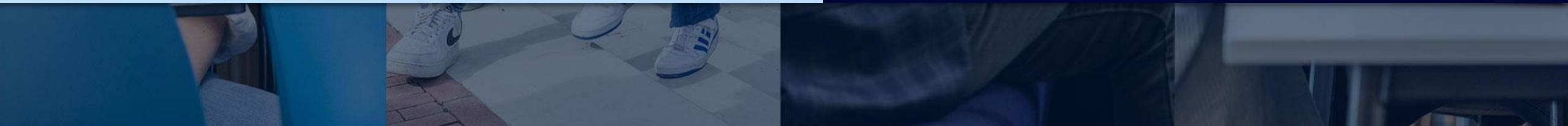




**Welcome,
we are excited to have you
join our community.**



**School of Business
and Economics**





Prof. Dr. Gaby Odekerken-Schröder

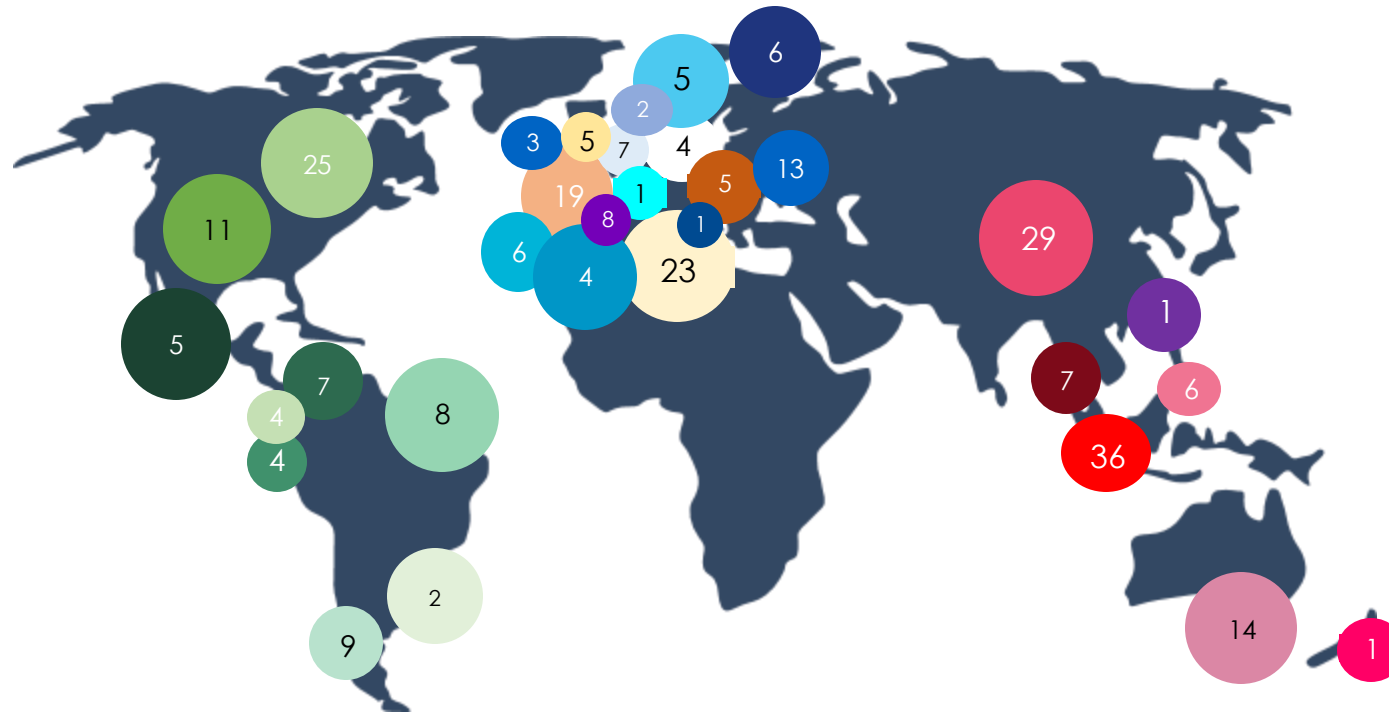
Associate Dean Internationalisation and Impact

Professor in Customer-Centric Service Science - Department of Marketing and Supply Chain Management

WELCOME TO

88 EU STUDENTS

193 NON-EU STUDENTS



- Argentina
- Australia
- Austria
- Belgium
- Brasil
- Canada
- Chile
- China
- Colombia
- Croatia
- Ecuador
- Finland
- France
- Germany
- Hungary
- Ireland
- Italy
- Mexico
- Norway
- New Zealand
- Peru
- Portugal
- Singapore
- South Korea
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Turkey
- United States
- United Kingdom

6500+ SBE Students

195+ partner universities

640+ exchange students per year

35000 SBE alumni

195+ partner universities

3350+ executive students



Triple Crown Accredited

As only 1% of business schools worldwide



Times Higher Education

Maastricht University is the 10th best Young University in the world (2024)



Positive Impact Rating

Level 4 Transforming School (2025)

Our students rated SBE among the top 49 leading Positive Impact Schools





Join at
slido.com
#IROIntro26



slido

Please download and install the Slido app on all computers you use

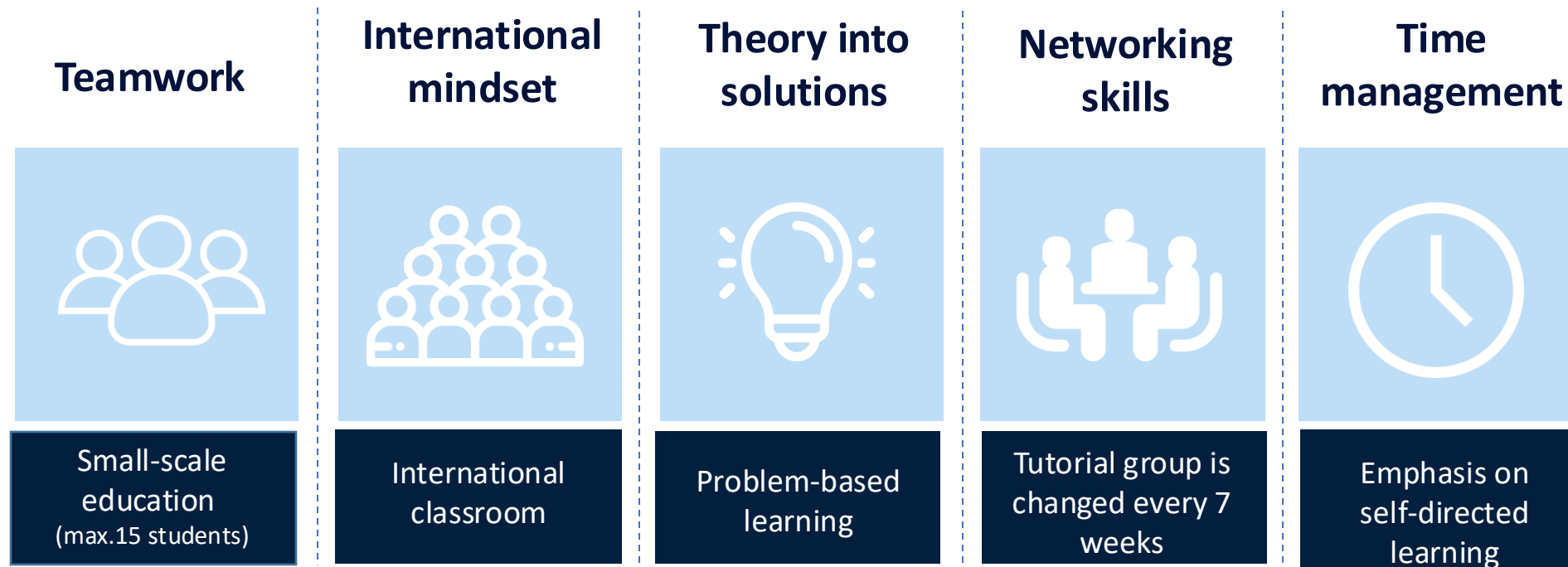


What do you expect from your exchange semester at Maastricht University?

① Start presenting to display the poll results on this slide.

Features and characteristics

School of Business and Economics





School of Business and Economics

Code of Conduct

*“We strongly believe schools of business and economics like ours play an important role in developing **future leaders and team players**. Leaders and team players who address the challenges our world is facing today.”*



Dealing with the Dutch (& The Germans)

By Mark Vluggen



Mark Vluggen

Associate Dean of Teaching and Learning

Scientific Director SBE Education Institute



Some disclaimers

Culture ≠ some sort of collective personality

Limburg *versus* the Netherlands

In contrast to the rest of the nation:

More outgoing, enjoying life's pleasures more

Hofstede: Southern provinces of the Netherlands are the most Northern part of Latin Europe, the rest of the country is the southernmost part of Scandinavia

Again, be aware of stereotypes...



The Country Mapping Tool

the COUNTRY MAPPING TOOL

▼ Select Countries to Map Read Descriptions of Culture Map Dimensions

Low-context COMMUNICATING High-context

Direct Negative Feedback EVALUATING Indirect Negative Feedback

Egalitarian LEADING Hierarchical

Consensual DECIDING Top-down

Task-based TRUSTING Relationship-based

Confrontational DISAGREEING Avoids Confrontation

Linear-time SCHEDULING Flexible-time

Principles First PERSUADING Applications First

1. Communicating

Low-context

Good communication is precise, simple and clear. Messages are expressed and understood at face value. Repetition is appreciated if it helps clarify the communication.

High-context

Good communication is sophisticated, nuanced and layered. Messages are both spoken and read between the lines. Messages are often implied but not plainly expressed.

2. Evaluating

Direct Negative Feedback

Negative feedback to a colleague is provided frankly, bluntly, honestly. Negative messages stand alone, not softened by positive ones. Absolute descriptions are often used when criticizing. Criticism may be given to an individual in front of a group.

Indirect Negative Feedback

Negative feedback to a colleague is provided softly, subtly, diplomatically. Positive messages are used to wrap negative ones. Qualifying descriptors are often used when criticizing. Criticism is given only in private.

3. Leading

Egalitarian

The ideal distance between a boss and a subordinate is low. The best boss is a facilitator among equals. Organizational structures are flat. Communication often skips hierarchical lines.

Hierarchical

The ideal distance between a boss and a subordinate is high. The best boss is a string director who leads from the front. Status is important. Organizational structures are multilayered and fixed. Communication follows set hierarchical lines.

4. Deciding

Consensual

Decisions are made in groups through unanimous agreement.

Top-down

Decisions are made by individuals (usually the boss).

5. Trusting

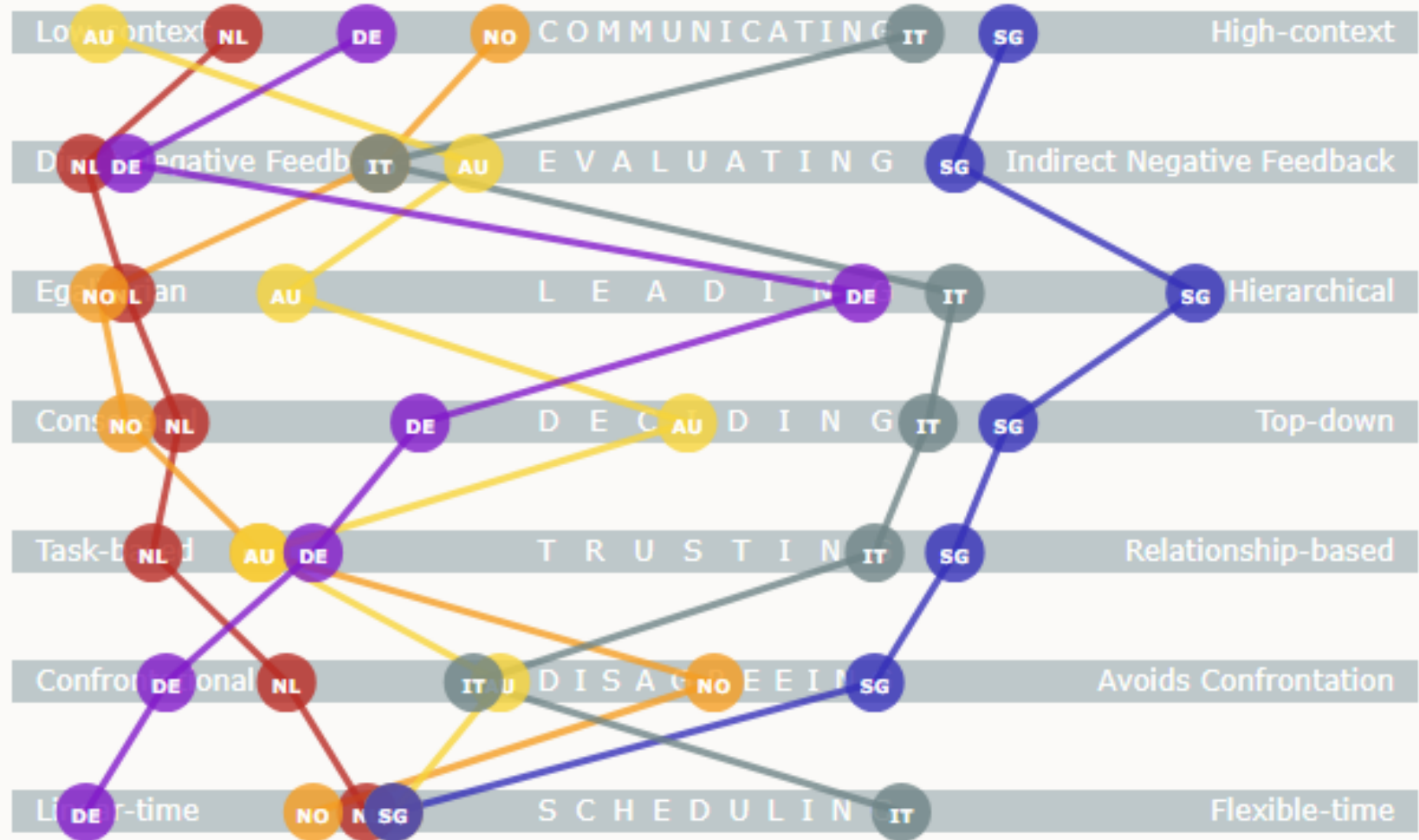
Task-based

Trust is built through business-related activities. Work relationships are built and dropped easily, based on the practicality of the situation. You do good work consistently, you are reliable, I enjoy working with you, I trust you.

Relationship-based

Trust is built through sharing emails, evening drinks, and visits at the coffee machine. Work relationships build up slowly over the long term. I've seen who you are at a deep level, I've shared personal time with you, I know others well who trust you, I trust you.

● Netherlands ● Norway ● Australia ● Singapore ● Germany ● Italy



Hierarchy and the Dutch problem with it...

Egalitarianism:

“A sense of everyone being equal from a moral point of view”

- “Just act normal, that is strange enough”
- Should not openly pride yourself on your achievement
- Moral not a material position

- On a global scale The Netherlands scores pretty low on Power Distance (a way to measure the role of hierarchy in society).
- Dutch try to ignore hierarchy – make it invisible as much as possible.

The Dutch Prime Minister



Attitude to Hierarchy in NL and our education system

✓ **Problem Based Learning**

- ✓ Tutor is a coach, rather than an instructor;
- ✓ Hardly any lecture based learning

Don't be misled:

- Our tutors are very well trained;
- They know how to judge your performance;
- Many of them get very high evaluation ratings;
- The courses are designed by experienced senior professors.



Dutch directness

- Reputation for being very direct
 - Opinions differ: ‘very honest’ but also ‘blunt’ and ‘rude’
 - Yes is yes, no is no; we don’t wrap these words up
- People openly disagree with their superiors
- 87% of the Dutch people speak English (English proficiency as a 2nd language index: 3rd in the world)
 - ‘Dunghish’
 - The word ‘please’ can be omitted in Dutch without being rude
- Tutorials

Time Rhythm at UM

SBE has an extreme form of continuous examination

- very short blocks (7 weeks)
- only 2 courses at a time
- heavy reading assignments
- lots of in course assignments: presentations, essays, cases etc.

Implication:

- Complete relaxation for 4 weeks makes it very tough to pass a course.

Dutch culture manifesting itself in UM's educational system: Grading

Grading system: 1-10

1 = worst possible grade
<= 5.0 insufficient

5.5 = sufficient
6.0-6.5 = satisfactory

7.0-7.5 = good (normal, average grade)
8.0-8.5 = very good
9.0-9.5 = excellent
10 – exceptional (“9 for the teacher, 10 for Our Lord in Heaven”)

Netherlands	USA	UK	Definition
10	A+	A+	Excellent
9.5	A+	A+	Excellent
9	A+	A+	Excellent
8.5	A+	A	Excellent
8	A	A/A-	Very good
7.5	A/A-	B+	Very good
7	B+	B	Good
6.5	B	C+	Good
6	B-/C	C/D	Satisfactory
5.5	D	D	Sufficient
5	F	F	Almost sufficient
4	F	F	Insufficient
3	F	F	Low
2	F	F	Bad
1	F	F	Bad

Attitude to achievements

as a cultural phenomenon

- Appreciation of competitiveness varies a lot around the world (not just in education).
- In The Netherlands, an interesting mixture:
 - + Achievements important
 - + High standards
 - Don't show off
 - Low profile expected.
- Dutch version of Calvinism
- High grades very important on the German labour market

What if the two meet?

- Quite some friction sometimes in teamwork.
- Of course, not everybody fits into the picture.

Recommendations:

1. Don't judge, just be curious
2. Be inclusive
3. Go around with an open mind
4. Use cultural information as background knowledge only
5. Have an open exchange of *individual* preferences: your aspirations and the aspirations of your teammates

Dutch food

Haring, stamppot and erwtensoep



Quote from an Italian student

“The Dutch apparently have other ways of having a good time”

Some local/Dutch dishes you should try:

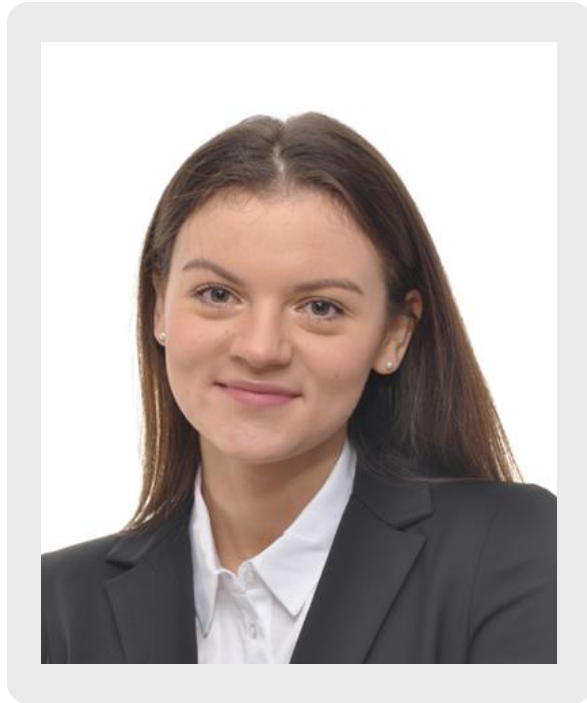
1. Zuurvlees
2. ”Knien in ‘t zoer’
3. Limburgse vlaai →
4. Maatjesharing
5. Hutspot
6. Pea soup
7. Drop



My wishes for you for your stay in Maastricht

- Lots of joy
- Fruitful studies
- Lots of love, in whatever form it may come to you.





Lea Rehm

Vice President of the Student Council

*Double Degree in International Bachelor Programme in Management & Bachelor International Business Management - Marketing
MSc International Business – Organisation: Management, Change & Consultancy*



Student Council

'For students, by students'

- Creates and runs student focused projects
- Brings your suggestions to life

Project examples:

SBE Lounge

Language buddy program

Sustainability day

Faculty Inner Garden

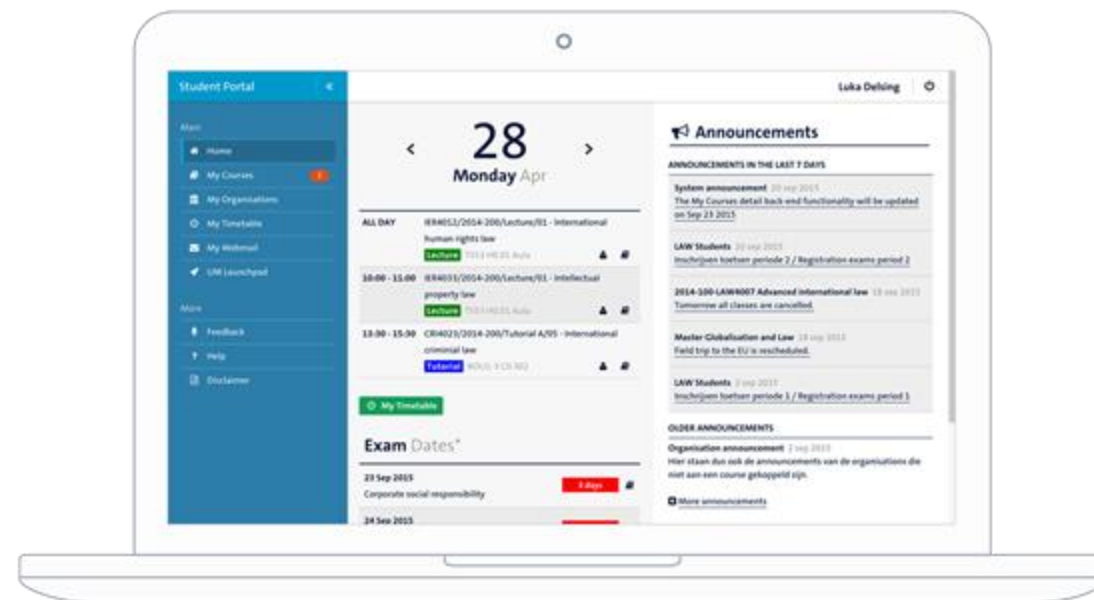


Student Portal

Your one-stop location for accessing and managing your personal university information.

For accessing your **course material**, answering your **e-mail** and browsing your **timetable**, managing your **course registrations**, and checking your **grades**.

Instruction video Student Portal
um-sbe.com/instructions-student-portal



studentportal.maastrichtuniversity.nl

Canvas

Your application to access all course materials

Your *learning management system (LMS)* to access all **course materials** such as **articles**, **assignments** and **messages** for your courses.

To Canvas

studentportal.maastrichtuniversity.nl > **My Courses**

Instruction video Canvas

um-sbe.com/instruction-canvas

Canvas Student App


um-sbe.com/canvas-app



Check your **UM mail (!)** and join us on **Instagram** to stay updated!



 @iro_sbe

 @maastricht_sbe
Follow for updates & news

Other social media channels

 Maastricht University School of
Business and Economics

 School of Business and Economics

 @maastrichtsbe

Study related questions?



SBE Intranet

Study related questions? Check intranet.maastrichtuniversity.nl
School of Business and Economics

Student Portal > My Links > MySBE



How to reach the IRO team

Phone: +31 43 38 83706

Email: iro-incoming-sbe@maastrichtuniversity.nl
-> please mention your UM student number

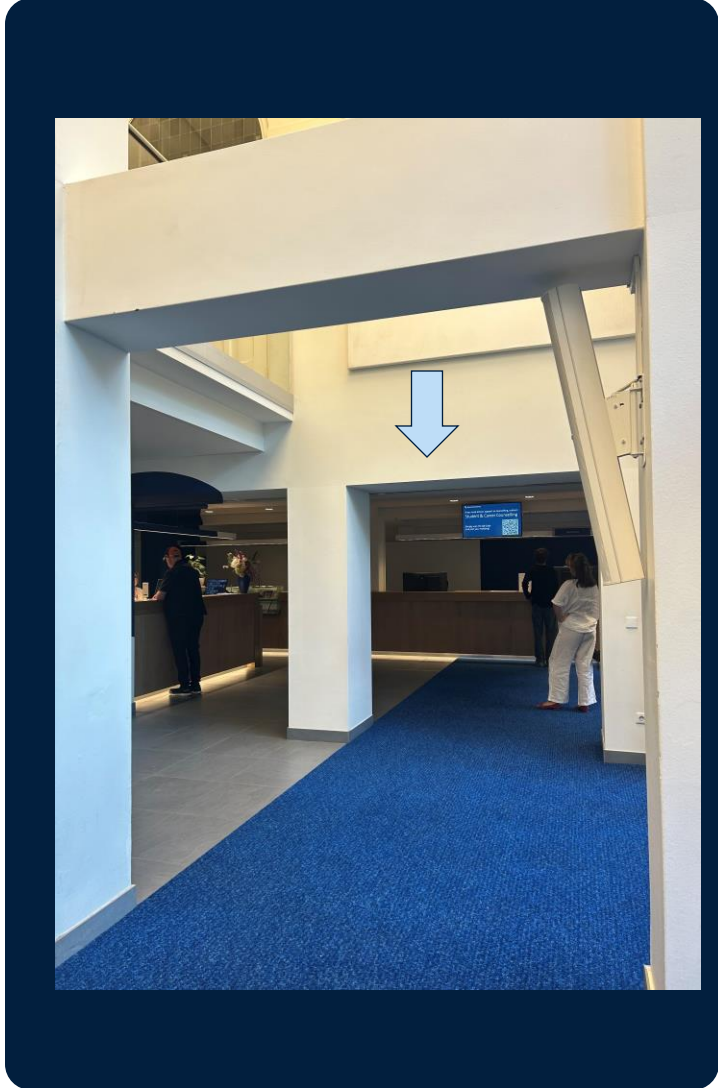
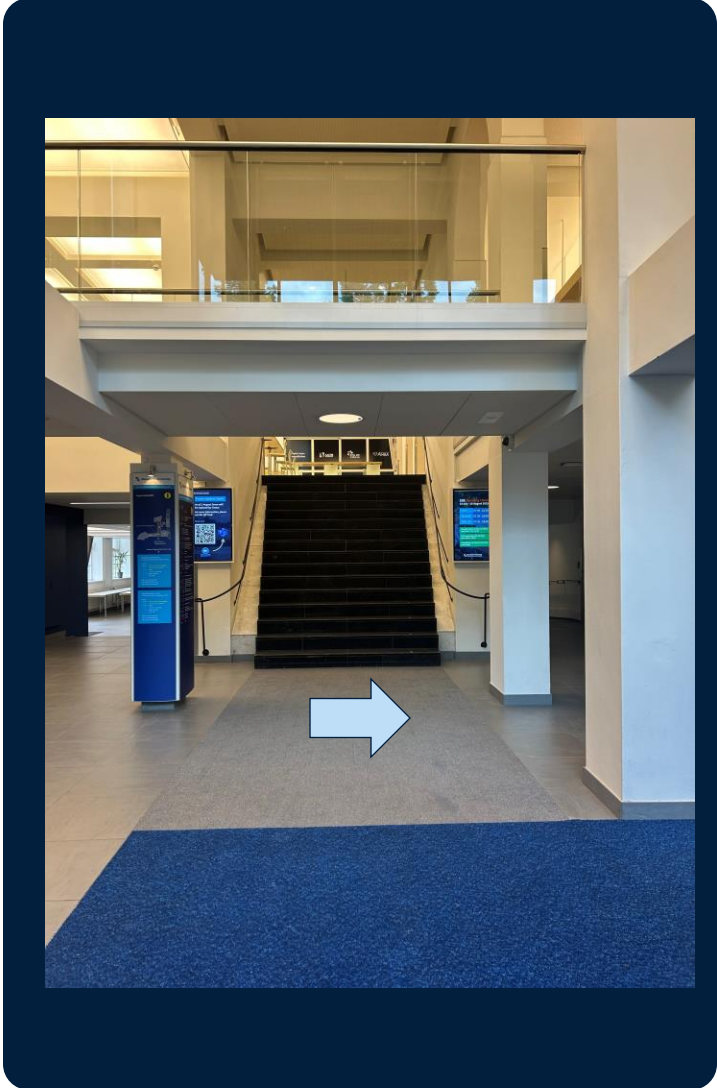


Good to know

Open office hours:
Tuesday 10.00 - 11.00h
Thursday 10.00 - 11.00h
Make a personal appointment with the IRO team:



Open office hour



Tips to get you started



Books

Books can be bought via
WO4YOU: www.wo4you.nl



UM card

This morning, during registration, you received your UM card in the envelope provided.



Wifi

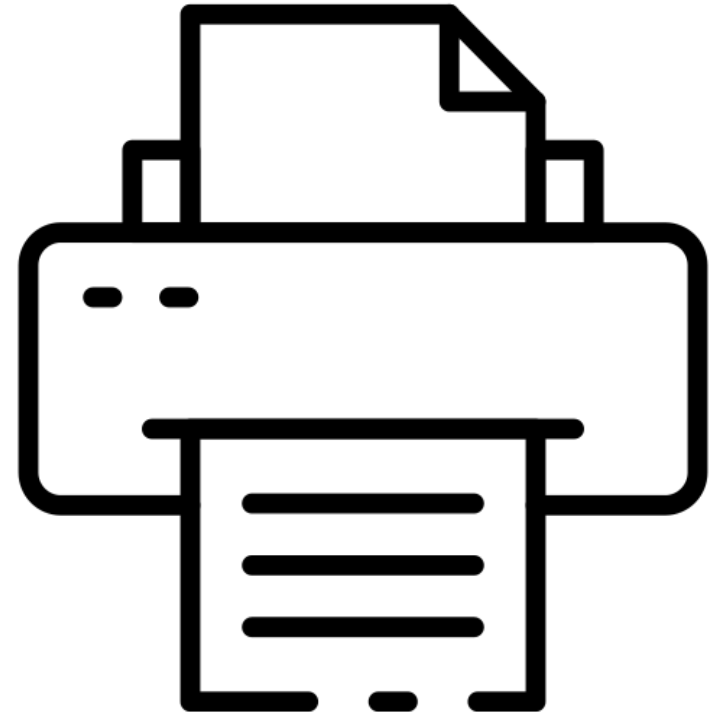
Choose *UMnet* or *Eduroam* and log in with your UM username followed by @unimaas.nl.

The password is your UM password

Printing, copying & scanning

Easy printing, different options:

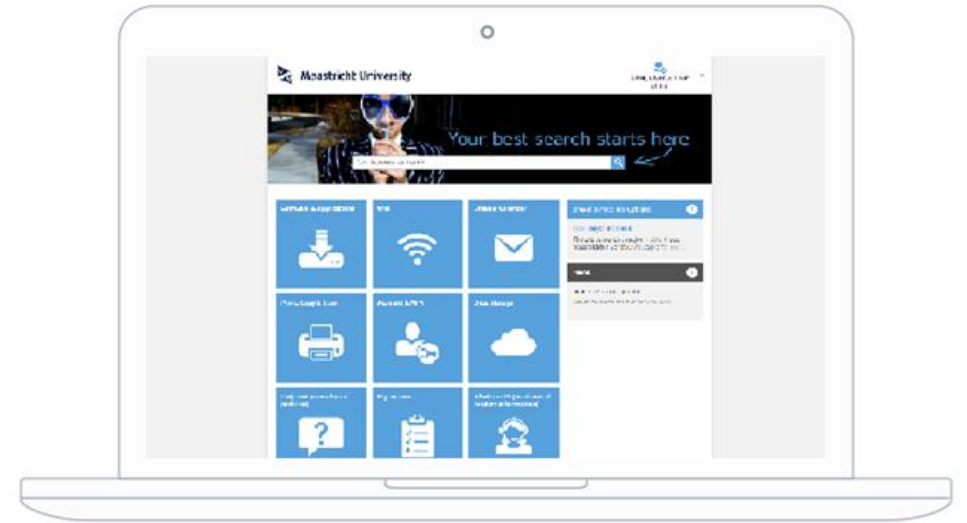
1. **Print portal (website)** - print.maastrichtuniversity.nl
2. **Campus Print (app)** for iOS and Android
3. **UM_Printer (desktop)** on Student Desktop (Anywhere) or install the UM Internet Printer on your own device
 - Print jobs can be collected at **any** printer ("follow you queue")
 - Pay with your **UMcard**
 - Scans are free of charge
 - Visit the **Canon shops** for custom printing and supplies (@Inner City Library and Randwyck Library)



IT support by ICTS

Do you want to...

- ✓ Know how to set up Multi Factor Authentication (MFA)?
- ✓ Know how to connect your UM email to your personal email?
- ✓ Link your Timetable to your online calendar app on your phone or laptop?
- ✓ Download software like Office 365 or SPSS for free?
- ✓ Know how to connect to the WiFi?
- ✓ Know how to storage your data?
- ✓ Reach out for IT support?



Go to the ICTS Self-Service Portal
servicedesk.icts.maastrichtuniversity.nl



UM Library

Find your perfect place to focus

Need a place to study? Choose from
3000+ spots across 6 locations!

- Inner City Library
- Randwyck Library
- Tapijn 11 + Tapijn Loods V
- University Sports Centre
- Paul-Henri Spaaklaan

Reserve your study place

umlib.nl/studyplace-reservation

More information

umlib.nl/newstudents



Questions about your registration at UM?

For example about the **payment of tuition fees**, uploading a **diploma** or copy of your **passport**, or picking up your **UM card**?

Visit the Student Service Centre
study@maastrichtuniversity.nl
Bonnefantenstraat 2



Didn't catch everything?



Download this presentation

um-sbe.com/intro-iro



Check your UM e-mail

In the following weeks, we will share important information, as well as tips and tricks, to offer you a smooth start at SBE!

Questions?

We are here to help

1. Ask your **buddy**
2. Send an email to iro-incoming-sbe@maastrichtuniversity.nl
3. Visit the open office hours on **Tuesday** and **Thursday** 10:00 - 11:00 near the reception



The 'Are you okay?' lecture



Be & Become an ally against sexual violence and find out where you can get support at UM

Welcome!



Prevent, Educate, Support.

Create a culture where people can:

- Feel safe
- Participate in respectful behaviour
- Feel encouraged to speak up



Sexual violence is:

*... an umbrella term that refers to **any form of inappropriate sexual behaviour**, ranging from non-consensual photo sharing, catcalling, and passing inappropriate comments, unwanted kissing or touching, sexual abuse, and rape.*

*... is an approach or behaviour that is sexual in nature, and **crosses the sexual boundaries of a person**. This does not have to be a physical event.*

Pick one event:

- A** The person you are making out with continues after you have told them you want to stop.
- B** You overhear some classmates making sexual remarks about one of your tutors/peers after they've left the room.
- C** The person you are about to have sex with insists on not using a condom because allegedly it does not feel as good.
- D** A classmate flirting and dressing sexy and then not wanting to date you.
- E** Arguing with the person you were about to have sex with, because they changed their mind late in the process.
- F** A group of friends passing around the Instagram profile of a peer and all of you are making sexual remarks / comments.

Which example does NOT have an element of sexual violence?

Pick two events:

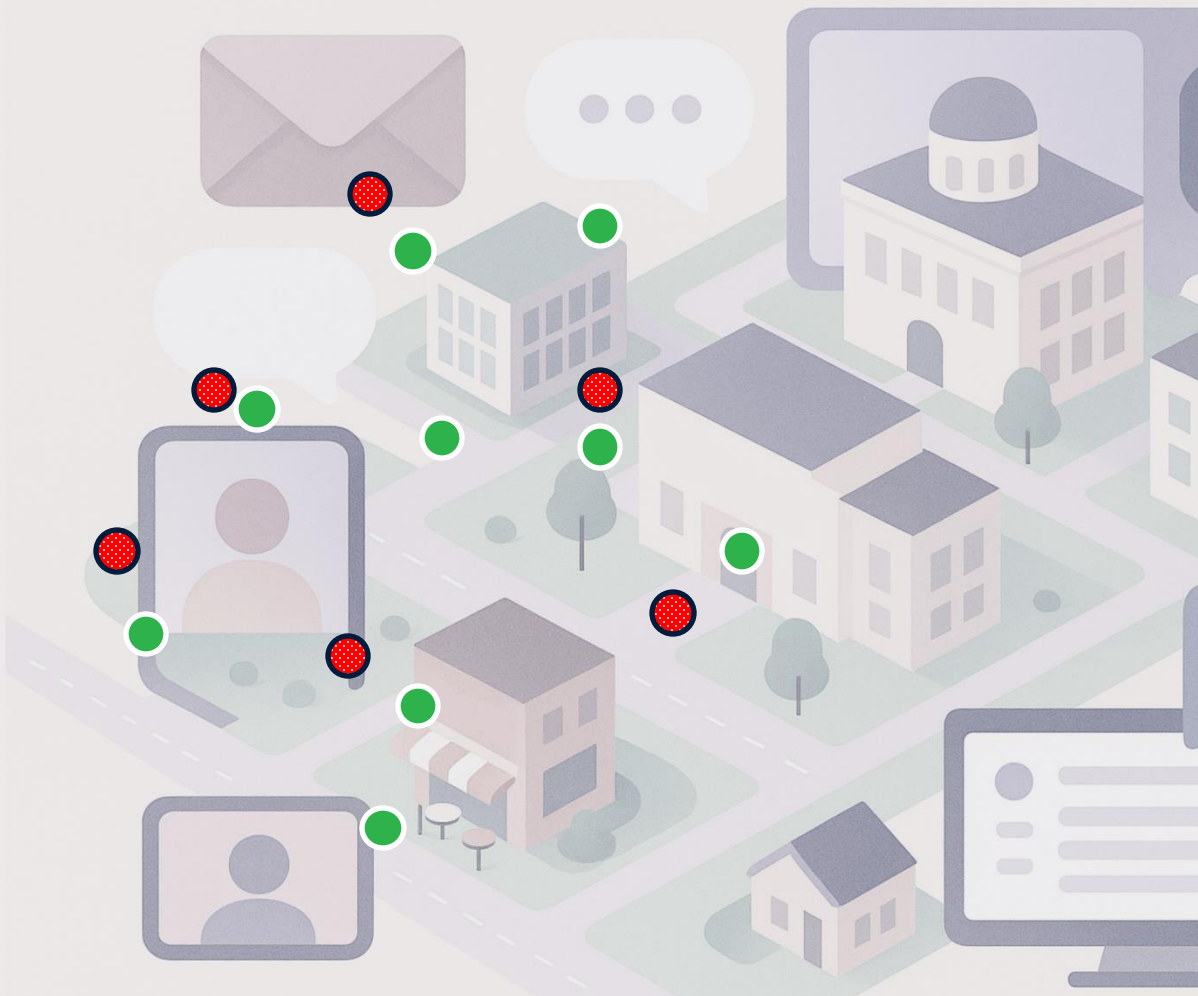
- A** The person you are making out with continues after you have told them you want to stop.
- B** You overhear some classmates making sexual remarks about one of your tutors/peers after they've left the room.
- C** The person you are about to have sex with insists on not using a condom because allegedly it does not feel as good.
- D** A classmate flirting and dressing sexy and then not wanting to date you.
- E** Arguing with the person you were about to have sex with, because they changed their mind late in the process.
- F** A group of friends passing around the Instagram profile of a peer and all of you are making sexual remarks / comments.

*The least acceptable event
and
the most acceptable event.*

Effects of negative sexual experiences

- Short term effects
- Long term effects
- Academic performance

The Metaphor



Each time there is an act of sexual violence a small **red dot** appears in one of your spaces

A behaviour someone can do to stop a red dot from happening or progressing is a **Green Dot**.

Goal is to have more **green** than **red** dots.

Be a green dot :)

You overhear some classmates making sexual remarks about one of your tutors/peers after they've left the room.

A

Voicing how the comments makes you feel

B

Putting someone in the shoes of a loved one

C

Support a Green Dot or ask for support

Be a green dot :)

To the person in question:

A

I just witnessed what happened, are you okay?

B

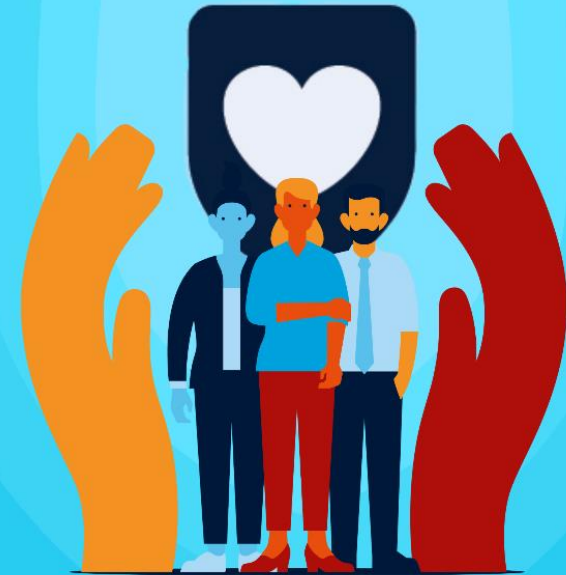
Can I do anything for you? Stay with you maybe?

C

What do you need?

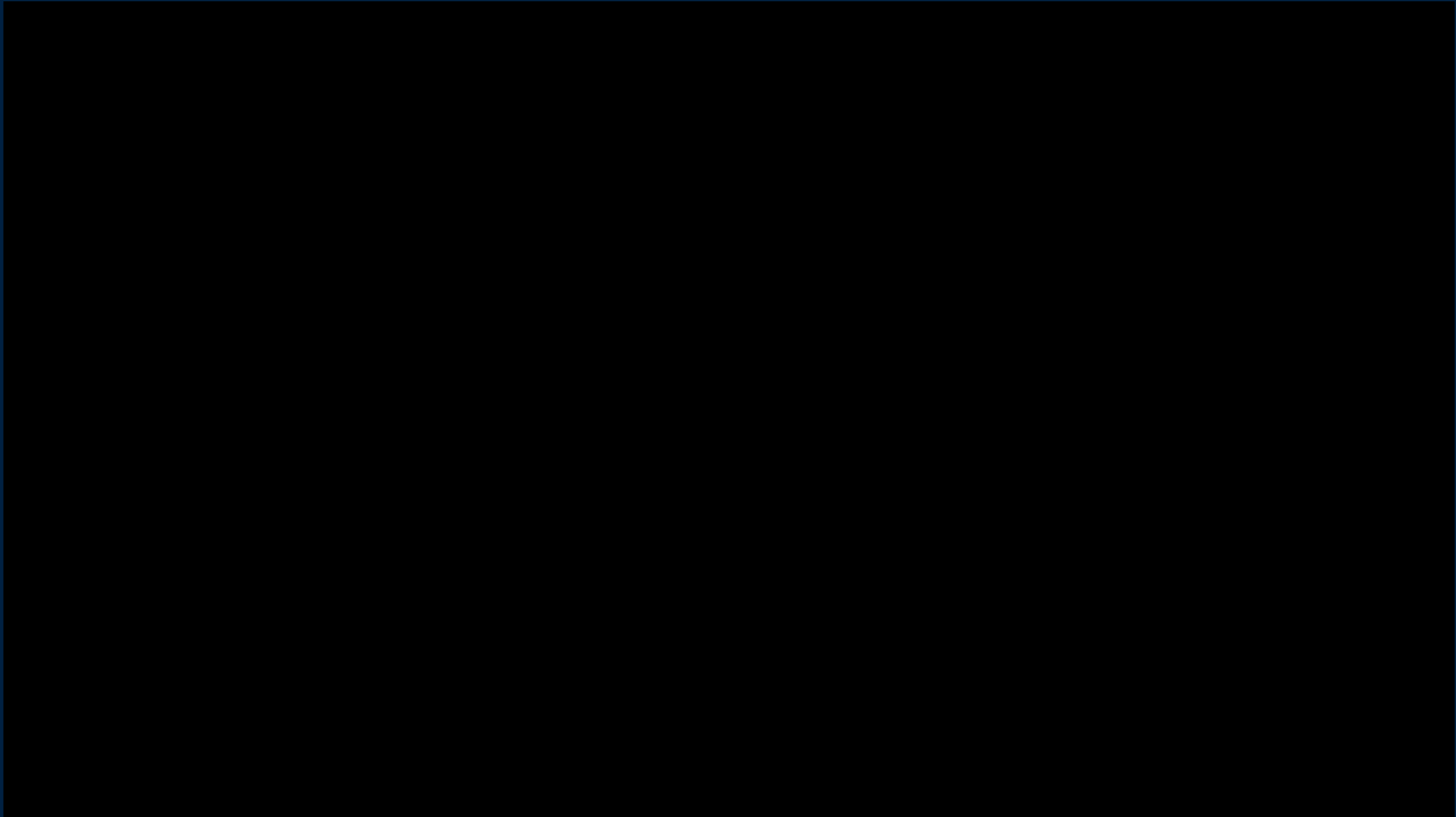
Here is where you can go:

Social Safety Team - Students



Sexual safety and sexual wellbeing are not merely the absence of sexual violence, but rather:

- *Having your voice heard and respected*
- *Freedom of self-expression*
- *Freedom of movement and behaviour*
- *The right to bodily autonomy*
- *Enjoyable interactions*



Viewing assignment



- What barriers would prevent you from doing a Green Dot in similar situations?
- How can you act despite those barriers?

'Are you okay?' lecture

Thankyou,

For your attention!



11:06

77

Giovedì 5 giugno

11:06



Do you want to enrol
in the Sexual Safety
Programme
Canvas course?



Prevent, Educate, Support.

- **What you can do:**
- Provide support for yourself and others
- Do Green Dots
- Sign up for activities and follow us on Instagram @sexualsafetyum & @olelve_um
- Raise awareness





Brightlands Startup Challenge



Maastricht University



Brightlands
Startup
Challenge

About the Challenge

The Brightlands Startup Challenge is a competition where student startups test their entrepreneurial skills, develop their ideas in collaboration with companies, and receive support to advance their projects.

Why participate?

- Open to All Skill Levels
- No Perfect Plan Required
- Expert Access
- Events & Workshops
- Flexible Team Setup
- Fantastic Prizes
- Expand Your Network
- Boost Your Skills
- Totally Free!**



Get in touch!





Welcome,

Maastricht University School of Business
and Economics



**School of Business
and Economics**



Meet the Incoming Team



Chantal Tossings
Incoming Students Officer



Severine van de Berg
Coordinator Incoming Students



Kyra Jacobs
Incoming Students Officer

Exchange Guide



Academic Calendar



Important Information

- Check your UM email regularly;
You will receive important updates and deadlines by email.
- Classes start next Monday;
You received your timetable two weeks ago. If you haven't seen it yet, Lea has informed you where to find it 😊.
- If you encounter problems after your first class;
Please contact us immediately during the **first** week, preferably before Thursday.

Good to know

Open office hours:

Tuesday 10.00 - 11.00h

Thursday 10.00 - 11.00h

How to reach us:

+31 43 38 83706

iro-incoming-sbe@maastrichtuniversity.nl

Please mention your UM student number

-> Check your student mail regularly

Appointment link:



Any questions?

iro-incoming-sbe@maastrichtuniversity.nl

+31 43 38 83706

Open office hours between 10:00 and 11:00:
On Tuesday and Thursday @ SBE Information Desk in TS53



What is next?

Rotation Schedule

Group 1 - 10		Group 11 - 20	
12.10 – 12.40	Campus, Student Services Centre and Library Tour	12.10 – 12.40	Lunch (Mensa)
12.40 – 13.10	Lunch (Mensa)	12.40 – 13.10	Campus, Student Services Centre and Library Tour
13.20 – 14.20	"Problem Based Learning, the concept" PBL practice session		PBL room
14.20 – 14.30	Explanation City Game by group buddy		PBL room
14.30 – 15.00	City Game Explore the city and get to know your fellow exchange students		City Centre
15.00 – 16.30	Welcome Drinks Join us for drinks, Dutch snacks & music		External location