIN THE CONSORTIUM	10 Q6: how do they communicate? (internal and external communication)	13:41-18:51	EK, PP 11	-both ways: internal, coordinator in copy=overview + tracked -physical meetings → feel like a family first + don't lose contact, solve problems (emails can be problematic sometimes) -internal + external (social means) – important also for partners (regular update)	-only one who mentioned the necessity of external communication!
	11 Summary of internal communication	18:51-19:19	EK, PP 11	-used tools (+for which occasion)	
	12 Q6a: any strategy?	19:20-21:50	EK, PP 11	-some strategy → time = important -all have to be done in (specific) time -rules of EC + own rules (coordinator, WP leader) -liberty, hierarchy	-role of coordinator

	13 Q6b: languages used?	21:51-24:54	EK, PP 11	-online platforms -mainly English -with people from our country – we speak our language -EN = officially: reports (guideline of GA), but not internally (internally – English is not mandatory) -+exceptions: national patent	
	14 Q6c: formal and informal communication?	24:55-28:40	EK, PP 11	-formal – can be reviewed by EC (reports, deliverables, milestones) → EN -scheduling... -yes difference concerning speaking languages -no difference regarding to cultural point of view	-explanation +my example (formal-meetings + on project X informal)
	15 Perception of English	28:41-29:50	EK, PP 11	-some misunderstandings, but not so much -no significant problems, if some → solved	
	16 Q6e: what if lower level of English?	29:51-31:42	EK, PP 11	-no experience of problem with language -if problem, proofreading by natives (inside the institute, more) + reviewed by coordinator	
	17 Example of Ukrainians	31:43-33:56	EK, PP 11	-on physical meeting, interpreter for Ukrainians -sometimes, narration not so clear	

S6 PERSONAL PERCEPTION AND EXPERIENCE	18 Q7: advantages and disadvantages of this language management	33:57-37:16	EK, PP 11	Advantages: -common language = contact with other cultures + work on a project -but if in native L → done more efficiently -no disadvantage	
	19 Q8: personal opinion on language use and interculturality	37:17-39:23	EK, PP 11	-diff cultures brought together → nothing to do with involved countries +other nationalities (Chinese, Africans) brought through EU partners - Chinese: specific discipline -yes differences cultural as well as linguistic → you can see them even if they don't influence the work	-already answered in previous questions
	20 Difficult collaboration?	39:24-39:48	EK, PP 11	-no, on the other hand -like to work with different nationalities	-I didn't ask why he likes it...
S7 BARRIERS	21 Q9: linguistic and cultural barriers?	39:49-40:14	EK, PP 11	-cultural and linguistic differences -don't perceive barriers -multicultural cooperation brings new solutions	

S8 FUTURE DEVELOPMENT	22 Q10: how it should develop?	40:15-42:39	EK, PP 11	-importance of external communication	
S9 CONCLUSION	23 Thanks + any questions for me?	42:40-43:44	EK, PP 11	-interesting to see the points of view of others	

Sequential analysis – PP 12

Interviewer:	Eliška Krychová
Date of interview:	19 th June 2019
Time of interview:	50:29
Language of interview:	English
Interviewee:	PP 12
Location of interview:	Phone call
Permission to audio-record:	YES - NO

SEQUENCES	SUB-SEQUENCES	TIME	SPEAKERS	CONTENT	IMPORTANCE FOR THE RESEARCH
S1 INTRODUCTION	1 The format of the interview	00:00-01:51	EK PP 12	-purpose and aim of the interview -the format of the interview -permission for recording and use of data for the thesis -questions before get start? -anonymous	
S2 BASIC INFORMATION	2 Q1: description of the company	01:52-02:37	EK, PP 12	-non-profit research organization in UK -1/4 H2020 + ¾	
	3 Q2: position of the interviewee	02:38-04:10	EK, PP 12	-Innovation Project Leader → coordinate European and national research projects (develop idea, PM..)	
	4 Q3: how long?	04:11-06:01	EK, PP 12	-since February 2018 (3,5 years, 16months) -as coordinator as well as partner	
S3 NATIONALITIES	5 Q4: which nationalities?	06:02-07:53	EK, PP 12	-no specific countries (with some creating good cooperations) -it depends more on role (of partners) -more links to ...? (07:00) -Germany, Spain, Italy -more Western -Greece as well	

S4 PRESENCE OF INTERCULTURALITY	6 Q5: aware of interculturality?	07:54-09:34	EK, PP 12	-yes, I suppose -not a barrier (not GO/NO GO decision) -some challenging situations	-need to define “interculturality
	7 Q5a: cultural differences	09:35-10:58	EK, PP 12	-proposal stage mostly (no idea what happen if project accepted) -German partner: detailed project, project concept -time frames – Southern EU partners (ES, IT) = more relaxed -develop concept	
	8 Q5b: examples	10:59-11:45	EK, PP 12	- -value = not an issue in EU cooperation	
S5 COMMUNICATION WITHIN THE CONSORTIUM	9 Q6: how do they communicate?	11:46-13:44	EK, PP 12	-telephones, emails -English (if not, can’t communicate) -at the beginning mail, get in touch → webex -language barrier	
	10 Q6c: formal and informal communication?	13:45-17:05	EK, PP 12	-don’t know people → formal language -in course → it changes -no face to face interaction (only proposal stage)	-explain formal and informal communication
	11 Q6a: any strategy?	17:06-19:05	EK, PP 12	-email contact – short, no essay -documents attached, if they are interested or follow-up call -explaining benefits to partners (new comers)	

	12 Q6e: what if lower level of English?	19:06-20:31	EK, PP 12	-if not good EN → more communicating by email (best way) -Bulgaria, Greece – not good level → other partners helped	
	13 Q6d: translation if lower level?	20:32-21:20	EK, PP 12	-done by other partners -someone internally (nothing to do with project, but speak other L) -find to solve internally	
S6 PERCEPTION OF ENGLISH	14 Q8a: perception of English in EU projects?	21:21:22:49	EK, PP 12	-English good -only few occasions (4-5 out of 100) when problem -for people with no native language → very good	
	15 Native speaker-his perception	22:50-22:14	EK, PP 12	-any native speaker see advantage that can use English in business relations ????	
	16 English – which kind of English?	22:15-24:58	EK, PP 12	-formal English -German – more formal point of view -fluent in English → tries more in informal ???	
	17 Simplified English?	24:59-25:53	EK, PP 12	-impressed ??? -complex topics, technical topics → good level not expected	
	18 Accents?	25:54-27:19	EK, PP 12	-more difficult in the UK (Scotland) -from region to region -more: France, German	

				-Bulgarians + further Eastern EU	
	19	28:20-31:07	EK, PP 12	Question for me: how do the others answered? Their perception on native speakers? -he tries to speak slower, to adapt, more simplified when about technical topics	
S7 PERSONAL PERCEPTION AND EXPERIENCE	20 Other languages spoken?	31:08-31:20	EK, PP 12	-some words in French	
	21 Q7: advantages and disadvantages of this language management	31:20-34:33	EK, PP 12	-it will be beneficial to speak other languages -stereotype → stay in English -??? -majority of business communication in Europe done in English → English people lazy	
	22 Q8: personal opinion on interculturality	34:34-38:05	EK, PP 12	-beneficial (diff ideas, diff angles, social aspects, looking on problems) -people can learn from different methods -no matter from which culture (Slovenia, Holland...) → more about people, what benefits they bring to project -culture shapes their behaviour -beneficial to be shaped ???	

<p style="text-align: center;">S8 BARRIERS</p>	<p style="text-align: center;">23 Q9: linguistic and cultural barriers?</p>	<p>38:06-41:45</p>	<p>EK, PP 12</p>	<p>-no any barrier in proposal stage -? Linguistic with no English speaking → more focus on email communication -more pronounced in implementation stage ???? (19 – 41:40)</p>	
<p style="text-align: center;">S9 FUTURE DEVELOPMENT</p>	<p style="text-align: center;">24 Q10: how it should develop?</p>	<p>41:46-47:28</p>	<p>EK, PP 12</p>	<p>-no expose to other speakers than English -95-98% with whom working, very good level -knowledge of projects under H2020 (FR, DE..) X Eastern countries (less familiar, the reason of lower participation) -any training helpful -cultures across Europe not significantly different -aware of disparities -people bilingual</p>	<p>-not sure what I am asking for</p>
<p style="text-align: center;">S10 CONCLUSION</p>	<p style="text-align: center;">25 Thanks + any questions for me?</p>	<p>47:29-50:29</p>	<p>EK, PP 12</p>	<p>-other nationalities for interview? -other perceptions of other people from UK?</p>	

Annexe 4 - Transcriptions

PP 1

{05:28} 001 EK so you mentioned different cultures are you aWare of interculturality (.) that the different cultures are working together

{05:37} 002 PP1 yEs yeah yeah

{05:39} 003 EK okay |eeehhhmm|

{05:41} 004 PP1 and yeah you can feel the ee multiculturality |you can feel it|

{05:44} 005 EK and |even in the work| you can see some really special cultural differencescan you say me some examples for example

{05:51} 006 (-)

{05:53} 007 PP1 well yeah i see you can in terms of the work you can feel lot of difference if you work with german peoplethey tend to be more (.) ((smack)) organized and too strict and eehh it is the way they workbut if you go to portugal or italy or greece °h the way that people work is eh very different people tend to be leSS orgaNIZed°h but more PROactive in finding like eh different type of solutions |mh| going °h (.)maybe outside of the normal pathway and then ((smack)) you feel that in terms of the work (.) in the way the project goes |mh|it changes in the type of people that is being involved |okay| maybe french and spanish will be somehow in the middle maybe |mh| french but eeh°h you can see this when you go to southern europe people is eehh works in different way

{06:48} 008 EK did you say that they try to find also a different approach you think that they are also more innovaTive

{06:56} 009 PP1 yeah i think |yeah| there is i think thee (.) ones that follows less the eh rules do not follow the lettereeehh they tend to be more innovative like creating eehh (.) new solutions i feel it (.) yeah |mmh|it is interesting can you see another eh cultural difference (.) |another cultural| that you have some example for example or (.)

{07:25} 010 (-)

{07:28} 011 PP1 it tends to be a lot with the eehh with the eehh day organization you feel |mmh| that depending on culture |mmh| okay °hso if you go to german or dutch partners they tend to be more °h organized more careful in they way they prESent the instiTution and eh|mh| everything is different when if you go southern or eastern (.) the tendency is like that is people is less eh casual with eehthe type of things okay it s not only about the work but also in the way (.) you present the eh things and eh it s not only on the project execution also in the proposals preparation eh(-)i can give you one examplewe were

preparing eeh project with the danissh institute
|mmh|and eeh the proposal was not good enough (.)
eehh butthe (.) automatical reaction is okay we gave
up and we do not submitted the proposal it is not
good enough and we have the weekend and we are not
going to work in the weekend to finish itand at the
same time (.) when they gave up we eeh looked at eh
another partner they were greek and italians and eeh
(-) the proposal was in much worse situation okay
((smile))and we had the weekend ahead and eeh and
then we decided to go ahead and we submitted a
proposal that maybe in the end was worse than the
danish proposal^oh but it (.) shows how it affects
the culture the way people react to this type of

{09:11} **012 EK** the approach to work |yeah yeah|

{09:27} **013 PP1** so eeh this example i think is a good example because
it shows that so ^oh the difference in values is eeh
(.) the importance of the i dont know if its the
ethics maybe its not the ethics its the quality the
standard that you want to deLIver|mh| and thee values
eeh of another things that they did not want to
affect the personal life so they didnt want to spend
the weekend so(.) yeah its different its a different
approach

{09:57} **014 EK** interesting so and in the communication you can also
see the difference (.) between the eh different
cultures

{10:03} **015 PP1** im dividing as in ((laugh)) north and south i didnt
want to do that but i think there is a trend in that
yeah but typically (.) well eh if you go to southern
europe the communication is much easier and it
affects how the project is

{10:18} **016 EK** its also maybe connected with the language that
languages are ^oheeh with greek its not so similar
but eeh |i dont think the ee|

{10:27} **017** (-)

{10:30} **018 PP1** in that sense in terms of languages i dont think
there is an issuemaybe ukraine (-) i was thinking i
was remembering the (-) one partner from ukraine
that had to had the translator and this makes the
eeh things more difficult okay |mh| and you could
see that in that particular country ^ohthe persons
who are coming to the meetings to the project
meetingswho are not comfortable enough to speaking
in english and eeh of course it affects

{11:26} **019 PP1** ^oh this is the only case (.) where i found a eeh
translator okay (.) i am trying to think if there
was another but i dont think so

{11:42} **020 PP1** no it was not a real translator |it was someone who
worked on the project also and he just helped him|
yeahbut there were persons who were kind of ^oh h^o
refusing to speaking in english (-)

{12:01} **021 PP1** refuse is a too strong word so |yeah| doesnt want didnt want if you ask if you force speak in english probably (.) they would say few words in english but they were |mh| comfortable of having someone during this translation^oh and i think yes it affects yeah it affectseeh i rememeber that this person who was doing this translation was more commercial personand eeh people was commenting okay he is not able to discuss or to understand the technical content |mh|it happens its somehow happens (.) and there are some cases where you find people who doesnt have a good english that also (.) affects

{13:01} **022 PP1** the natural tendency of the european projects is to bring people that can have a good english its the approach

{13:15} **023 PP1** but it happens very naturally |mh| even in my organization i was thinking there was a xxx there is a next meeting eh and i cant participate in the meeting

{13:29} **024 PP1** we were considering the option of bringing someone who did the technical work but that was not (.) very comfortable speaking in englishand at some point eeh there was this topic raised eeh if he (.) should go or not because he was not very comfortable in english so its something that eh happens in the decision eh of who is going or not it happens

{14:05} **025 PP1** but the idea i have or my comment to that is that he should go

{14:22} **026 PP1** and everyone understand that eeh there is people with difficulties in english (.) and my feeling is that this was never a problemwithin a project sometimes its more a person who thinks that it will be a problem but its not a problem eeh there is poor or eeh poorer speech in english but people accept it

{14:48} **027 EK** and if they want to collaborate they will find a way how to do it |yeah its true|

{15:23} **028 PP1** english is the most obvious answerseeehhhh email is a good thing to eeh not have any confusion |mh|and this maybe related to the communication because we know that (.) we know that there are people understand better or not the message^oh and so email is eeh a good way to communicate and whenever we have meeting by telephone or so on the minutes are very important

{16:01} **029 PP1** yes we know that langauge can be a problem (.) eh so its the safer way (.) is to do that

{16:15} **030 PP1** we have a communication matrices

{16:17} **031 EK**

{16:20} **032 PP1** who is in contact with whom about what

{16:36} **033 PP1** we have a standard procedure in project management |mh| that is to develop a communication matrices okay |mh|whenever we set up a new project for every type

of project we define °h the communication matrices
 (.) who communicate with whom and about what(-) °h

{19:21} **034 EK** if you have formal and informal communication if you
 change the languages

{19:25} **035 PP1** yes |yes| we can do that

{19:45} **036 PP1** °h if it is mOre infORmal communication we can do
 that with portuguese partnerwe can do it in
 portuguese but if we need to report something we
 will do it in english

{20:05} **037 PP1** with spanish myself i tend to speak english as well
 but there is people no who tend to speak spanish
 with themselves

{20:18} **038 PP1** i had a project that was coordinated by german with
 austrian partners and at some point in eeh there
 was this tendency to speak little bit germaneeh to
 make things easier at some point(.) comfortable
 thing sometimes to change the language for them
 because °hpeople is aware that english sometimes can
 be a barrier to transmit something yes |yeah yeah|

{21:10} **039 PP1** sometimes its really at point where is eeh easier to
 organize ideas or discuss something and people
 sometimes do that they switch

{21:29} **040 PP1** (.) °h sometimes to solve something that is under
 discussion and then of course (.) they (.) describe
 the result of it in english thats obvious

{21:47} **041 EK** in general we can say ...

{22:03} **042 PP1** imagine i am calling portuguese partner on the phone
 i am not going to speak in english even the EMail
 (.) hm email is a good question

{22:48} **043 PP1** not in formal communication whenever it gets more
 formal (.) he changes to english

{22:57} **044 EK** and its little bit intuitive

{23:23} **045 PP1** we were very getting very close to the deadline and
 at some point it was a rush and to speed up the
 things eh they were discussing the things in english
 eeh in spanishof course the proposal was in english
 but they were communicating to speed up the things
 in theirmore natural language

{23:45} **046 EK** (.) okay but it was not a barrier for ee a project
 in general |no just to speed up|

{23:53} **047 PP1** it helps to speed up when you are in rushits easier
 if you call in spanish and ask the question in
 spanish so there is no doubt and maybe you solve it
 ee in half time

{25:01} **048 PP1** teleconferences are bad

{25:09} **049 PP1** for those who have difficulty in english it gets
 worse

{25:17} **050 PP1** we use the minutes we (.) proceed with the meeting
 and then we make sure that the minutes state
 everything so that there is no misunderstandings

{26:08} **051**

- {26:18} **052 PP1** no (.) they dont tend to adapt (.) and its difficult to collaborate with them(--)
no (.) i dont think there is (.) |its good you dont have any problems| any issue
- {27:35} **053 PP1** well the advantage i think is more obvious like we establish a standard for communication °h and people knOW that need to be using this standard to communicate and that (.) the project is impossible
- {28:05} **054 PP1** the only possible disadvantage (.) is that some people may not participate because of that
- {29:07} **055 PP1** i think the language is one barrier yeahso on one hand we can say its advantage to have one common language englishits the advantage because it makes the project possible
- {29:23} **056 PP1** its a disadvantage because it may take out (.) some companies or persons
- {29:46} **057 PP1** °h its more integrative than disintegrative ((laugh)) |((laugh))| you know because the other option doesnt exist
- {30:31} **058 PP1** the advantage is to speed up things sometimes eeh there is another one (.) eeh its to make people closer |mh|so even portuguese and spanish are very close languages so (.) i feel that portuguese and spanish tend to (.) to be more agregated |mh| like the germans and the austriansthere is natural tendency like french and belgian there is natural tendency (.) and this can help again it has disadvantage that it causes some segragation within project
- {31:22} **059 PP1** even sometimes the planning can even the planning of activites it may be affected by thisso (.) even in the course of the project i think there is always tendency for people who speak closer language to stick |mh| more together
- {32:15} **060 PP1** i think its very good its fantastic we should promote this
- {32:27} **061 PP1** it influences you also little bit|that you changed your point of view| yeah definitely because you see other ways of working eeh well i was giving you the examples of the german that we are not working like them but sometimes you realize that is important to work like that eeh i think they feel the same so i think we are learning with each othera good thing we should promote this more often (.) and you see a lot that people for instance in your organization that do not have this experience (.) eeh the way they work is different and you think that they would benefit if they could working in this environment you could see the persons progressing more and more |mh|
- {33:37} **062 PP1** yeah its not a perfect english but its eeh (.) an english good enough with high quality to (.) make

things work and flow and it works the quality is good

{34:17} **063 PP1** as i said the english is not the perfect like mother tongue or kind of language and it helps the consortium because most of people they are not native and they also do not use a very complex english

{34:58} **064 PP1** maybe it comes back to the question about the natives if they change the language |mh| (.) i agree with you if they change a little bit it can help the project

{35:28} **065 PP1** but my perception is that the ee the english that is inside the consortium is good enough |mh| to follow it it do not cause major problems

{36:42} **066 PP1** so people naturally do that its not something marked that people need to pay attention to that it occurs naturally okay the adaptation like the minutes and so on are like a natural thing to do

{37:14} **067 PP1** its good for eeh new entrance because then you see new companies or new institues coming in or new people hired by companies(.) and because my feeling on that is that already quite standardised how people communicate eeh (.) so we just keep rolling this and new people to enter its easier for them to enter (.) its all organised and standardised it goes well

{38:16} **068 PP1** my feeling is that in terms of langauge it is |its perfect| its perfect

{38:33} **069 PP1** it should be avoided this as i said this segregation of groups like (.) imagine you have work package where you have eeh two entities from portugal collaborating this could help little bit if you avoid this in projectand it happens naturally because sometimes in one specific work package there is a research institute like us that brings a portuguese company so naturally they will be in the same work package

{39:55} **070 PP1** in terms of interculture we could force little bit to spread

{40:34} **071 PP1** or maybe have projects where you could force wider distribution i know that european commission likes it and eehi have the idea that during the evaluation they like the projects that are spreader or spread in europe |in geographical way| geographicallybecause we have seen that culture depends a lot on geography eeeh

{41:14} **072 PP1** this would be additional rule

PP 2

{04:30} **002 PP2** it shows in basically in every interaction we have that people are from different cultural eeh backgrounds

- {04:47} **003 PP2** eeh i would say that first of all there is (.) the difference between western and eastern europe thats the one notion i would say and the second divison is between germany countries and eeh (.) roman latin countries so spain italy
- {05:28} **004 PP2** eastern north western and south western
- {05:41} **005 PP2** eastern european countries most of them come from post soviet block and there is eeh a different notion of i would say academic carrierpeople once they are in academia to certain extent they feel entitled to this and pushking too much and its difficult to be you cannot get expeld from the university or rto as easily so people tend to put themselves in many projects but do not commit that much to actually deliveringthats one group although there is couple of groups which already strived to the well established european standards
- {06:57} **006 PP2** scientific level is relatively low and people do not understand yet that they really need to be really competitive at current scientific environmentthen we have the split between north west and south west
- {07:27} **007 PP2** northern countries are focused on (.) efficiency so germany austria netherlands danemark once you said its going to be done its gonna be donein very specific time frames but also following the specifications so eeh
- {08:03} **008 PP2** noone is going to delvier more and its basically not considered to bebad its basically you agreed on something you deliver that
- {08:25} **009 PP2** they follow contract even if those are not written contracts you agree to do something you do that none can expect more noone can expect less so eh once you agreed on something you have certainty this is gonna be fullfiled
- {08:59} **010 PP2** i have noticed that usually it takes quite a lot time to get something done people are not that obsessed with deadlines or planningand (.) i would say another difference that in northern countries you can have proper working relationship without social relationshipand in the southern countries need to work together you need to be friends with people to actually get something from them in northern countries you can hate each other but you are bound by contract so none will show that everyone will deliver
- {09:51} **011 PP2** my experience is with greece are suprisingly good and i didnt expect that
- {10:14} **012 PP2** again its a company that is based in several countries in europe and i would assume that this came up with this expansion on one hand
- {10:43} **013 PP2** germans are generally also friendly but its not like germans or other countries start with negative attitude its just that your personal relation do not

- affect your professional relation to the extent how it happens in southern countries
- {14:32} **014 PP2** generally the formal aspects have to be in writing so either signed contracts or emails |mh| mostly for traceability
- {16:20} **015 PP2** |minutes| that depends it was the initial assumption at some point people (.) i think the more people trust each other the less formal they become
- {16:46} **016 PP2** for the big ones we have always minutes formal minutes that are approved by everyone for the smaller one there is wrap up email after telco
- {17:37} **017 PP2** i think it may even not be related to the level of english
- {18:23} **018 PP2** english onlyonly its we have too many people from too many backgrounds and all the documents are in english so the proposals are in english
- {18:57} **019 PP2** first of all considered rude to speak in another language that others cannot understand
- {19:08} **020 PP2** maybe on very like private personal level people communicate so if you have three people from greece attending one meeting they can chat in greek during coffee breakbut if something is not said and written in english it doesnt exist
- {19:50} **021 PP2** we dont have another language that would be widely acceptedsometimes we have issues when people speaking difficult english i would say haha but even then i think the commmunication is okayi have never encounter situation which we would switch to different language
- {20:19} **022 PP2** although once because in one our project we have partner from poland and when we discussed with people directly involved in the project its eeh always english but at some point i had to be involved in solving some issues between our team and management of the companyand then i used polish but it was just to make them more comfortable and i acted as the only representative of the project
- {21:47} **023 PP2** we have one colleague who speaks german greek french english and he basically tries to speak in all those languages
- {22:01} **024 PP2** but only on very informal level and mostly ontly to greet them or just quickly discuss holiday never on the professional level |mh|
- {22:26} **025 PP2** i would say its more important to somehow integrate in the group in which you work
- {22:45} **026 PP2** again english is the language that everyone uses
- {23:07} **027 PP2** sometimes its level of language (.) unfortunately usually thats in france or italy (.) and eh on the other hand the accent of french italians spanish or portugal people sometimes make it very complicated to understand them (.) but still its usually we try to keep in english

- {23:43} **028 PP2** okay sometimes it takes lot of repetitions or asking someone to write something afterwards or something like that but its not a reason to switch language
- {24:58} **029 PP2** i would expect them to delegate someone who speaks english well
- {25:07} **030 PP2** it would not be practical to have interpreter for longer period of time
- {25:23} **031 PP2** everything is done in english so if you involved in project (.) you are actually expected to at least if not speak at least write decent english
- {25:46} **032 PP2** english is one of the basic conditions to participate on european projects
- {26:36} **033 PP2** i would say first of all slightly simplified english (.) usually the official language is simplified english
- {26:47} **034 PP2** i would say its natural evolution of communication that people keep to relatively simplie gramatical structures and (.) maybe not simply vocabulary but not very complicatedand (.) |mh| basically the reason for that is to make everything understandable or easily understandable and to avoid any ambiguity
- {27:23} **035 PP2** as english first of all is only present and everyone at least on certain level of education speaks or is expected to speak english
- {27:45} **036 PP2** i cannot imagine having mixed language management (.) so for example having some documents in any other language and some in english at some point you would encounter the situation where the translation are needed and that always add another level of uncertainty
- {28:17} **037 PP2** maybe we cant speak about advantage really but more about necessity if we want to collaborate together |yeah|
- {28:28} **038 PP2** not everyone can (.) but again its not disadvantage of process rather lack of resources not everyone speaks sufficient english
- {28:45} **039 PP2** nothing can be done other than improving education
- {29:01} **040 PP2** °h again i think that the longer you actually work in international environment eeh the more obvious it becomes to you have to speak good english
- {29:45} **041 PP2** i would say its another (.) on one hand its another layer of complexity (.) because you have to understand different (.) perspectives or different approaches as i said you before being not on time or not delivering up to the letter something can basically destroy your relationship in germany or in austria at the same time eeh not understanding from the very beginning that you will not get anything on time from italy can somehow hurt your plan
- {30:45} **042 PP2** i would say it takes certain level of (.) sensitivity to be able to work in such environment so you have to be aware of that

{31:09} **043 PP2** on the other hand if you actually aware of from my personal experience having relatively good knowledge can help a lot with networking not everyone wants to talk about work all the time

{31:54} **044 PP2** but i think there is more advantages

{32:07} **045 PP2** people tend to follow certain eeh ways of thinkingso eeh to certain level its cultural maybe it comes out from educational system but you have certain approach to solving problems which may not be that obvious or natural to others and if you combine those if you have multicultural group someone can come up with a new idea or different approachand usually that leads to better solutions it can also barrier if you actually go for something that is absoltely crazy but its absolutely normal somewhere so again you have to balance the ideas of your group with the people from outside with whom youre going to work

{34:34} **046 PP2** there is a lot of traps but if you show people that you actually understand their background they usually react very well to that (.) its outside more important than langauge

{35:18} **047 PP2** history gives you a lot of potential opportunities to risky jokes

{36:29} **048 PP2** linguistic again mostly in france spain italyand (.) to certain level in academia even worse outside of academia people do not speak english and this is a barriereveryone expects them to speak english

{37:33} **049 PP2** culturally (.) i dont think there are issues in our generation

{37:47} **050 PP2** there are always some stereotypes so people (.) eeh (.) everyone has its own opinion on other nationalities and at least initially its shown it but i dont think there are any cultural issues nowadays

{38:35} **051 PP2** its maybe easier within europe because to certain level the cultural background is similar (.) there are differencies but the magnitude of those differences is much smaller

{38:56} **052 PP2** so people are used to certain shared values

{39:04} **053 PP2** its maybe more difficult when it comes to cooperation with states on one hand (.) and with asia on the other hand

{40:17} **054 PP2** i would not say that you dont need any preparation for the european countries thats (.) maybe not very long or intensive but you should still need to understand the differences in behavior and different expectations

{41:07} **055 PP2** i think there are two axes in which you need to consider thatpeople have very individual characteristics so you can be finnish and friendly you can be spanish and friendly its not exclusive to any nationality or culture (.) but growing up in certain cultures (.) i think (.) put some bias what

- is acceptable for you and how you behaveits after certain time spent with people from different cultures you learn or adapt to that
- {42:16} **056 PP2** you have a certain attitude plus cultural background
- {43:34} **057 PP2** so the level of education when it comes to english needs to improvei dont think its possible to switch to any other language nowadays
- {43:50} **058 PP2** dominance of english is so strong that (.) its a necessity
- {44:01} **059 PP2** i think people need to be more exposed to other cultures
- {44:28} **060 PP2** any activites who are actually stimulate cultural sharing or something like that
- {46:01} **061 PP2** the only way how to learn about other cultures is to meet with people from those cultures
- {46:34} **062 PP2** face to face meetings tend to be more efficient maybe time and money consuming but most of the decisions ideas are shaped during face to face meetings

PP 3

- {03:17} **001 PP3** yes i i think so ((laugh))
- {03:29} **002 PP3** cultural difference eehh hmm (.) °hthere are plenty of those ((laugh)) but you maybe you could limit the area
- {03:55} **003 PP3** eehh german people tends to be more strict eeh i would sayeh they are fulfilling every task eeh xxx and in great details and something like that |mh|while maybe other nationalities are more flexible or have more agile approach haha
- {04:20} **004 PP3** most of south europe i would say ((laugh)) countries (.) this is yeahbut in the end it works good i mean ((cough)) eeh this mixture of those approaches i think in the end it gives some sort of balance
- {05:25} **005 PP3** they really work hardworking we can sayi wouldnt say hardworking i would say that ehh (.) most of the people mOST of the people are more flexible in terms of deadlines
- {05:44} **006 PP3** maybe german are very eeh how to say it eeh attached to the deadlines and to some sort of timelines |mh|and this is actually something which is very good because it structurizes the work flow of different thingsyeah at least eh not everything is like a fluid i would say |mh| or everything is flexible
- {06:24} **007 PP3** eh of course it depends because sometimes you can observe that deadlines that if you count on somebodys work to be done by some time some date eeh because otherwise you cannot deal with your part of workor then its a problem if someone postpone his or her deadlines over and over againbut em on the other

hand sometimes when something happens to your work and you need to extend your deadlines people who are flexible they are also more forgiving

{07:13} **008 PP3** in general its impossible to eeh maintain this timeline and schedule of european projectsand eeh there are many reasons many people involved many things can happen during this those projectthey are quite long most of them are scheduled for two or three years so its you know quite time

{07:47} **009 PP3** maybe its better if you have this kind of mindset that something can change after you will write a proposal with this deadline and timeline and everything

{09:19} **010 PP3** in terms of control i would say that again german people tends to have everything under control

{09:34} **011 PP3** and also its a good quality in some situationsbecause in european projects in such big projects you need to have a person who is willing to have everything under control and who is actually able to do that

{11:11} **012 PP3** yes german people austrian people i would say they are very they have very serious attitude to work so work is for them in general eh something valuablelike not only in term of payments and salaries but the work itself i mean °h its something that this is should be part of your life and you are somehow you are the person you are somehow described by the work that you are performing and the quality of work you are deliveringi think for italian people or spanish or french people this is eeh the attitude is completely different i mean eehi think that they value person for what the person eh is actually or do not only related to the work stuff |mh| so this is more individual approach to people in general

{12:53} **013 PP3** i communicate with them in english because (.) this is the only language that we can all speak in

{13:07} **014 PP3** everything is in english

{13:58} **015 PP3** i think that making everything or keeping everything simple as possibleof course that we use some sort of eeh langauge or words at least typical for managing the projects or european projects

{14:31} **016 PP3** well the best approach is to like use simple words short descriptions not like eh very complicated british english just making everything simpler it makes in the end life simpler |mh| because then everyone can understand |can understand|

{15:11} **017 PP3** its again matter of where we use it when we use like eh it during exchange of emails or on the telcos teleconferences eeh like our internal meetingthen we tend to have eh very simple (.) eeh very simple not extremely simple but on the other hand its also a matter of competence of people involved in those meetings

{16:04} **018 PP3** not only matter of words but also degree of ... how much into details you want to go

{16:48} **019 PP3** the message should be easy to comprehend by everyone its not important what part of project the person is hired forbut in the end when we are writing some sorts of reports for european commission and we know that those reports will be evaluated for by people who are actually specialists in this field then the language becomes more and more sogisticated

{18:11} **020 PP3** people who are involved in specific tasks they are responsible for providing those documents so we dont have like one hired writer haha

{20:10} **021 PP3** before we sumbit those reports to the european commission they are internally reviewed so if there is something not okay we can correct it

{21:37} **022 PP3** i dont have this kind of experience

{21:48} **023 PP3** some people have very stron accent or strange lets say pronounciation so it might be difficult to understand while talking but but in the end in european projects what is not written it doesnt exist so the main lets say source of the main channel of communication is email reports and stuff which are written actuallyso (.) and nowadays with this technology believe me haha almost everyone is excellent with english because every program every website is correcting you

{22:57} **024 PP3** its always english except situation for instance eeh

{23:50} **025 PP3** when they are speaking together only about stuff (.) that concern both of them only they might switch to spanish

{24:21} **026 PP3** yeah but if we have those general meetings and everyone is sitting in the table by the table then it is mandatory to speak english and actually none thinks otherwise

{24:40} **027 PP3** not its not written but it would be extremely hard to contact project if you cannot able to communicateand since we have so many nationalities the english is the easiestso i guess i dont know i cannot imagine situation when you hire person without any level of english no english at all

{25:40} **028 PP3** even if the person would be able to speak spanish and as i told you the project manager can speak spanish but this is i guess not enoughbecause the rest of the consortium cannot communicate

{26:49} **029 PP3** generally emails are used in daily communication

{27:14} **030 PP3** if the problems are lets more demanding then often telcos

{30:22} **031 PP3** well communication is always tricky with web conferences because of there are always some issue but it takes less and less time and there are always issues with the access to the exact website

{31:23} **032 PP3** the best communication you always receive while eeh talking someone with someone face to face because except like words of course you have this un verbal communicaton

{32:38} **033 PP3** if you use one language which is in most cases in most cases english than you can hire people from all over the world so you can pick from the best

{32:57} **034 PP3** and of course you can hire or create some sort of team

{33:06} **035 PP3** which are very good at something

{33:15} **036 PP3** there are some problems in terms of language i mean

{33:53} **037 PP3** it may cause some (.) tenses but it the end everyone is willing to solve problems ((laugh)) so |mh|

{34:14} **038 PP3** well its definitely very beneficial because each culture can have great impact and input into project

{34:33} **039 PP3** i wouldnt even thing about some stuff because i was raised in poland and we have certain way of thinking lets say eehand and when i interact with people from eeh all over the world it comes to my mind that some things i have to think about second time because they are not so obvious for instance or maybe they should be change and

{35:23} **040 PP3** you just dont think that there are other ways possible

{35:55} **041 PP3** ehm level of english hmm (.) its diverse i would say ((laugh))its very different haha it depends on the person but eeh if we use english so much i mean on the daily basis eeh quickly you become at least fluent or not fluent but you are able to communicate without no problem of course i am making some mistakes everyone is making some mistakes but in general it is possible to communicate

{36:47} **042 PP3** it works like that that if someone write me a mail and i dont understand the message because maybe im not very good at this kind of i dont know issue which is eeh which is described in the email or the person had some problems with words i would just reply with the request of further explanataionand none is like offended or something you have one goal and the goal is to have your job done and thats pretty much it

{37:57} **043 PP3** i found that i have difficulties with understanding british people because this is their language so they speak like excellent and they are using some idioms and phrasal verbs that i dont know basically so i found that its easier for me to understand english as a foreign language |mh| because they are more or less on the same level as i am so haha |yeah|

{38:40} **044 PP3** well from my personal experience they they english not really but scottish yeah they do that otherwise noone is able to understand them

{39:38} **045 PP3** eehm linguistic not so much

- {39:48} **046 PP3** cultural (-) °h well in terms of eeh contacting research or just working together there are no problems i would say but maybe if you would like to socialize more with your colleagues than sometimes it can be tricky
- {40:21} **047 PP3** but if you want to socialize somehow the food is the most important part of this process
- {41:07} **048 PP3** variety of the topics that you can talk about is a little bit limited because for some people some topics might be offensive on the other hand if you are diplomatic enough you can learn a lot of other cultures but you but you still have to be very aware of not give your personal lets say judgments
- {42:43} **049 PP3** nowadays its i dont know do we have any needs to stop this not really and its very nice to have this multicultural and multilingual environment i dont know i mean i find it very interesting as such because eh if you are surrendered only by your people lets say there is nothing new

PP 4

- {04:60} **001 PP4** (-) °h eeh (.) i mean yeah maybe i am aware of it a bit but usually you are focused on the task that need to be done so during the work its not so relevant i think |mh|
- {05:20} **002**
- {05:22} **003 PP4** when you do the personal meetings its more like eeh you speak with the people and then you get more in eeh depth (.) how the people live in their country but apart of that how they handle the work its most often quite similar
- {05:46} **004**
- {06:04} **005**
- {06:22} **006 PP4** yeah usually eeh its all in english
- {06:25} **007**
- {06:29} **008 PP4** even if the group gets smaller for work package or so (.) and you have partners that ehm could all speak german for example which sometimes happen if you have people from austria switzerland germany you still keep talking in english yeah because you need it for the reports at the end and so on and its much more useful to keep communication in english
- {06:56} **009**
- {07:04} **010 PP4** english is just used because its most spread language |i think yes its the only reason|no i dont even think its written because you have the documents available usually almost in all languages if you look for it (.) but it doesnt make sense because you need to discuss it with so many people and just have to find one language that everybody can understand

{07:31} 011

{07:43} 012

{08:07} 013 PP4 yeah i think its what we do yeah and maybe during the meeting when you sit for lunch it may be a bit different but apart of that we speak in english only if you need to clarify something which is critical and which cost lot of time if you keep speaking in english and its maybe two german speakers sitting around the table that need to clarify things okay they switch to german but its very limited

{08:38} 014

{09:06} 015 PP4 i think its possible because for the it depends on the type of the project if you involve a partner for very for certain task with a clear description what they need to do and then for the technical things its it doesnt there is no necessity to really speak english and to explain it

{09:36} 016

{09:48} 017 PP4 of course lets say the larger the project is ehm the more problematic it might be because you dont have the time to explain things very detailed for every partner

{10:01} 018

{11:01} 019 PP4 actually eehh i had that a few times that people were not speaking english so well but eeh usually its not limited to a complet partner but to maybe eeh one person who is involved in the project and then this partner will still have somebody else who is capable of speaking english and then if the person didnt understand everything they can clarify this afterwards

{11:35} 020

{12:07} 021 PP4 the advantage is that we can communicate with everybody at the same time

{12:12} 022

{12:37} 023 PP4 it cannot be collaborative if its only a few groups and they dont interchange i think its just a necessity there is no real advantage except from the need we have

{12:53} 024

{12:57} 025 PP4 the more problematic situation even than if the partner doesnt speak english so well eeh (.) if people ehh if you can realize that they do not speak english very well you can take the time and explain it again

{13:15} 026

{13:18} 027 PP4 if you have people that always say that they understand but they dont then you have a problem even to the end of the project you dont know that is langauge issue you just think okay they do bad work or whatever so its also maybe culture barrier or cultural problem they dont want to say |yeah yeah|

or maybe personalif i think about it it might be that they dont want to admit eeh that they dont understand the language or something

{13:55} 028

{14:12} 029 **PP4** no i dont think that you can generalize its about the character of the person and yeah (.) i think you can find it everywhere

{14:23} 030

{14:44} 031 **PP4** no i dont think i see lot of differences there

{14:48} 032

{15:03} 033

{15:22} 034 **PP4** i think it depends of course people that have english as a mother tongue they will not adapt to us very easily i think so they just speak in the way that speak

{15:37} 035

{15:56} 036

{16:21} 037

{16:46} 038 **PP4** one thing that sometimes happen is i think that defining eeh terms and goals and this kind of things to write them very specifically in english is sometimes not so easy because words can have different meanings and so on so sometimes it can be complicated so that everybody understands the same eh at the same way maybe somebody translates it in his head to own language and comes with slightly different opinion then somebody else

{17:36} 039

{17:46} 040 **PP4** sometimes if you translate a word from one language to english and then you will translate this word to another language and you would translate it from the one language to another language you will probably not come up with the same word again sometimes i mean for some words it might be very easy

{18:06} 041

{18:49} 042

{19:06} 043 **PP4** i will try to do it myself i think (.) eeh there is no except for the very formal things like consortium agreement and so on you need to have somebody working on it not only from the language side but also from the side of law

{19:32} 044

{19:40} 045 **PP4** there is someone inside the university who is doing this

{19:43} 046

{19:47} 047 **PP4** you just translate yourself and then of course today you just translate with eeh internet

{19:57} 048

{20:22} 049 **PP4** it might be that its a cultural difference that i didnt observed because usually if you look at it its

eeh you can find people in every country who are doing good or bad work so its not always obvious that went in the way you didnt expect might come from some cultural difference

{20:46} 050

{20:57} 051 PP4 no because people are different and very often people also work in different country so they are coming from one country and they work in another one so you strike of what is their real lets say cultural background or whatever might play role there

{21:16} 052

{21:49} 053 PP4 due to the complexity of eeh the european projects and the complexe way of writing proposals and other things you need to do you end up with a consortium that consists maybe eighty percents of partners that have done eu projects before they are used to work in certain way and thats the way to handle european research project and not so much the way they would work on maybe on their own projects internally i cannot see it i can only see how they work on european research projects

{22:35} 054

{22:36} 055 PP4 they are quite formal and have a lot of things you have to know and do that sets more or less the culture on how you need to work

{22:46} 056

{23:24} 057 PP4 i think communication has become overall a bit more easy because you can communicate more often with eeh eeh Internet and lets say skype or whatever programme

{23:41} 058

{24:15} 059 PP4 i think eeh the most efficient way is always to meet in person because then you can have a direct feedback not only from what the people say but how they react

{24:34} 060

{24:40} 061 PP4 if somebody says yes i will do it (.) eeh and you can look at the person face it will eeh you will perceive if the person really means it or not and also its much easier to tell me i will do it but i will never

{24:56} 062

{25:11} 063 PP4 i would say that now its work with vide conferences as long as connection is okay

{25:20} 064

{25:26} 065

{25:29} 066 PP4 if you need to clarify something with lets say only one or two partners you can get quite close to the committment of the personal meeting

{25:41} 067

{25:55} 068 PP4 if something critical evolves (.) you have to go there eeh thats of course very time consuming

{26:03} 069

{26:30} 070 PP4 no i think it works quite fine
{26:33} 071
{27:38} 072 PP4 of course only when you come to a certain point where
is the problem you ask yourself why its that
happening and the big problem is that you cannot
really eeh you cannot really see okay its due to the
very specific thing but very often its eeh different
things that come together so that you really end up
in problematic situation of such a project its very
hard to find out if its coming from language barriers
or something like that

PP 5

{05:31} 002 PP5 oui eeh ouais on en a conscience car meme si on est
sur les projets europeens il y a des pays qui sont
tres proche de la france de point de vue culturelle
dans la gestuaire dans la facon de parler on va se
rassembler penser de la meme facon et il y en a
dautres |et ce sont quels pays| ce sont un peu les
pays eeh comme lespagne l italie je pense que ces
pays a base latine comme la france quoi on va avoir
une (.) facilite en fait de se comprendre ou penser
un peu pareil ou travailler plutot de meme facon et
puis on va avoir des pays un peu comme l allemagne
ou l autriche meme la suede (.) danemark qui
fonctionnent pas totalement comme nous aussi cest
pas quon ne se comprend pas mais ils fonctionnent
pas au meme cadence

{06:24} 003

{07:09} 004 PP5 nord de l europe et le sud d europe si je le
schematise en gros

{07:14} 005

{07:15} 006 PP5 et les cultures qui sont donc pas de tout europeenne

{07:17} 007

{07:22} 008 PP5 des personnes venant plutot d asie qui eux ont la
faculte dadaptation enorme mais au niveau gestuel
qui n est pas de tout comme le notre

{07:35} 009

{07:43} 010 PP5 qui parlait tres bien anglais mais avec un accent
horrible

{07:47} 011

{07:52} 012 PP5 on a pense qu on s est compris parce qu il a fait un
grand sourire et il a fait oui oui avec sa tete en
fait non oui oui cest ce qu il etait gene et n osait
pas me dire qu il me comprenait pas

{08:01} 013

{08:21} 014 PP5 apres on a travaille par mail ca va trop bien mais
en presentiel c etait vraiment moi j ai ete persuade
qu il etait d accord avec mais en fait non on se
comprenait pas

{08:28} 015

{08:57} 016 **PP5** dans les valeurs je dirais que en fait c est une facon de travailler ou quand tu vas dans certain pays tout est sequence c est a dire il faut respecter le planning faire en moment exact pas cinq minutes de retard tout est exact

{09:10} 017

{09:47} 018

{10:15} 019 **PP5** si tu veux quand tu es dans les projets europeens alors c est l anglais et les anglais ne font pas de tout attention aux autres

{10:24} 020

{10:40} 021 **PP5** c est plu facile de travailler avec des gens qui ne sont pas bilingues qui ne sont pas de langue maternelle anglaise que travailler avec un anglais c est terrible je trouve parce qu ils se mettent pas a notre place en fait

{10:50} 022

{10:58} 023 **PP5** ils font pas l effort ils parlent vite ils se posent pas la questions si on a compris ou pas

{11:03} 024

{11:16} 025 **PP5** mais souvent quand c est pas notre langue maternelle on va au plus simple

{11:20} 026

{11:25} 027 **PP5** on fait des phrases on va dire court avec des mots que tout le monde connait et donc on se comprend assez facilement et quand ca ne va pas on fait un schema

{11:33} 028

{12:02} 029 **PP5** moi alors quand j ai plus de difficultes c est quand on a en phone call deja tu as la qualite de la ligne telephonique qui est dure (.) parler a treize en phone call c est pas facile les gens n ont pas la discipline

{12:29} 030 **PP5** tu es sur un theme de recherche c est pas simple meme en francais quand on est chercheur on n arrive pas toujours se comprendre meme en francais imagine alors dans une langue etrangere qui n est pas la tienne avec quelqu un qui lui parle tres tres bien anglais mais auquel tu comprendes rien qui sait tellement bien parler du technique

{13:14} 031 **PP5** bah principalement nous on est intervenant au projet on n est pas work package leader et on n est pas donc project manager

{14:12} 032 **PP5** la les gens viennent et on travaillent ensemble dans un meme atelier donc la c est plus facile on voit qu on gagne le temps incroyable en fait quand les gens sont a cote de nous et c est pour ca qu un projet est trop long en fait je trouve un projet europeen on perd un temps incroyable de ne pas etre les uns a cotes des autres eeh on pouvait pendant l annee

- tu vois quinze jours dans l annee travailler tous au meme endroit pour se parler et avancer ensemble on gagnera un temps incroyable sur les projets europeens
- {14:52} **033 PP5** moi je pense qu il faudrait des endroits dedies peut etre a bruxelles peut etre dans une centralisation comme des grandes open spaces qui viennent proposer un lieu ou une semaine tout y va et on peut faire plein de petites reunions d avancement
- {15:36} **034 PP5** je te l ai dit je te l ai ecrit bah oui mais (.) tu perds trop de temps
- {16:26} **035 PP5** quand on est qu entre francais on utilise le francais (.) on a aussi eeh des italiens qui parlent francais donc on va plutot utiliser le francais quand on est en majorite
- {16:57} **036 PP5** on va essayer d en fait de s adapter a la representation de la plus gros partie qui parle la langue
- {17:19} **037 PP5** on va toujours lui demander en fait
- {17:30} **038 PP5** toujours pour qu un maximum des gens en face se sent bien (.) et parce que comme on l a dit tout a l heure quand tu parles dans ta langue c est beaucoup plus enrichissant car tu vas ressortir beaucoup plus de choses tu vas moins aller dans l essentiel
- {18:40} **039 PP5** et apres souvent ce que je vois tu fais un compte rendu avec les personnes de meme langue
- {18:47} **040 PP5** le francais n est pas non plus super bon en langue etrangere
- {19:46} **041 PP5** la langue ca reste complique c est une barriere pour moi (.) alors il y en a qui sont bilingues et oui ca va mais ca reste une barriere
- {20:03} **042 PP5** plus qu une traduction c est une interpretation
- {20:21} **043 PP5** ce que je vais te dire (.) ne veut pas de tout dire ce que je pense
- {21:18} **044 PP5** alors bon tu t adaptes
- {22:39} **045 PP5** quand on est en reunion eeh avec le consortium total c est l anglais
- {22:55} **046 PP5** quand on est en reunion technique ca depend qui est autour du table
- {23:38} **047 PP5** grosse partie des documents sont en anglais quand on doit les transmettre tous nos documents sont en anglais ca va etre que les documents de travail propre qu on va avoir avec les francais qui seront en francais et qu on traduira apres en anglais
- {23:55} **048 PP5** c est obligatoire que ca soit en anglais pour que tout le monde comprenne
- {24:28} **049 PP5** quand c est eeh juridique et contrat on a une agence qui traduit
- {24:44} **050 PP5** du coup on fait soustraiter
- {25:04} **051 PP5** pour tout ce qui est rapport technique c est la personne qui ecrit en anglais

{25:15} **052 PP5** en fait on s autocorrige les uns avec les autres quand on a des doutes

{25:58} **053 PP5** tu arrives quand meme a comprendre

{26:03} **054 PP5** ce sera pas un anglais litteraire mais quand tu vas lire tu vas comprendre techniquement ce qu il a voulu faire

{26:42} **055 PP5** mais en commission europeenne ceux qui le relisent ils ne sont pas forcément anglais bah eux au final ils vont comprendre ils sont comme toi ils vont faire des erreurs en anglais donc ca passe

{27:05} **056 PP5** c est pour ca que c est l anglais car c est plus facile comme langue on l apprend tous a l ecole

{27:29} **057 PP5** tu es accompagne en fait tu as beaucoup d outils au final tout ce qui est traduit tu as enormement d outils pour t aider a traduire

{27:51} **058 PP5** a l oral (.) tu fais accompagner la personne

{29:15} **059 PP5** quelqu un qui ne parle pas de tout anglais je pense que non il va pas aller sur les projets europeens

{31:05} **060 PP5** je pense quand tu es un anglais d origine c est un sacre avantage d avoir tout le monde qui parle ta langue je vois ni d avantage ni d inconvenient quand tu es en reunion tout le monde parle anglais faut mieux avoir une langue commune ca c est obligatoire sinon on va pas se comprendre sinon on parle francais entre nous comme eux ils peuvent parler espagnol entre eux durant la reunion alors ca peut etre un avantage de parler francais et que les autres parlent pas ta langue si jamais tu es assis avec les concurrents autour de la table et tu veux dire quelque chose que les autres ne comprennent pas mais bon normalement ca se fait pas parce que c est pas poli |mh| autrement mais c est le seul avantage que je verrai avoir de langue different que quelqu un d autre ne maitriserait pas a cotemais il faut se mefier car les gens parlent plus francais qu on le pense

{32:15} **061 PP5** l avantage est de parler dans ta langue maternelle quand meme parce que tu es plus a l aise

{32:21} **062 PP5** apres du moment que la personne a le bon notion d anglais je pense que c est pas une de probleme pas une barriere de parler anglais

{32:34} **063 PP5** je preferais que ca soit en francais parce que tu peux faire des blagues j arrive pas les faire en anglais encore

{32:46} **064 PP5** c est important de creer une bonne ambiance

{33:25} **065 PP5** c est une echange culturelle qui est hors projet qui est hyper sympa car il y a des pays dans lesquels je serais pas allee et du coup tu vas visiter ses pays en plus tu rencontres d autres personnes ils vont t expliquer leur mode de travail et tu vois sur le modele de travail qu on a en france eux ils ont pas

- des vacances que nous avons et ils ont pas des methodes de travail ca c est enrichissant
- {33:55} **066 PP5** la c est hyper enrichissant de travailler sur les projets europeens c est enrichissant voir d autres cultures que tienne et decouvrir d autres choses
- {34:14} **067 PP5** d un point du vue personnel je trouve (.) meme professionnel ca te fait voir une autre chose
- {35:35} **068 PP5** donc ca est aussi enrichissant des projets europeens c est que apres tu vas travailler avec des autres pays que tu etais pas chercher et la tu les connais
- {36:00} **069 PP5** je sais pas si le mode de fonctionnement c est totalement different tu te rends compte que eeh si tu es bien ou tu es en fait
- {36:51} **070 PP5** la methode francaise me convient mais parce que c est car suis francaise surement je veux pas changer cette methode laeeh et le reste n a pas ete de revolution pour dire tiens il faut que je change mes methodes de travail
- {37:17} **071 PP5** plus tu sais parler anglais (.) mieux c est donc il faut lancer des formations en langue ouais (.) il faut pousser les gens en fait a se faire des francais a parler anglais
- {37:48} **072 PP5** l anglais il faut une langue commune eeh pour qu on se comprenne tous et quand il y a un moment d echange en anglais c est facile donc c est la langue qu on utilise eeh forcement par contre parler dans ta langue maternelle tu vas aller plus vite (.) mais c est un mix des deux la langue n est pas forcement un obstacle enorme pour travailler sur quelque chose du technique quoi
- {38:29} **073 PP5** il faut trouver un moment un point commun pour communiquer
- {38:37} **074 PP5** mais au final comme je te l ai dit les gens sont la bas pour travailler ensemble donc ils vont reussir a communiquer c est l human qui est fait pour ca on va se faire des gestes des schemas et perso moi j ai jamais connu quelqu un dans un projet par exemple qui est mal pris car il ne parle pas bien anglais ou qui est reproche
- {39:32} **075 PP5** mais tu peux pas generaliser en face de toi tu as deux personnes de pays et si tout le pays est comme ca tu sais pas
- {39:53} **076 PP5** je pense qu on arrive tous a s adapter apres je pense qu il y a des affinites (.) clairement il y a des pays qui vont aller plus se chercher
- {41:25} **077 PP5** donc je pense pas que ca soit quelque chose qui sera un frein pour validation d un projet europeen (.) °h oui je pense que tu vas aller vers les pays qui te rassemblent
- {42:26} **078 PP5** on s est dit qu il faut qu on regarde si dans le theme il y a des entreprises qui on va pas aller

- travailler avec eux juste pour travailler avec la
pologne
- {44:43} **079 PP5** ooh on fait du franglais oui mais non c est horrible
- {44:53} **080 PP5** c est du l anglais operationnel qu on fait tous
- {45:03} **081 PP5** y a des tournures que tu comprends car tu es francais
mais il y a des mots qui sont pas les bons bah tu a
les synonymes mais en fait ils sont pas employes
dans le bon sens
- {45:38} **082 PP5** non il y a pas de grandes barrieres le eeh tout ce
qui est pays allemagne eeh pays bas danemark ils
parlent plutot bien anglais
- {45:56} **083 PP5** mais ils savent adapter leur anglais de facon tres
fluide mais comprehensif pour nous quoi
- {46:06} **084 PP5** je prefere parler avec un allemand par exemple au
telephone parce que son accent va pas etre trop eeh
marque
- {46:17} **085 PP5** quand je parle avec un espagnol en anglais eeh c est
dur parce que son accent a lui s il n a pas fait l
effort
- {47:01} **086 PP5** il faut que tu connaisse en fait un peu leur langue
pour que quand quelqu un te parle avec un accent
terrible
- {47:14} **087 PP5** les anglais alors eux leur accent c est terrible (.)
ils machent les mots ils parlent super vite
- {47:22} **088 PP5** dans le nord de l angleterre ils ont un accent mais
terrible
- {48:18} **089 PP5** c est d accentuer mon accent en francais quand je
parle anglais comme ca c est aussi penible pour lui
pour moi alors lui il fait l effort apres
- {48:46} **090 PP5** on s adapt a tout en fait il faut quand tu es dans
un projet europeen il faut avoir quand meme cette
adaptabilite il faut pas y aller eeh en se disant je
suis pas ouvert d esprit aux autres cultures il faut
y aller en se disant que les autres cultures ne sont
pas comme toi mais bon tu va apprendre justement il
faut que tu sosi un peu curieux de ca sinon tu peux
pas travailler dans un projet europeen
- {49:15} **091 PP5** et il faut que les autres aussi ait cet etat d esprit
il faut pas qu on les oblige a travailler sur un
projet europeen car c est un moment quand tu vas
echanger donc c est important que tu sois ouvert que
tout le monde ne fonctionne pas comme toi et que c
est pas grave tu vas quand meme y arriverdonc il
faut que des gens soient on va dire sur cette etat
d esprit sinon ca marchera pas c est comme tout les
projets mais la encore tu as la culture et la
langueil faut vraiment des gens qui aiment
rancontrer des autres personnes qui aiment voyager
- {50:30} **092 PP5** dans ton ouverture d esprit c est tu vois comment ca
se passe et tu t adaptes mais il faut pas surtout
obliger des gens

- {50:41} **093 PP5** apres nous europeens on fonctionne un peu pareil il y a pas de grosses barrieres on n a pas comme avec des asiatiques
- {50:54} **094 PP5** avec eux ou on voyais vraiment tres grosses differences de culture
- {54:14} **095 PP5** moi j ai propose un endroit ou on pourrait se retrouver tous a des moments vraiment strategiques pour evoluer plus facilement
- {54:54} **096 PP5** je pense qu il faudrait eeh alors j ai ete pas au premiere reunion de groupe du travail alors je sais pas si c etait fait ou pas mais quand on est beacoup et ils se connaissent pas beaucoup
- {55:11} **097 PP5** peut etre qu il faudrait dire les choses
- {55:18} **098 PP5** par exemple tu as une methode de travail
- {55:24} **099 PP5** dire comment tu te comportes et dire est ce que ca gene a quelqu un moi je pense qu il faut mettre les regles comme ca
- {55:47} **100 PP5** faudrait que chacun dit sa facon de travailler
- {56:27} **101 PP5** generalement on te dit on va tous parler anglais voila ca se limite a ca
- {56:34} **102 PP5** et aussi comment on fonctionne quand je suis en reunion est ce que j ai droit de reagir faudrait un peu donner ses regles la
- {57:07} **103 PP5** mettre la discipline pour que la personne qui soit la une semaine en fait elle se sent chez elle
- {58:02} **104 PP5** tout le monde n est pas fait pour travailler sur les projets europeens

PP 6

- {06:30} **002 PP6** jen ai conscience eeh cest quelque chose eeh qui mest trop naturel parce que je suis moi meme binational
- {06:40} **003**
- {06:52} **004 PP6** quand tu me poses la question jen ai conscience mais cest quelque chose qui est pour moi eeh (.) oui ce fait naturellement
- {07:01} **005**
- {07:02} **006 PP6** cest pas forcement un challenge un frein cest (.) cest partie de mon adn
- {07:08} **007**
- {07:34} **008 PP6** on a eu un meeting a madrid et dans un consortium il y avait des allemands etcetera (.) le rendez vous pour le restaurant a ete donne pour vingt et une heure et les allemands se sont demander ce qui cest passe ou on etait et ils ont demande expressement pour decaler lheure du diner alors on avait dine a vingt heure
- {07:60} **009**
- {08:35} **010 PP6** il y a aussi beaucoup de questions de personnalité

{08:38} 011

{08:47} 012 **PP6** moi j'ai tendance à ne pas trop mettre les gens dans les cases alors que bien évidemment on a nos habitudes etcetera notre histoire mais il y a beaucoup une question de personnalité

{08:55} 013

{09:01} 014 **PP6** les personnes qui travaillent dans les projets européens (.) ne sont pas forcément représentative de leur population puisque eeh justement il y a un biais c'est à dire qu'ils ont été amenés à travailler dans ce domaine parce que ça les intéresse parce qu'ils aiment l'interculturalité parce que même se sentent à l'aise

{09:21} 015

{09:34} 016 **PP6** les personnes qui travaillent dans les projets de recherche européen sont pas un échantillon représentative de leur population

{09:40} 017

{09:52} 018 **PP6** je pense qu'il y a des gens sérieux partout et des gens pas sérieux partout

{09:56} 019

{10:13} 020 **PP6** il y avait des exemples de personnes qui travaillaient dans leur coins |mh| (.) eeh pour les raisons de confidentialité ou autre je ne sais pas mais qui n'étaient pas de tout collaboratifs

{10:22} 021

{10:52} 022

{11:04} 023 **PP6** la communication est un élément extrêmement important eeh voire principal eeh car facteur clé du succès d'un projet européen pourquoi parce que initialement on ne se connaît pas ou peu ensuite on travaille à distance et effectivement on n'a pas tous la même langue maternelle donc c'est primordial pour moi qu'il y a une bonne communication au sein du projet

{11:32} 024

{11:36} 025 **PP6** un projet démarre par un kickoff meeting (.) une réunion physique à laquelle il est très important d'assister pour pouvoir parler se présenter sentir les gens physiquement et derrière ça va permettre aux personnes de voilà de davantage s'appeler par téléphone se rencontrer sans avoir trop de freins

{12:02} 026

{12:56} 027 **PP6** eeh et on se rencontre parfois qu'il y a des malentendus des façons d'interpréter en fait on se rend compte qu'entre le fait ce que la personne eeh ressent ce qu'elle veut dire ce qu'elle arrive à écrire (.) donc ensuite le mail est envoyé ce que la personne lit ce qu'elle comprend ce qu'elle analyse ce qu'elle répète en fait on a une perte d'information dingue

{13:22} 028

{14:07} 029

{14:09} 030 **PP6** dy assister pour effectivement eeh mieux apprendre a connaitre les personnes avec qui on travaille

{14:18} 031

{14:26} 032 **PP6** y a pas de strategie definie je pense que les personnes qui ont lexperience de se type de projet savent quil est important de se rencontrer de faire des conftels reguliers

{14:38} 033

{14:44} 034 **PP6** cest quelque chose qui simplement qui est implementer par le coordinateur en fait cest lui qui dicte le rythme des echanges mais quand on a lexperience et on connait ce type de projet on sait quil faut multiplier ces echanges

{15:01} 035

{15:07} 036 **PP6** des projets collaboratifs cest a dire quon a besoin des uns pour avancer et des autres ont besoin de nous pour aller plus loin

{15:14} 037

{15:28} 038

{16:10} 039

{16:38} 040 **PP6** loin des yeux loin du coeur haha

{16:40} 041

{17:24} 042

{18:05} 043

{18:18} 044

{18:27} 045 **PP6** si ca nous arrive dans les moments dechanges informelles

{18:30} 046

{18:35} 047 **PP6** mais cest rare

{18:37} 048

{18:39} 049 **PP6** on utilise principalement langlais eeh fin on utilise que langlais dans les echanges eeee au sein de conosortium et apres quand une personne du notre nationalite parle votre langue et vous parlez de la langue de personne qui nest pas de langlais dans ce cas la voila vous pouvez lancer des petites conversations eeh eeh dans la langue dans une autre langue que langlais mais ca reste marginal

{19:07} 050

{19:19} 051 **PP6** non ca peut etre aussi pour un projet quand il y a une tres bonne maitrise de la langue concernee (.) mais cest vrai que cest rare cest plus pour des small talks

{19:30} 052

{19:43} 053 **PP6** alors quand je dis quon travaille en francais cest uniquement oralement

{19:46} 054

{19:48} 055 **PP6** si on peut ecrire des mails

{19:50} 056

{20:16} 057 **PP6** naturellement eeh ils nous parlaient en francais nous cest vrai quon est plus a laise dans notre langue maternelle donc on echangeait oralement et meme par mail en francais maintenant des quil sagit dun document officiel du projet

{20:31} 058

{20:37} 059 **PP6** on la traduisait obligatoirement en anglais et meme si on a eu une habitude de echanger entre nous en francais et quil se trouvait quil y avait un allemand eeh dans la reunion ou meme le soir dans le restaurant par politesse on se remettait a parler en anglais bien evidemment pour que tout le monde au tour de la table comprenne ce quon dise

{20:59} 060

{21:24} 061 **PP6** il est indique quil est preferable que les rapports pardon les eeh reponses aux appels a projet soient rediger en anglais °h mais il est indique une phrase du style mais cela nexclut pas la possibilite de soumettre la proposition dans une autre langue

{21:45} 062

{21:56} 063 **PP6** sur le participant portal je pense cest une petite phrase qui est indique personnellement jai jamais vu une proposition deposee dans une autre langue

{22:05} 064

{22:36} 065 **PP6** il faut minimum trois entites de trois pays differents (.) eeh et imaginez que ces entites la parlent francais tres bien sauf que le soucis en general cest pas le cas alors que langlais tout tout le monde en peut parler

{22:51} 066

{23:09} 067 **PP6** alors ca arrive en interne

{23:11} 068

{23:29} 069 **PP6** traduire tous les elements du projet qui nexistent quen anglais donc dans notre langue nationale

{23:37} 070

{23:54} 071 **PP6** cest fait en interne

{23:55} 072

{24:26} 073 **PP6** on a tous les niveaux eeh deja jai une remarque generale jai la sensation que eeh en france on se met beaucoup de barriere par rapport a ca on est un peu complexe on nose pas trop parler on pense que notre niveau nest pas suffisant alors on va etre timide

{24:45} 074

{24:48} 075 **PP6** dautres nationalites qui sexprimaient en pleniere devant tout le consortium dans un anglais frenchement pas terrible mais des gens qui ont ete tres a laise et au final quest ce que ca change la personne laisse passer le message on a bien evidemment entendu quil y avait des petites fautes

et quil cherchait ses mots mais en tout cas jai envie de dire quil a fait sans gene

{25:12} 076

{25:18} 077 **PP6** je pense que cest quand meme un pre requis eeh pour travailler dans les projets europeens

{25:24} 078

{25:44} 079 **PP6** ca peut etre un source de malentendu (-) parce quon manque du vocabulaire

{25:50} 080

{25:58} 081 **PP6** on narrive pas notamment a faire passer de certaines nuances

{26:02} 082

{26:46} 083 **PP6** oui je pense quil y a les deux eeh moi je vois surtout des avantages parce que personnellement cest mon adn

{26:55} 084

{26:59} 085 **PP6** eeh je me sens plutot une citoyenne du monde que nantaise haha donc eeh les avantages cest quand meme de souvrir lesprit

{27:10} 086

{27:16} 087 **PP6** et ce facon de percevoir les choses de travailler eeh cest extremement stimulant moi je trouve de point du vue professionnelle de se rendre compte nah il y a dautres personnes qui travaillent sur le meme sujet qui les interpretent differement

{27:28} 088

{27:45} 089 **PP6** on peut meme avoir des echanges interpersonnelles eeh plus riches et plus rapproches que dans les projets de recherche nationaux ou on parle tous francais

{27:58} 090

{27:60} 091

{28:13} 092 **PP6** quand on aime vraiment les projets europeens on est ravis den faire partie

{28:16} 093

{28:20} 094 **PP6** limportance eeh (.) davoir une identite commune autour de ce projet la donc par exemple lacronym

{28:31} 095

{28:42} 096 **PP6** egalement la creation du logo du projet ca permet vraiment de federer les participants divers et variee autour de cette chose qui nous relie

{28:55} 097

{29:09} 098 **PP6** les divergences de (-) dintepretation et de style de vie eeh des uns et des autres

{29:18} 099

{29:28} 100 **PP6** encore une fois je pense quil y a aussi une question de personnalite

{29:30} 101

{29:42} 102 **PP6** au dela des cliches on est quand meme dans un monde globalise aujourd'hui donc cette interculturalite etait probablement eh plus marquee il y a vingt ans aujourd'hui j'ai la sensation que eeh les differences tentent a se gommer

{30:02} 103

{30:08} 104 **PP6** cette langue qui nous est imposee qu'on maitrise pas comme notre langue maternelle et qui donc au dela de ca cest la distance

{30:16} 105

{30:26} 106 **PP6** la communication prend plus de temps et ca avance plus lentement que si ils etaient dun bureau en face

{30:32} 107

{31:25} 108 **PP6** la barriere de la langue fait que les chercheurs francais deposedent moins ou se freinent a lecrit

{31:33} 109

{31:59} 110 **PP6** en plus en france on na pas un niveau danglais trop bon compare a dautres pays il me semble eeh donc oui je pense que cest un frein

{32:09} 111

{32:16} 112 **PP6** il est probable qu'on a le niveau equivalent danglais je pense entre la france et l'espagne

{32:21} 113

{33:05} 114 **PP6** on voit bien les allemands les neerlandais bah les anglais j'en parle meme pas

{33:10} 115

{33:13} 116 **PP6** je dirais les pays latin eeh sont peut etre moins a l'aise mais cest normal vu que la langue est plus eloignee encore une fois j'essaie de ne pas rentrer dans les cliches

{33:24} 117

{33:36} 118 **PP6** les pays latin ont la racine de leur langue maternelle qui est davantage eloignee de l'anglais que les pays anglo saxons de fait cest plus complique

{33:49} 119

{34:52} 120

{35:19} 121

{35:26} 122 **PP6** ils sont plus a l'aise ils la maitrisent bien mieux que nous et donc a lecrit ils ont un style eeh qui est super cest super car cest bien redige les mots sont au bon endroit le vocabulaire est juste les phrases sont precises

{35:47} 123

{35:58} 124 **PP6** cest plaisant et facile a lire on comprend les messages qui doivent etre passes

{36:01} 125

{36:03} 126 **PP6** a l'oral ca depend des accents

{36:05} 127

{36:13} 128 **PP6** et il y a certains anglais que j'ai beaucoup plus du mal à comprendre que tout les autres

{36:17} 129

{36:25} 130 **PP6** pas vraiment (.) pas vraiment et il y a des anglais qui parlent très vite avec des accents bien particuliers qui mangent un peu des mots

{36:34} 131

{36:44} 132 **PP6** par contre les pires haha c'est les personnes qui ont immigrés en Angleterre (.) comme les indiens ou les chinois et qui mélangent cet accent très très britannique qui parlent vite mélange à leur accent d'origine

{37:03} 133

{37:08} 134 **PP6** ça c'est un problème aussi (.) la technologie

{37:10} 135

{37:12} 136 **PP6** quand il y a de l'echo quand ça raisonne quand c'est bruyé (.) c'est quand même un challenge que de comprendre

{37:22} 137

{37:38} 138 **PP6** du coup les anglais à l'écrit nickel à l'oral certain (.) eeh moi personnellement j'ai plus de mal à leur comprendre

{37:49} 139

{38:15} 140 **PP6** je pense que naturellement on est attiré eeh à travailler probablement avec les espagnols eeh les allemands eeh les italiens

{38:27} 141

{38:32} 142 **PP6** on travaille on essaie de travailler avec tout le monde

{38:34} 143

{38:36} 144 **PP6** mais encore une fois c'est peut-être une question de personnalité

{38:39} 145

{38:58} 146 **PP6** et puis c'est rare de laisser répéter la personne parce qu'on a pas compris son anglais

{39:01} 147

{39:07} 148 **PP6** en fait je dirais qu'il y a de l'incompréhension mais comme on peut y avoir quand on parle en même langue

{39:11} 149

{39:21} 150 **PP6** c'est plus des incompréhensions ouais du fond que de forme

{39:26} 151

{39:53} 152 **PP6** on parle tous le globish

{39:55} 153

{40:29} 154 **PP6** je me rends compte que c'est pas l'anglais doxford et qu'on fait des phrases simples avec du vocabulaire que tout le monde comprend

{40:39} 155

{40:54} 156

{41:24} **157 PP6** dans un consortium il y a toujours bah il y a souvent un partenaire ou dans le pire des cas plusieurs qui sont un peu qui restent dans leur coins qui restent dans leur coin qui s isolent

{41:41} **158**

{41:43} **159 PP6** pour differentes raisons par manque dinteret pour manque de ressources

{41:49} **160**

{42:19} **161**

{46:25} **162**

{47:05} **163 PP6** oralement je dirais que ca se passe ca se passe ca se passe bien

{47:10} **164**

{47:14} **165 PP6** en fait je pense que le challenge vient surtout de redaction de la proposition

{47:20} **166**

{47:45} **167 PP6** apart utiliser la langue commune que tout le monde comprenne eeh ouais non je pense qu il y avait une solution on l aurait essayer de le mettre en place

PP7

{05:34} **0002 PP7** en general oui je pense que au niveau europeen la compatibilite est forte il y a pas de problemes il y a pas de grands problemes on va dire dinterpretation pour differentes cultures ou la communication en general sur les projets europeens

{05:51} **0003** et apres on note evidemment que les differences culturelles sur le facon dorganiser les meetings ou aussi un peu daccueillir les partenaries etcetera

{06:02} **0004**

{06:04} **0005 PP7** et apres cest peut etre au niveau du langage commun en anglais pour sexprimer plus que la difference culturelle peut etre

{06:13} **0006** le niveau danglais dun partenaire influence fort sa capacite de communication dans un consortium

{06:20} **0007**

{06:38} **0008**

{06:48} **0009 PP7** la ponctualite deja

{06:50} **0010** lexemple daujourdhui

{06:52} **0011**

{06:55} **0012 PP7** pays angleterre allemand cest quelque chose qui est plus respecte que espagne italie

{07:03} **0013** 1

{07:05} **0014 PP7** la presence en depuis le debut a premier jusqu a la fin du meeting (.) il y a toujours des partenaires qui arrivent juste puis partir avant des partenaires qui sont bien presents tout juste sur toute la duree du projet

{07:19} 0015 et je pense que cest aussi peut etre lie a la mentalite et la difference culturelle aussi

{07:23} 0016

{07:53} 0017 **PP7** donc cest un anglais toujours hein sauf sil y a des partenaires nationaux avec lesquels on peut avoir la communication directe dans le langage maternel

{08:03} 0018 alors cest un anglais

{08:05} 0019

{08:21} 0020 **PP7** qui sont eeh indispensables mais qui ne remplacent pas les meetings presentielle periodique

{08:28} 0021 car la communication nest pas forcément evident et le fait de faire parler tous les partenaires dans un meeting a plusieurs quand il y un ecran en face cest pas evident non plus pour avoir cette participation proactive

{08:42} 0022

{08:55} 0023 **PP7** il y a un espece de feedback minimum automatise soit par des (.) soit par des tele conferences mensuelles chaque deux semaines ou (.) un report par mail chaque mois

{09:12} 0024

{09:18} 0025 **PP7** sinon un des risques qui peut arriver a un projet cest de ne pas se transmettre les informations entre les six mois et qui ne favorisent pas la participation des partenaires

{09:28} 0026 il y a des partenaires qui savent clairement ce quils doivent faire mais sinon il y a dautres partenaires qui dependent plus de cette communication intermediaire

{09:36} 0027

{09:48} 0028 **PP7** toujours anglais apres cest vrai que dans des projets ou il y de differentes nationalites (.) des suivi des differents universites avec des entreprises

{10:04} 0029 cest vrai quil arrive aussi quon essaie de favoriser que le suivi dun travail dentreprise de developement etcetera soit fait avec un partenaire de meme pays pour essayer quentre les deux il y a plus grande fluidite de la communication et apres le rapport soit plus facile vers le coordinateur du projet

{10:26} 0030

{11:49} 0031 **PP7** non au debut du projet cest plutot eeh |cest plutot en anglais| plutot lanlais

{11:53} 0032

{12:16} 0033 **PP7** mais apres le premier contact avant kickoff etcetera cest tout en anglais

{12:20} 0034

{12:27} 0035 **PP7** on se sait que tout le monde va pouvoir repondre

{12:29} 0036

{12:35} 0037 **PP7** cest plutot naturellement entre les entre les differents partenaires

{12:39} 0038

{12:46} 0039 **PP7** le coordinateur peut proposer mais cest pas a lui non plus dimposer

{12:49} 0040

{13:13} 0041

{14:00} 0042

{14:48} 0043 **PP7** je pense quil faut tout utiliser tout complements

{14:51} 0044

{15:19} 0045

{15:47} 0046

{15:59} 0047 **PP7** en tout cas ce quon essaie de mettre surtout beaucoup dimportance sur les comptes rendus de reunion

{16:05} 0048

{16:43} 0049 **PP7** les minutes sont tres importants

{16:45} 0050

{16:53} 0051 **PP7** pour apres avoir un suivi des decisions qui ont ete prises pendant les meetings

{16:57} 0052

{17:00} 0053 **PP7** bien compris et quils restent eeh

{17:03} 0054

{18:09} 0055

{18:38} 0056 **PP7** je dirais deux choses au au niveau danglais qui peut des fois etre une barriere justement pour comprendre bien les meetings ou il y a beaucoup du monde

{18:45} 0057 (.) eh au eh et à relation personnelle quon peut avoir aussi avec ces personnes si on a travaille depuis longtemps avec eux ou on les connait moins ca peut changer aussi plus la relation informelle

{18:57} 0058

{19:09} 0059 **PP7** au nvieau culturel eeh je pense pas quil y en a une regle generale par pays ou par zone geographique en europe

{19:16} 0060

{19:38} 0061 **PP7** mais nous dans le projet je crois quon a jamais eu de eeh dun cas de necesite dintepret externe

{19:44} 0062

{19:47} 0063 **PP7** par contre on a deja connu un projet ou un partenaire ne parlait pas anglais donc toute la formation passe a travers de son dun partenaire du meme pays

{19:59} 0064

{20:49} 0065 **PP7** bon voila quand cest normalement dans la communication offline un email etcetera le partenaires arrive toujours a communiquer dune certaine facon

{20:57} 0066 mais quand cest en direct (.) |mh| dans un meeting ce partenaire qui ne sexprime pas bien en anglais il narrive pas forcement a sexprimer pendant ce meeting

{21:04} 0067

{21:24} 0068 PP7 ca ca aide pas haha

{21:26} 0069 en regle general cest plutot plus complique quand on a des partenaires qui parlent pas anglais

{21:31} 0070

{21:47} 0071 PP7 ca oblige a faire un peu plus de travail de communication (.) double check feedback etcetera pour etre sur que tout etait bien compris

{21:55} 0072

{22:57} 0073 PP7 ca au final ca fait ca demande plus defforts mais cest pas forcement probleme pour la qualite technique du projet

{23:03} 0074

{24:06} 0075

{24:14} 0076 PP7 une entreprise qui narrivaig pas a expliquer a defendre son travail

{24:21} 0077

{24:24} 0078 PP7 et il a eu des difficultes du coup a defendre la qualite technique de son travail envers le consortium

{24:29} 0079

{24:45} 0080 PP7 davoir ce probleme technique on va dire deriver deriver de niveau de langue

{26:43} 0081 pour ca je pense plus que les differences culturelles eeh de base le niveau le niveau la capacite de communication en anglais dans le cadre des projets europeens je pense est tres importante

{27:03} 0082 lavantage evidemment la communication parce quon parle pas tous toutes les langues haha

{28:15} 0083 on aime beaucoup travailler sur les projets europeens de toute facon car cest vrai quau niveau meme au niveau au niveau technique et facon aussi de facon daborder les problems techniques ou les solutions eeh ca donne une ouverture desprit completement different a travailler surement deja dans la meme equipe ou meme dans le pays

{28:34} 0084 cest vrai que (.) au niveau de la facon daborder un probleme ou de solutioner un probleme la il peut aussi avoir des differences culturelles entre une zone geographique ou une autre

{28:48} 0085 eeh par exemple espagnol va avoir plus tendance de trouver une solution coute que coute meme si cest avec du avec du scotch

{29:15} 0086 cest vrai que cest une difference culturelle par exemple sur la facon de preparer le demonstrateur

{29:58} 0087 le fait de travailler avec les differents pays europeens dans les projets ((cough)) on sent le background qui est plus dans un pays et dans un autre pas forcement

{30:36} 0088 et donc ce type de capacite lie a une zone geographique tres puissante dans un secteur technique cest vraiment une capacite qui est faisable pour nous que sur les projets europeens

{31:08} 0089 ou des backgrounds techniques differents qui influent sur sa perception de travailler dans un secteur complet

{31:26} 0090 travail sur les projets europeens au niveau personnel quon trouve plus les plus interessants

{32:01} 0091 eeh il y a de tout haha

{32:05} 0092 en general le niveau danglais ecrit est est correct parce que a peu pres tout le monde arrive a sexprimer

{32:18} 0093 et apres au niveau de communication il y a tous les niveaux eeh

{32:25} 0094 en general je dirais que je pense quil y a il peut y avoir des differences par pays

{32:31} 0095 limpression quil y a des differences par pays

{32:34} 0096 par exemple langlais en espagne ou en italie est moins bon que dans les pays scandinaves finlande norvege suedes ou en general tous les partenaires savent parler trop trop bien en anglais

{32:48} 0097 en allemagne ou en france ca peut varier il y a des gens qui parlent bien anglais ou des gens qui parlent pas bien en anglais

{33:20} 0098 il y a des gens qui parlent qui sont trop conscients de leur niveau danglais donc ils font leffort de parler plus doucement pour que les partenaires puissent comprendre

{33:30} 0099 et

{33:34} 0100 oui ca arrive quil y a des partenaires anglais qui parlent tres vite et quon a plus de mal a comprendre haha oui ca arrive aussi

{33:54} 0101 de la difference de niveau danglais qui peuvent avoir des autres partenaires et normalement ils essaient de (.) de parler plus doucement pour quon puisse comprendre

{34:19} 0102 au niveau dun consortium ((cough)) la revision de documentation elle se repartie elle va pas passer tout par un ou deux partenaires anglais

{35:06} 0103 non je pense que le seul probleme de langue cest vraiment qu il y a un ou deux partenaires qui n arrivent pas sexprimer suffisamment

{36:22} 0104 je pense que dans les projets en general la communication est tres importante

{36:54} 0105 dans le cadre de lunion europeenne je pense quil y a pas des gros barrieres infranchissables

- {37:07} 0106 des habitudes differentes culturelles mais je pense pas que ce soit des barrieres je pense que cest enrichissant au contraire de pouvoir eeh de pouvoir eeh (.) travailler avec des personnes qui ont un autre background un autre point de vue culturel etcetera
- {38:10} 0107 donc je pense quavoir une langue commune cest indispensable pour le projet avec beaucoup de partenaires parce que sinon on a pas de communication commune
- {41:16} 0108 de ce quon essaie de faire detre sur que les personnes ont le niveau danglais minimum dans lorganisation donc sont capables du reporting ecrit en anglais

PP 8

- {06:17} 002 PP8 yEs i suppose toehh yeah because british are more reserved right and example if its france (.) they are more straightforward eeh greeks also are more blunt eeh swedish they are also quite reserved yeah i suppose to you can such a feel it
- {06:43} 003
- {06:51} 004 PP8 right so greeks for example they are more blunt right if they dont like something they will tell it very openly |mh|french are the same in that aspect eeh whereas for example brits they are more reserved and they will be more soft and polite and not that forward when expressing their opinion
- {07:19} 005
- {07:22} 006 PP8 swedish the sAme i suppose eeh i mean that if they dont like something they will be more open about that than british
- {07:35} 007
- {07:40} 008 PP8 belgian (-) i dont know i dont have much experience working with them
- {07:49} 009
- {08:12} 010 PP8 greek partners they also work in british universities or swedish universities everywhere actually
- {08:24} 011
- {09:09} 012
- {09:19} 013 PP8 but still you can see that there are some trends right like common things the same like with brits if i am saying that there are more reserved its not that they are different some of them are more reserved some of the are less there are still some common characteristics
- {09:38} 014
- {10:01} 015 PP8 it depends on person but there are some cultural things i think

{10:05} 016
{10:39} 017 **PP8** i think so because for example when we worked with france they are more relax at work
{10:51} 018
{10:57} 019 **PP8** its about the attitude to work so work is you work but its not your whole life right its just a part and they perform really well i had never complains about france dont take me wrong but if we take for example lunch would be two hours right
{11:21} 020
{11:24} 021 **PP8** and in the uk it is very i think its too much about work so for example its very common that the academics they dont go for lunch outside at all and they would just have lunch in their office just to save time
{11:47} 022
{12:11} 023 **PP8** holidays in sweden
{12:59} 024
{13:13} 025 **PP8** eeh usually by email and then there are eeh so usually its just email if something needed and if there are partners thazt we work very close than there would be skype
{13:27} 026
{14:45} 027 **PP8** english
{14:47} 028
{14:48} 029 **PP8** eeh i mean sometimes eeh for example people they are more comfortable for example if they are all from sweden |mh| (.) and there is nobody around from the different country then of course they will just speak in swedish rightbut as soon as there is one person who doesnt understand the language everybody switch to english so in my experience it was always english
{15:19} 030
{15:44} 031
{16:08} 032 **PP8** so when they need to discuss something informal and nobody is sort of participating in the discussion they will switch the language
{16:15} 033
{16:30} 034 **PP8** or they want to do something quick its not for hidding i would say its not sort of isolate people and its not to sort of keep it secret its more likeeek you know quickly resolve something for them of course its much easier if this is their first language right and english they dont use it very often for them its much easier to sort of quickly resolve things
{16:57} 035
{16:60} 036 **PP8** but formal meetings no its always in english
{17:02} 037

{17:25} 038 PP8 usually in consortium people want to discuss things so that other people can understand what is going on so they will never switch to another language

{17:35} 039

{17:52} 040 PP8 no maybe because its eeh i was always in consortium where are the uk partners right so english is sort of was common language

{18:07} 041

{18:54} 042 PP8 eeh well sometimes there are difficulties ehm and no people are just patient (.) and just listen and thats it (-) so i never had experience when the level of english was so poor that peple couldnt find very difficult to express themselves

{19:20} 043

{19:57} 044

{20:32} 045

{20:55} 046

{20:59} 047 PP8 well the advantage is that we all speak the same language right and there are no barriers that is really great and (.) disadvantages eeh i suppose brits are in advantage usually because its eeh its their mother tongue so they can express themselves best

{21:25} 048

{21:35} 049 PP8 its disadvantage for whom english is a second language because eeh (.) its xxx in different language and translating i mean unless people think in english its a constant translation from one language to another |mh| right and when there are this kind of meetings for brits its the easiest because they speak in their mother tongue |mh| whereas for the rest its hard work advantage is that those people they speak different languages

{22:19} 050

{22:29} 051 PP8 they can practice english

{22:32} 052

{22:44} 053 PP8 its pretty good its nice an interpreter or something like that its not that nice because eeh things are lost in translation because if we try to express ourselves whatever point it can be its still our own interpretation so thats good

{23:10} 054

{23:22} 055

{23:26} 056 PP8 aah its okay i mean for my experience it was always very good excellent i would say

{23:35} 057

{23:45} 058 PP8 we usually work with academics right and if academics want to publish something it will be always in english so usually their written english and spoken english is very good i never had any issues

{23:59} 059

{24:36} 060 **PP8** participation in eu projects is not that easy right its not everybody can participate in it and if they do the company already has this kind of attitude eeh multinational culture and english language participation the people who work in those type of project who sort of interphase with other partners their english is always very good

{25:08} 061

{25:40} 062 **PP8** so i never had experience of you know people struggling with english

{25:45} 063

{25:49} 064

{25:53} 065 **PP8** i mean in the uk scotland nobody wants to speak to scots because they have a strong accent eeh sometimes its an issue (.) but (.) |its not a problem|yeah i suppose because if person wants to be understood they will be trying to (.) be understood

{26:16} 066

{26:55} 067

{27:02} 068 **PP8** eeh in the european projects suddenly we can see views and attitudes of other people in the world i suppose its about (.) communicating with people ehm on research level and unerstanding them not only from the newspapers right or how medium wants to we think about each other

{27:29} 069

{27:43} 070 **PP8** for research its really fantastic because different countries they have eeh attitudes different trends for example if we take the uk its always quite academically strong or if we take eeh german university or spanish university eeh they are very strong in implementation poland is also very strong in implementation (.) the czech republic is strong in robotics

{28:22} 071

{28:59} 072

{29:01} 073 **PP8** eeh i am not sure actually i think that they are asked very often please speak slower

{29:10} 074

{29:35} 075 **PP8** they already had an experience to work with students from different countries students from different countries so actually they english is very clear and easy to understand

{29:48} 076

{29:55} 077

{30:30} 078

{30:41} 079 **PP8** the people i worked with them they worked in european projects they were english and their english was very clear whereas when i think there would be a scotish person eeh the person who never sort of

communicated with them it will be difficult its like
german its english words with german accent

{31:10} 080

{31:29} 081 **PP8** if its russian that im talking sometimes i would use
very complex words v but if its in english because
its my second language i dont know quite a lot of
complex words so i would try to express myself with
simple words |mh|and probably that can be a tricky
thing because brits they will use those difficult
words |yeah| its just common so maybe this is the
difficulty

PP9

{05:23} 002 **PP9** ouh yeah yeah i can feel

{05:25} 003

{05:42} 004 **PP9** eehh well the (.) italians were (.) very pragmatic
in some cases but they were just italians you know
its like working with mexicans everything is left to
the very last minute |mh| they like to work under
pressuregreece (.) they were actually okay they
people working people i was working with they worked
before in the uk had the similar style working
patterns the czech republic (.) i have to say it was
the most challenging and they (.) they probably it
was just because of the group they were pushing too
much their own agenda and they dont really care about
the project

{06:42} 005

{07:01} 006 **PP9** i know that problem is because of the group its NOT
because its cultural thing

{07:07} 007

{07:26} 008 **PP9** czechs were more personality than (.) from where
they are from italians they were italians ((laugh))

{07:35} 009

{07:40} 010 **EK** there are things that we can connect with cultures
|yes yeah|

{08:18} 011 **PP9** italians were eh flexible workers (.) with the xxx
they were more friendly they always welcomed
suggestions they actually managed very well with the
whole consortium

{09:04} 012 **PP9** how they behave you know they are like having the
party and laughing and thats all on they were latin
in that caseand czech republic czechs were more focus
on work and nothing else they were really what they
were supposed to do

{09:52} 013 **PP9** i am talking about my point of view of course

{09:57} 014 **PP9** because i am mexican we sort of share similar you
know cultural background whereas my colleague yeah
my colleague she was from belgium and she clipped

well with the czechs probably its because of the background i just couldnt find my way to them

{10:34} **015 PP9** yes i worked with chinese but i think that its outside of this group

{10:43} **016 PP9** yes yes it was couple of phd students working on european projects

{10:54} **017 PP9** in my university in my group

{11:21} **018 PP9** well they are (.) the three of them were really hard workers eeh asian style working from nine to midnight or something like that

{11:38} **019 PP9** thats something i noticed more on asian cultures (.) they have hierarchy so they follow the hierarchy

{12:18} **020 PP9** english |english mh| just english

{12:30} **021 PP9** well in formal settings sometimes a bit italian but yeah there were no business

{13:01} **022 PP9** well when i dont know with the google just drinking and you know if you have these meetings you just try to saying words and laugh

{13:38} **023 PP9** ah emails no no just english

{15:18} **024 PP9** no no really no all deliverables (.) °h primordial communication technical writting papers are in english

{15:44} **025 PP9** well i would say just to speak slower and haha be more patient |mh|

{15:55} **026 PP9** the people in the project most of them were either doing a phd or had a phd already academics they (.) |need| spoke english quite fine

{16:27} **027 PP9** profesor leading the ctu group was the ceo of that company as well

{18:09} **028 PP9** well you know they (.) all the academics knew each other enough time they had already relationships built over years so when they started to write the proposal and when the project started they were just speaking in english |okay|

{19:24} **029 PP9** no that not really (.) no eeh nothing

{19:34} **030 PP9** as i said the project related discussions were always in english

{20:12} **031 PP9** yeah there was no like any conflict because of the langauge or why we are speaking just english and not other language it was implicit everything happened in english

{20:44} **032 PP9** it is good that there is a standard language for (.) most of the communication so there is no misinterpretation between parties but when you talk about specially in academia english is like a given because all most of the papers are in english so its like the language to be use or you have to use no matter what otherwise you dont get collaboration you dojnt get projects

{21:18} **033 PP9** its implicit that everything has to happen in english not in any other language

{21:29} **034 PP9** people who speak spanish and i am talking about my research xxx i always switch to english because everything is in english and i have my brain in english my work brain is in english no it spanish

{22:18} **035 PP9** technical words i dont them in spanish i dont know the translation

{23:34} **036 PP9** i think it has to do anything with where the research is coming from in terms of country or cultural background its more on the track record of groups whether they are from the same country or from the different country its more about he capability they have as a group as a team rather than the country itselftheir working paterns yes they are bit different and sometimes its good to know haha how they work in different places but the quality of the work is not that different

{24:35} **037 PP9** no but my point here is that its not really trying to work with different countries its working with group and thats it its not really matter from where the group is coming from

{25:01} **038 PP9** more their skills track records scientific records

{25:22} **039 PP9** but it really doesnt matter from where the group is coming from the origins of the country that group is coming from

{25:43} **040 PP9** i have never noticed any difference between an european and uk based project

{26:04} **041 PP9** when it comes to work with an other academic or uk university they have similar standards its not that different as in europe or with europe and most of the time the uk unviersities they have they are not english there are another nationalitiesthe academians that can be from asia america and so on so i have never noticed any difference

{27:00} **042 PP9** its not (-) it doesnt really have that too much impact on the research to be deliver its actually the quality of the group it doesnt really matter if they are late back or they want to work under pressure or whatever what as long they deliver what we need to deliver

{27:33} **043 PP9** but i dont think that its an advantage for innovation or anything innovation happens when the right people gets together no matter country from where they are coming from i wouldnt form a consortium on a specific countries it doesnt really matter i will look more for the track record of the group or the expertise they can bring in to do innovation

{28:38} **044 PP9** every country has own points or |yeah| some specific characteristics but i dont really care i am just happy if they can bring some expertise or they have expertise that i dont have

{29:08} **045 PP9** eeh little bit with (.) eeh the czechs especially with the persons working in the company whose english

is not that great at the very beginning but then after working for three years haha his english got better

{29:41} **046 PP9** no no there was not a barrier his english wasnt great but for working in project it was fine

{29:52} **047 PP9** so no no there was never a barrier or a misunderstanding because of the language

{30:51} **048 PP9** i dont know im just going to be honest i dont know

{31:00} **049 PP9** ive being i have been working in glasgow for twelve years so it has always been in english i have never noticed and i know the challenges so i do it unconsciously

{31:27} **050 PP9** i would change english in the respect and go for more neutral language

{31:51} **051 PP9** english is widely use in academia

{31:57} **052 PP9** and in terms of inclusion to be more fair i would suggest a different language that is neutral to other countries

PP 10

{03:53} **002 PP10** yeah its very different work with germans from work with italians haha |yeah| italians are more closer to eeh latin people i suppose

{04:06} **003**

{04:16} **004 PP10** for example they are going out or do afterwork or they went socialize others without no relate the topics of the projects

{04:26} **005**

{04:30} **006 PP10** they go more socializate with the persons with no need of talk about the topics of project the other european partners they talk about the project with italians i can speak of another stuff

{04:51} **007**

{04:57} **008 PP10** eeehhh (-) i dont know (.) eeh

{05:08} **009**

{05:52} **010**

{06:10} **011 PP10** the other university in germany they more worry about their project and they dont see the main objective of the project they see only the personal projects

{06:32} **012**

{06:39} **013**

{06:50} **014 PP10** they see the benefit only for their own project

{06:58} **015**

{07:58} **016**

{08:14} **017 PP10** maybe its because we are working in the academia but all of them are very busy

{08:19} **018**

{08:57} **019**

{09:27} 020
{09:49} 021
{10:05} 022 **PP10** yeah for example this month we have technical meeting with other universities in germany they prefer more one day to say what they think and they speak without focus so they speak all the day about the project without something we need to focus and the second day we list all the topics we need to speak about and its more useful so i prefer when in a meeting we name all the topics we need to speak and we focus on that we dont speak about everything on the project

{10:55} 023
{11:23} 024 **PP10** i dont know if its a german thing but i dont know in chile we work differently

{14:04} 031 **PP10** we communicate principally by email

{17:46} 035 **PP10** we speak in english

{17:47} 036
{17:51} 037 **PP10** no in the consortium meeting only in english but if i speak with someone for example a partner from italy they speak in spanish so we speak in spanish

{18:05} 038
{18:11} 039 **PP10** no about a project also

{18:13} 040
{18:28} 041 **PP10** eeh because if the other one the other they speak in spanish when we speak in spanish its only one person one telco so (.) we both speak very well spanish we feel better in that

{18:44} 042
{18:49} 043 **PP10** if i can choose for example if i am gooing to speak with a mexican or someone from south america or an italian who speak very well italian spanish i choose spanish

{19:01} 044
{19:14} 045 **PP10** i start to speak spanish since the beginning eeh if i know that he speaks a spanish we start to speak in spanish

{19:21} 046
{19:50} 047 **PP10** yeah the document is in english (.) we only speak in spanish on telcos and in person

{19:57} 048
{20:59} 049 **PP10** we always we are lots of countries we speak in english

{21:04} 050
{21:30} 051 **PP10** yeah haha informal communication (.) well i only speak informal with partners i told you from italy and here with people from tum

{21:43} 052
{21:45} 053 **PP10** but you see some differences when you are at work and you work with them

{21:53} 054

{21:56} 055 PP10 eeh the language is very different its more eeh and the topics that you speak

{22:04} 056

{22:07} 057 PP10 you dont speak about same topics at work and when you are in apart for example

{22:11} 058

{22:24} 059 PP10 i speak here spanish also because the manager here is married with italian and her family is from spain and he wants to practice its useful for him

{22:44} 060

{23:02} 061

{23:10} 062 PP10 if we speak in spanish (.) we have more phrase and we contribute more

{23:21} 063

{23:30} 064 PP10 for me english is more to work in it

{23:35} 065

{23:48} 066 PP10 for that its more easy fo me speak not related topics in spanish

{23:54} 067

{24:12} 068 PP10 you are no for the project i dont think that there is no impact

{24:38} 069

{25:11} 070 PP10 eeeh sometimes maybe in the meeting when we have with all the consortium when there are sitting together people from the same university and they speak german for example and they start to speak german (.) eh we look at them and they need to translate what they said

{25:37} 071

{25:46} 072 PP10 no about the project yes because sometimes they feel more contribute in german and also they speak german in the unviersity and they are used to it to speak german about the project

{26:29} 073

{27:03} 074 PP10 i think ee i am the person who is speaking worse english maybe in the consortium all of them are more be used to do that

{27:12} 075

{28:02} 076

{28:26} 077 PP10 eeh well we have a disadvantage we have a delay but only a small delay when we are speaking or something i suppose because we have a time to speak about what we want to say

{28:47} 078

{28:58} 079 PP10 they are not xxx (comfortable) with they and they have to think how to say this word in english

{29:04} 080

{29:07} 081 PP10 so its a delay how to think about what do you want to say

{29:13} 082

{29:27} 083 PP10 if you want to say something that everybody understand you need to think you need to take some time to xxx that ever

{29:35} 084

{29:58} 085 PP10 advantage i suppose you have a lot of different points of view so different cultures but from language i dont see advantage for that

{30:10} 086

{30:33} 087 PP10 yeah of course it an advantage we have a common language

{30:39} 088

{30:53} 089 PP10 if you think for the project maybe its better if all of us came from the same language native so its more easier

{31:01} 090

{31:09} 091 PP10 eeh because in europe do you have a lot of different languages so its very good for me that everybody doesnt speak german because i can find some partners who speak latin

{31:25} 092

{32:58} 093 PP10 the level of english (.) i think its great haha

{33:05} 094

{33:13} 095

{34:20} 096

{34:50} 097 PP10 principally for me i think because i maybe not choose the correct words

{34:57} 098

{35:00} 099 PP10 but if they answer with something different not what i questionned eeh i told them and they answer me again

{35:12} 100

{35:32} 101

{35:40} 102 PP10 no but i think its totally an opposite

{35:44} 103

{36:26} 104 PP10 no its not a problem of linguistic i think haha its more problem with specific professors

{36:35} 105

{36:46} 106 PP10 no i think its more personal thing

{36:49} 107

{37:20} 108

{37:48} 109

{38:36} 110 PP10 i would like to change the stuff but i dont know how to do it

{38:41} 111

{38:52} **112 PP10** i see the problem but i cant see how to solve this problem

{38:59} **113**

{39:21} **114 PP10** i see the problem but i cant present a solution

{39:27} **115**

{39:43} **116 PP10** because maybe the solution is that we try to learn other language of the consortium but it spend so much time project is for four years so i dont think its going to be useful

{39:58} **117**

{40:27} **118 PP10** the technical person is not always the person who speaks better english

{40:33} **119**

{41:11} **120 PP10** no i think its okay because you always feel more contribute with some persons and for in my case i feel more comfortable with latin persons

{41:22} **121**

{41:44} **122 PP10** when we have a meeting in presence it should be obligatory to have dinner or something like that to have more bounds together

{41:56} **123**

{42:02} **124 PP10** speak about other topics (.) and start to (.) generate bounds |mh|

{42:11} **125**

{42:21} **126 PP10** yeah if we are more more contribual working with someone its more easy to ask questions about project

{42:31} **127**

{42:45} **128 PP10** its very useful for project when you need to speak a lot about the project and ask some questions (.) you do it by email they can answer like a week later if they dont care about your answer (.) maybe its better if you are more close to the person and you can do it by skype or another platform

PP 11

{07:22} **002 EK** if there is some influence (.) between them

{07:30} **003 PP11** yes (.) eh influence from one to another i would say so because eeh

{07:36} **004**

{07:38} **005 PP11** eh we just only follow protocols

{07:42} **006**

{07:53} **007 PP11** when it comes to culture and eeh approaches differentiate a little bitehm i confirm that we have been in contact with different approaches that are based on different cultural eeh vision

{08:13} **008**

{08:46} **009**

{09:19} 010 PP11 yes there are significant differenceshow individuals are technical consideration vacation time or availability time or amount of traveling or amount of time for some have been facing several approaches into time restrictions lets sayto put it more general so the time restriction is the main xxx word is affected in communication role i wouldnt say that the lack of communication is sometimes caused by different cultures

{10:25} 011 PP11 holidays national holidays or for working hours of each individual its also the sense of worked for unique day sense of sensibility for traveling

{11:16} 012 PP11 yes okay to joke a little bit maybe when you ask me for example about the germans for example they are following very strictly their availability of time for example during their vacation so they are not available and thats it no negotiation

{11:42} 013 PP11 greek guys or portuguese guys or maybe mediteranian guys ehm they work just you know without time restrictions without meaning that their work is not delivered at the end from both sides

{12:00} 014

{12:28} 015 PP11 for instance an italian guy with a german guy (.) italian guy works xxx on the time and delivering when the german guy when he works he works very effectively and delivers on a very high level but respects also the time for a rest

{12:48} 016

{12:56} 017

{13:35} 018

{13:49} 019 PP11 we firstly have the single communication when the coordinator is in the copy and has overview (.) what has been done and what has been communicated

{13:59} 020

{14:21} 021 PP11 the first ensures that everything is clear and everything has been tracked |mh| but the second ensures sometimes that (.) time is being minimed

{14:40} 022

{14:56} 023 PP11 the things is not apart from hardcopies and written deliverables and reports we also prefer to have regular meetings

{15:08} 024

{15:14} 025 PP11 we bring everyone together you know to feel like a family first and to feel like you dont lose contact with each other and eeh there are things that are solved when i am directly communicating than by emails because emails sometimes eh do not get right message or time ehh this is internally for the project (.) externally eeh we choose the right means like conferences or pick events to exploit and to disseminate a project

{16:05} 026

{16:07} 027

{16:17} 028 **PP11** and last eeh we do a knowledge the social means of dissemination so we try to keep the linkedin account live updating and photographs and the news its a propre new feed and groups membership we update it regularly so they that feel that something is alive and moving and promising (.) and they follow that they are part of that

{17:00} 029

{17:38} 030

{17:44} 031 **PP11** of you compare very tide and eeh professional platform for instance intranet of the project °h where you put your work regularly and you see the progress of others you compare that |mh| with just social mean like linkedin no technology update but you just see that your partner in portugal xxx has just participated somewhere (.) its more affecting

{18:16} 032

{18:41} 033

{19:16} 034 **PP11** no we try to have a strategy eeh because everything is about time we have to deliver on specific time things have to be done on specific time money come on specific time so we go to the rules of commission and they go backwards to us (.) rules of commission say that every eighteenth month we have a general meeting

{19:42} 035

{19:54} 036 **PP11** we are using this (.) guideline

{19:57} 037

{20:50} 038

{21:07} 039 **PP11** yes but work package leaders also have the free way to manage their work package as they wish

{21:17} 040

{21:53} 041 **PP11** with the first instant we dont use regular means because there are partners that cant use skype in their company its forbidden eeh we use online platforms like free conference call or webex meeting

{22:13} 042

{22:35} 043 **PP11** we mainly its english

{22:38} 044 **EK** mainly but not all the time

{22:42} 045 **PP11** no because eeh we live partners that are from the same country they communicate as xxx we

{22:49} 046

{22:54} 047 **PP11** its not mandatory to use only english language

{22:59} 048

{23:04} 049 **PP11** officially yes it has to be in english

{23:08} 050

{23:12} 051 **PP11** in report okay not in every day communication in reporting at least it has to be in english

{23:20} 052
{23:32} 053 **PP11** yeah i think so its in the guidelines for the grant agreement its four hundred pages
{23:40} 054
{24:01} 055 **PP11** and we have some exceptions we apply for national patent (.) its obviously in greek
{24:10} 056
{25:03} 057
{25:20} 058 **PP11** formal communication is what there were from my point of view okay from there will be reviewed by commission so i would put into that reporting
{25:33} 059
{26:13} 060
{26:42} 061
{26:46} 062 **PP11** the rest like eeh scheduling about the strategy of two partners how to present something i wouldnt say that its formal communication
{26:60} 063
{27:20} 064 **PP11** no i would say that formal communication is in english
{27:24} 065
{27:48} 066
{28:30} 067 **PP11** no i dont think so
{28:32} 068
{28:51} 069 **PP11** i would say eeh xxx but enough for not having miscommunications
{28:60} 070
{29:02} 071
{29:13} 072 **PP11** no to my experience there are solved the time they appear
{29:19} 073
{29:23} 074 **PP11** yeah i have not experienced eeh such a big problem that could cause project problems at the end with commission based on language problem english problem
{29:35} 075
{29:56} 076 **PP11** in my organisation for what is generated to use when we see such a problem we use proof reading tools and native speakers to proof read the documents before to deliver it to commission
{30:11} 077
{30:26} 078 **PP11** and we send it back to the partners and they do some proofreading
{30:34} 079
{30:50} 080 **PP11** no we have in our team
{30:53} 081

{31:13} **082 PP11** its for the written communication but its on the voluntary bases its not his main discipline to proofread the documents and its not one person

{31:24} **083**

{31:42} **084 PP11** yes and they use a translator for this

{31:48} **085**

{31:54} **086 PP11** no no in person when we worked with ukranians and there were cases when a translator was brought in in order to translating in real time during presenting the results

{32:10} **087**

{32:25} **088 PP11** no it was only with ukranians

{32:27} **089**

{32:40} **090 PP11** i was experiencing cases where eeh narration who is not so clear but the collaborator catches it and everything goes regularly

{32:55} **091**

{33:52} **092**

{34:24} **093 PP11** advantage is of eeh different langauges

{34:29} **094**

{34:32} **095 PP11** (-) its not so clear to me only that they through this language you might have the access to culture and different points but only through languages that are used

{34:50} **096**

{35:20} **097 PP11** i wouldnt say that i can see any advantage except from cultural point

{35:25} **098**

{35:47} **099 PP11** yes eeh (-) when we use our language or partners with the same origin or from the same country eehh i think work is done more effectively

{36:05} **100**

{36:31} **101 PP11** disadvantage (--) no there is no disadvantage

{36:42} **102**

{37:16} **103**

{37:47} **104 PP11** for every project that we are participating in the multiple cultures involved and this doesnt have to do with countries involved because eeh there are countries that are multicultural so eeh we face chinese culture indian culture african culture so lots of cultures outside the europe but they are working for european countries

{38:20} **105**

{38:36} **106 EK** and with this people you can see the difference

{38:40} **107 PP11** yes mh

{38:42} **108**

{38:50} **109 PP11** both both |both| for instance eh chinese they follow specific discipline so how do they deliver the work or how they do for the communication

{38:58} 110
{39:05} 111 **PP11** project needs horizontal actions and horizontal management but you still havent seen that you see that there are some differences even if they dont affect the work you can see them

{39:19} 112
{39:25} 113 **PP11** no not at all no no
{39:26} 114
{39:36} 115 **PP11** difinitelly yes so you like to work with different cultures yes yeah

{39:43} 116
{39:55} 117 **PP11** no i not consider as barriers
{39:59} 118
{40:51} 119 **PP11** in the implementation
{40:53} 120
{41:06} 121 **PP11** yes what i would say at least qualitativly it has an impact to the quality of how the work is done

{41:17} 122
{41:39} 123 **PP11** if i xxx from my point of view i maybe see things from different perspective and provide solutions that i wouldnt so eeh having a multicultural eeh participation in european research projects could maybe bring the solutions that are not visible

PP 12

{08:26} 003 **PP12** yeah i suppose there are generally wide speaking statements eh (.) certain characteristics between different areas in europe or between different countries but i mean its not a barrier

{08:44} 004
{09:02} 005 **PP12** i think so eeh in some situations it can be quite more challenging

{09:10} 006
{09:18} 007 **PP12** its not sort of go no go decision this type of things |mh| you have the approach conversation discussed throught slightly from different angles lets say

{09:31} 008
{09:46} 009
{10:03} 010 **PP12** an example might be the xxx talking to a country german partner they tend to eeh like know lot more detail about the project which sometimes when you are sort of coming out with project concept thats can be quite difficult at the beginning they tend to like not know about time frames xxx ?

{10:28} 011
{10:33} 012 **PP12** talking to eeh i dont know maybe sort of southern european partners spain or greece or italy eeh they

tend to be bit more relaxed eeh at initial stage with a dialog when one says more information which mean you can sort of work together and develop a concept

{10:50} 013

{11:21} 014 PP12 i would not say different values i mean eeh essentially

{11:25} 015

{11:35} 016 PP12 i dont see value is an issue barrier in cross europe i would say

{11:41} 017

{11:52} 018 PP12 so eeh primarily main one are telephone and emails

{11:57} 019

{12:07} 020 PP12 its in english eh if its any other language i cannot communicate haha so i say an initial email for contact how long we know essential partner although xxx or send up initial mail to gain their interest

{12:22} 021

{12:45} 022 PP12 face to face meetings can work well but it can be a bit more tricky sometimes in european projects if you have eeh number of different partners from different countries striving to coordinate them on one place can be tricky sometimes sometimes the barrier can be but little bit of endurance/languagebut luckily enough in twi we have quite a large number of people that work here in non uk workers so i mean xxx can do technical stuff they can speak to spanish partner they can speak spanish or french we have that sort of capability to communicate in different languages

{13:30} 023

{13:37} 024

{14:02} 025

{14:31} 026 PP12 so i would say eeh if i form consortium together if i dont know the person i am contacting or i havent been provided with complet details and so on to contact him i will use formal language and then eeh during the course of proposal certainly for initial interaction i would use formal language

{15:10} 027

{15:46} 028

{16:08} 029 PP12 i dont have the face to face interaction with partners from different parts of europe so i would say it s mostly conducted on the phone or by mail but it s supposed it s not easy to be informal i mean accent and phrases

{16:45} 030

{17:01} 031

{17:14} 032

{17:29} 033 PP12 i would say if i make an email contact with someone
xxx i tend to be quite short

{17:40} 034

{17:46} 035 PP12 i try to make my initial contact quite short

{17:49} 036

{19:27} 037 PP12 eeh so if the english is not like good i tend trying
to communicate more by e mail

{19:34} 038

{19:36} 039 PP12 i think it s a lot easier making news translations
the biaisis in such calls whereas on the telephone
email adress are slightly not perfect line and i
tend to mumble my words so i find e mail is the
best way

{19:54} 040

{20:03} 041 PP12 i spoke to bulgarians or greece (.) they are not so
familiar

{20:08} 042

{20:10} 043 PP12 but they had other partners from that country that
are fluent in english so we would also communicate
this way

{20:20} 044

{20:41} 045 PP12 they done through other partners within the
consortium or someone internally

{20:49} 046

{21:07} 047 PP12 yes and maybe more communication as i mentionned by
e mail it will be easier to follow

{21:12} 048

{21:36} 049 PP12 i would say that level of english of the partners
in the project on which i work last year and half
nearly were extremly good there have been very few
occasions

{21:49} 050

{21:59} 051 PP12 maybe four or five occasions eeh having spoken to
hundred partners in this time frame i dont see any
issue not in my personal experience in the level of
english

{22:15} 052

{22:27} 053 PP12 i dont see any issue

{22:29} 054

{23:04} 055 PP12 i think i think certainly any native speaker across
europe has an advantage the language generally used
in business is english even if you speak to someone
whose english is not that fantastic you can usually
understand

{23:30} 056

{23:47} 057

{24:23} 058 PP12 i would say german people tend to talk in language
in more formal point of view people that eeh are
very fluent in english no native english people who

are fluent in english then tend to speak more informally

{24:42} 059

{25:08} 060 **PP12** eeh no no i am very impressed the vast majority of people i speak to their english is enough understanding especially eeh sort of discussing if you mention complex topics with technical aspect

{25:28} 061

{26:09} 062 **PP12** if you move anywhere even if you cross the united kingdom eeh i find maybe some difficulties to understand someone from glasgow or scotland so its vary from region to region

{26:27} 063

{26:37} 064

{31:03} 065 **PP12** i speak only english and about five french words

{31:06} 066

{32:07} 067

{32:40} 068 **PP12** i agree it can be beneficial for eeh certain relations eeh but i am one of those ehh stereotypical english people who has very little craft of the languages

{33:01} 069

{33:39} 070 **PP12** ouh i think it d be a huge advantage one could speak different languages

{33:46} 071

{34:08} 072 **PP12** be bilingual has lots of benefits

{34:11} 073

{34:13} 074 **PP12** a lot of the business discussion across europe even across the world is done in english has let english people been not very well adapted (.) it would be huge advantage i agree

{34:31} 075

{34:43} 076 **PP12** i think its very beneficial eeh its always good to have really good melting pot of people and ideas the more eeh you have differences coming from different ideas different angles different social aspects different way of looking on problems looking to solve these problems i think it can be beneficial that people can learn from these different methods

{35:10} 077

{35:53} 078 **PP12** for a successful project it should be xxxx to have the best possible partners working on a project so the best possible partners from a

{36:07} 079

{36:12} 080 **PP12** it really doesnt matter if you want to have the best people working together it really doesnt matter the distance

{36:19} 081

{36:30} 082

{36:33} **083 PP12** just their capabilities in project the benefits they bring to the project

{36:39} **084**

{37:22} **085 PP12** no i think obviously culture xxx shapes their personality the persons they are today in this kind of projects you benefit from these individuals that have been shaped by their culture

{37:41} **086**

{38:19} **087**

{38:24} **088 PP12** i haven't met any barriers i haven't dealt with any barriers maybe some minor speak bumps eeh language barrier with non english speaking partners but if you need to get around that eeh the communication through someone or use some translator or try to focus more on communication via e mails

{38:52} **089**

{41:43} **090**

{42:18} **091 PP12** as i mentioned i am in very privileged position being a native speaker of english

{42:24} **092**

{42:28} **093**

{43:43} **094 PP12** probably ninety five to ninety eight percent of people i dealt with have very good english

{43:50} **095**

{43:54} **096 PP12** i would say i am quite happy with the way

{43:56} **097**

{44:16} **098**

{45:28} **099**

{45:48} **100 PP12** i mean any training could potentially help

{45:51} **101**

{45:56} **102 PP12** i am not sure cultures across the europe very significant differences that the training would be necessary i think if you are aware of slight differences norther and southern europe i think most of people are equipped enough to be multilingual