

SURVIVAL KIT



Grenoble INP
PAGORA



FOR FUTURE ENGINEERS

ATTENTION!

This booklet is comprised of advice from over 80 engineers working in the international field!

Hello and welcome,

You have just opened the Survival Kit, a handbook written by students for students, with the precious help of many engineers. It's the perfect tool to help you know what you will need, as far as English is concerned, in your future professional life, but also to help you improve your language skills.

This book is divided into parts representing the situations you are most likely to encounter in your professional life as an engineer.

The Survival Kit team was created by the previous students group, in the year 2015-2016 : Svetlana ZAK, Jordan D'ORTOLI, Fatima-Zohra SOLTANI, Cecile GASTAUD, Carolina ARENAS SUESCUN and Sarah Sghier.

Let me briefly introduce the four Grenoble INP - Pagora students who carried out this project for more than 5 months: Aurélien CLAUDEL, the enthusiastic project leader; Pierre COLLIGNON, the dynamic secretary; Pierre KUNTZ, the reliable communication manager; Vincent Le GLOANIC, the hard-working online files manager and creation manager. All of us are the wonderful writers of this booklet. And this beautiful team was supervised and helped by Mr John KENWRIGHT, who teaches English at Grenoble INP – Pagora. Many thanks for your helpful advice and support during this project !



The whole team hopes that this book will become a precious tool for you in your study of English, and wishes you a perfect international career!



<http://moodle.grenet.fr/valut/course/>

The Survival Kit team

If you want to study your English and also work on better understanding interculturality why not check out these 2 Grenoble INP websites that offer 100s of exercices?



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<http://valet.grenoble-inp.fr>

CULTURAL INTERACTIONS



"Hello, where is Brian?" Be sure that you know much more than the well-known French answer :
"Brian is in the kitchen".
All you need is to keep in mind the following two important notions:
watch the video!



<https://www.youtube.com/watch?v=7SSkObIf9Ic>



Resources:

- <http://examples.yourdictionary.com/stereotype-examples.html>
- <https://www.insideasiatours.com/insidevietnam/blog/2015/05/05/how-to-be-polite-in-southeast-asia/>
- <http://www.pariscultureguide.com/french-etiquette.html>
- <http://www.wikihow.com/Be-Naturally-Funny>

SVEIKI Bunã ziuã Dzień dobry
SELAM SZIA
HEJ
GUTEN TAG ALIO NOROC Tjãnare
SERVUS Cześć HEJ SANNU
HELLO BONGHJORNU BONGHJORNU DAR FIA PRONTO
HALOO HI DIA DUIT SALVE Olá Alló
ALOHA HEI ZDRAVO MERHABA
TIENS SALUT ZDRAVO VERWELKOMING Hyiõ HALLO

«You need to have a minimum understanding of local cultural awareness before interacting with new foreign colleagues.»

Speak Slowly:

It is obvious that if you want to be understood, speak clearly, slowly and with an intelligible pronunciation.

Keep it simple:

No need for long sentences or multiple question sentences. “Do you think I should do bodybuilding, change my haircut or even resort to cosmetic surgery? Your listener will only answer one question at a time, and you might miss the chance to gain valuable further information if you bombard them like this. Give them the time to assimilate what you are saying.

Be an active listener:

Check if the other party has understood what you mean. If not, reformulate or even write it down if your speech includes numbers and figures. Always say that you didn't understand : “Would you mind rephrasing that please? I didn't quite understand.” You have to show some common sense and put yourself in your interlocutor's shoes !

Be careful with humour:

Avoid too much sarcasm with Russians or stereotypical jokes about race with Asians. Overall, if you don't know the person you are talking to well, be careful and always avoid jokes about the disabled.



Examples of questions you can ask:

- *What are some of your cultural customs?*
- *What spiritual beliefs are recognized in your community?*
- *I would be interested in knowing what kind of films you like.*
- *Could you show me where I can go out for drinks?*
- *I would like to taste some of your local dishes. What would you recommend?*

Values & respect:

“Under any circumstances sociability is the greatest advantage in the struggle for life.”

Pyotr Kropotkin

Curiosity is the first step to understanding another culture and becoming integrated.

However, it's not enough. You also must not forget that ethics, social behavior and values can be different from those you were raised with.

Sometimes, you might feel you're in a hostile environment and this could lead to what is called "culture shock". Don't freak out – it's part of the natural process!

Be tolerant with other people when you are in this kind of situation. Indeed, you may still make mistakes, but you will progress little by little and the locals will be more likely to make an effort for you.

The best way to understand differences is to participate as much as you can in social circles (pubs, parks, beaches, etc...) and work on your personal sensitivity towards the host culture.

"Acculturation" comes through the respect of your own values as well as those of your host community.



“First the doctor told me the good news: I was going to have a disease named after me”



Exercices :

Cross culture:

<http://www.linguarama.com/ps/grammar.htm>

<http://www.linguarama.com/ps/vocab.htm>

http://www.myenglishpages.com/site_php_files/vocabulary-exercise-culture.php

INTERCULTURALITY
 «Experience English»
 INPodcast

<http://podcast.grenet.fr/podcast/inpod-experience-english/>



Are you ready to travel abroad?

REPORT WRITING



- General rules:

- A scientific report should be written in the PAST TENSE. The present tense is used in the Discussion, Conclusion and Acknowledgments sections
- The text should describe the phenomena and the methodology followed
- The section headings should be centered.
- Use a formal layout

Basic format:

- 1- Title
- 2- Abstract
- 3- Introduction
- 4- Methods and materials
- 5- Results
- 6- Discussion
- 7- Conclusion & acknowledgments
- 8- References

ANNUAL
REPORT



Title:

Reports exactly the main purpose of the study.

Key points: the environmental factors, the measured parameters and the specific response studied.

Abstract:

It's a summary of the article, about 50 to 100 words.

Key points: the goal of the study, the main results and conclusions.

Tip for the construction of this section: Take two meaningful and summarizing sentences from each of your sections and try to make a text that best describes your study.

Introduction:

States the purpose of the study and its connection with previous research.

Tip for the construction of this section:

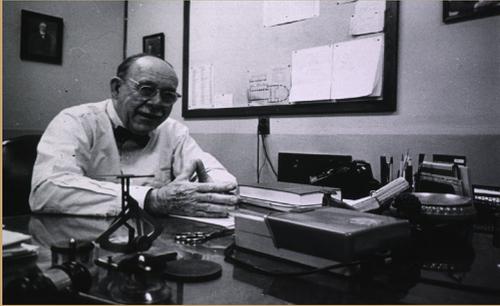
Try to make four paragraphs:

- Place the study subject in its context
- Describe the history and the previous research made
- Explain why you chose this matter and convince the reader that your study is the rational continuation of the existing information about the targeted subject
- State exactly what the phenomena or subject you are studying is.

Methods & Material:

Details how you tested your hypothesis and performed the experiments

Key points: the procedures and general design of the study, specialized equipment, scientific techniques, statistical methods and the description of all the factors concerned.



Results:

Expresses the raw data collected (figures, numbers, percentages, tables)

Tip for the construction of this section:

- Present the data logically and clearly
- Always put a summarizing sentence at the beginning of each paragraph
- Highlight the key data and profiles only because the reader can have all the details in the accompanying tables and figures

Discussion:

Analyses the findings of the study and judges its validity and potential limitations.

Tip for the construction of this section:

- Start by making a list of what you want the reader to know and sort your ideas logically
- According to your list, choose the appropriate data and discuss the result provided
- Work out the logical relationship between all your results
- Keep your initial hypothesis in mind through the whole process

Conclusion & acknowledgments:

Explores the implications of your findings.

Tips for the construction of this section:

- Use less absolutely conclusive language. Instead use words such as “challenge, suggest, possibly”
- Don't use wrong data if your experiment results are weak. Take advantage of your mistakes by proposing solutions or alternative methods for the readers or the scientists interested in your study
- Remind the reader of your expectations and the concluding statements of your study

References:

Shows the accurate listing of all the sources referred to.

Tips for the construction of this section:

- Use italics for titles of books, periodicals, newspapers etc.
- Use alphabetical order.
- All co-authors should be listed.
- Go to this website to find the appropriate form for any kind of reference you need: <http://www.uefap.com/writing/referenc/reffram.htm>



JOB INTERVIEWS

“10.09.2016.

Tomorrow is my first job interview at 10 a.m. I'm very nervous and excited! What will I say? What type of questions will I be asked? And most importantly, will I get the job?

I think I have to look for some job interview tips.”

Before the interview...

“Well, good. Breakfast at 8, hot shower and don't forget to bring all the necessary documents!”

You need:

- At least 3 copies of your CV in English and your mother tongue.
- Cover letter
- Recommendation letters
- Some diplomas you are proud of
- Pen and paper for note taking
- Smiles, a good mood and energy.

Common interview questions:

- Could you tell me about yourself?
- How did you hear about this position?
- Why do you want this job?
- What do you know about this company?
- Why should we hire you?
- What are your strengths? What are your weaknesses?
- What is your greatest professional or personal achievement to date?
- Tell me about a challenge or a conflict you faced at work?
- Where do you see yourself in 5 years?
- What is your dream job?
- Why are you leaving your current job? Why did you leave your previous job?
- How would your previous boss describe you?
- How do you deal with stressful situations?
- What are your salary requirements?
- Do you have any questions for us?

* for all of the above questions and any typical job interview:

- you will always be required to use anecdotes to back up your ideas and arguments.
- HRMs would also like to hear clear evidence of figures to show the impact you had on projects.
- Project yourself into the job. An interview is actually focused on your future potential and not just your past achievements.
- How the HRM perceives you as a co-worker is also important so why not try and approach the job interview as an informal meeting that you are having with a co-worker.

Advice:

1. You are professional, aren't you? Use professional vocabulary and specific words.
2. We just have one possibility to make a good first lasting impression. Be self-confident during the interview, especially as you enter the interview room. Be careful, you may be observed BEFORE you arrive in the interview room so as soon as you enter the building or the site make sure you give the right image of yourself.
3. Be prepared in advance for an interview and keep in mind some answers to the most common questions. Practice answering interview questions. Prepare real examples you can use to highlight and prove your experience and skills. If you are asked about your main weakness DO NOT give the typical canned answers such as 'I'm a perfectionist. I'm too meticulous" etc .. The HRM wants to hear proof of self-analysis and more importantly HOW you have addressed a problem and found a solution to it. THEY DO NOT want to hear a lie that has been repeated 1000s of times to them by previous applicants.
4. Pay special attention to your non-verbal behavior. Check out Grenoble INP's interactive class on this crucial subject:
<http://step.grenoble-inp.fr/FR/bodylanguage/richmedia/index.htm>
5. Dress for success. Correctly choose your dress code to look more confident.
6. Try to sell your skills, not just your knowledge.
7. Don't be overly nervous ... maintain eye contact, smile appropriately and occupy your hands so they are not fidgeting.
8. Plan your trip in advance so that you arrive on time.
9. Prepare 2 or 3 questions for the employer by checking out the company's website to see what their mission statement is, the initiatives, problems or solutions they are dealing with etc.
10. And... Keep smilingappropriately.



5 common mistakes you should avoid:



- Speaking too fast or too slow.
- Being late and not saying hello
- Asking about your salary at the beginning
- Looking like a zombie because you didn't sleep the night before or something else.
- Repeating word for word what's written on your CV.



Questions you can ask during the Job Interview:

- *What is the top priority of the person who accepts this job?*
- *What are the day-to-day expectations and responsibilities of this job?*
- *Can you tell me what I should expect during the first months on the job ?*
- *What do you think is the greatest opportunity facing the organization in the near future?*
- *How is this department perceived within the organization?*
- *What are the traits and skills of people who are the most successful within the organization?*

Don't forget to discuss your wage!

Check the internet for wage comparisons by area and add 5-10% on top of that so you have some room for negotiation. If your employer can't give you the exact salary you want then also think about other options that could be useful to you like extra holiday time, flexitime, company car, free phone, free training, etc...

Vocabulary sheet:

- An achievement
- CV
- To require
- A certificate
- To apply for a job
- To be fired/to be dismissed
- An interview
- Skills
- An employer
- An employee
- A qualification
- To resign
- To get a job
- To hire
- A strength
- A weakness
- An invoice
- An application form



Resources:

<http://www.quintcareers.com/job-interview-tips/>

<https://jobs.theguardian.com/careers/interview-advice/>

<http://biginterview.com/blog/interview-questions-answers>

<http://jobsearch.about.com/od/interviewquestionsanswers/a/top-20-interview-questions.htm>

<http://www.learnenglish.de/vocabulary/jobs.html>

Vocab test:

<http://www.learnenglish.de/games/matchit/matchitjobs.html>

Crossword:

<http://www.learnenglish.de/games/crossword8/jobs.html>

Word game:

<http://www.learnenglish.de/games/jumble/jumble3.html>



EMAILS, LETTER WRITING



Determine when e-mail is and is not an efficient way of communicating and write e-mails that successfully convey your message to your intended audience.

The purpose of your e-mail has to be **short, professional and clear.**

Examples :

- I am writing in reply to your letter of September 4th regarding your outstanding invoice.
- Further to our conversation, I'm pleased to confirm our appointment for 9.30am on Tuesday, January 7th.

E-mail is a good way to get your message across when:

- - The receiver is hard to reach via telephone or is not located in the same part of the country
- -You don't need a quick answer
- -You need to give an attachment
- -You need to distribute information to a large number of people quickly
- -You need a record of the communication



How to start?

Dear Mr Smith,
Dear Mrs Jones,
Dear Miss Richards,
Dear Ms Shepherd,

If you don't know the name,
start with one of the following:

Dear Sir,
Dear Madam,



What to write in the content?

Use *the one thing rule*.

Make each email you send about *one thing only*.

If you need to communicate about another project,
write another email.

How to finish?

Yours sincerely,
Yours faithfully,

The conventions for closing business emails vary, but
phrases such as the following are appropriate:

Regards,
Kind regards,
Best regards,
With kind regards,



*“Laughter is like a windshield wiper, it won't stop
the rain but it will allow you to keep going.”*

Anonymous

KEY POINTS:

1. Don't overcommunicate by email.
2. Make good use of subject lines --> make the title of your email clear for the receiver.
3. You should also include your full name, organisation, and contact details at the end
4. Be polite.
5. Check your tone.
6. Proofread before you send and never send an email when you are angry.
7. Your signature should include your name, your job title and a link to your website.

REMEMBER:

- **People are busy.** They'd like to be able to read and respond to your email quickly.
- **People appreciate a compliment.** You can say something positive about their work, just specify what you compliment. If you can, try to give them feedback.
- **People like to be thanked.** If the recipient has helped you, remember to thank them. To be less formal vary your language, there are different expressions like 'I really appreciate...'
'I was really grateful...'



Resources:

- <http://englishlive.ef.com/blog/write-perfect-english-thank-letter/>
- <http://writingcenter.unc.edu/handouts/effective-e-mail-communication/>
- <https://econsultancy.com/blog/64878-45-words-to-avoid-in-your-email-marketing-subject-lines>

MEETINGS



Key Vocab !

To address = To deal with

The agenda = The list of subjects to talk about

To allocate (someone) = To give (someone) a task

A conference call = A phone call between 3 or more people located in different places

The deadline = The due day for the completion of a task

The minutes = A written report that tracks everything said and or decided during a meeting

Key expressions:

- During a meeting, you are expected to give an opinion

*I really feel that as
I tend to think that*

- The participation is also crucial, to add something you can use :

*May I have a word?
May I come in here?*



- To express a viewpoint :
May we get your input?

• When you want to give your point of view :
*That is exactly the way you feel
You agree up to a point
I'm afraid I can't agree*

- When you are lost or you didn't understand, you can say :
*I didn't catch it
Could you just repeat it?
I didn't quite follow you
I don't know what you mean*

Resources :

- <http://www.esl-lab.com/eslbasic/telephone-cell-phone-1.htm>
- <http://www.blairenglish.com/exercises/meetings/meetingsselectionpage.html>

PHONE CONVERSATIONS

Tips

1) Numbers

You could be asked to give phone numbers or addresses, so it is important to learn how to say numbers and the letters of the alphabet fast and also how to understand lists of numbers or names said fast.

2) Slowly and clearly

Be careful not to speak too fast. A phone call in English can be challenging for people who are not native English speakers, but it can also be hard for the person you are talking to, to understand you properly. As the person cannot see you, you must speak as clearly as you can. Don't be afraid to repeat or to rephrase vital information.

3) Politeness

As the person cannot see your body language, you could easily sound rude if your language is not formal enough. So be sure to use words like "could", "may", "would" in your speech.

4) Nobody is perfect

It is ok if you do not understand everything the first time; do not pretend you understood if you actually didn't. Sentences like "Could you repeat that please?" or "Would you mind spelling* that for me please" are perfectly fine.

* Be careful with this form as the polite answer to "would you mind + V-ING" is "No ..." (meaning "No, I wouldn't mind doing this or that" ...).

Key expressions :

Beginning

- Hello, this is X speaking
- I'm trying to contact Y
- X speaking, how may I help you?

Content

- I'm calling on behalf of ...
- May I ask who's calling please?
- Could I speak to someone who ...

Waiting

- Hold the line please
- Just a moment please
- Could you hold on a moment please?

Bad news

- The line is engaged at the moment, could you please call back later?
- I'm afraid Y is out of the office today
- I'm sorry, you may have dialed the wrong number

Problems

- I'm afraid I can't hear you very well
- Would you mind speaking up a bit please?
- Sorry, the line is quite bad, could you repeat that please?

Finish

- Goodbye
- Have a nice day
- Thank you for calling

ORAL PRESENTATIONS

Visit this website for interactive exercises and advice: <http://moodle.grenet.fr/valet/>



From the beginning to the end :

Introduction:

- **First, get the audience's attention:**
 - Well
 - Shall we start?
- **Then, say «hello»:**
 - Good morning, fellow colleagues
 - Good afternoon everyone
- **What are you about to talk about?**
 - I'm here today to...
 - The theme of my talk is...
- **How are you going to talk about it?**
 - To start with..., then, I'll be talking about...
 - My third point will be about...
- **Questions?**
 - Feel free to interrupt me at any time if you have any question
 - I would ask you to save your questions for the end



The heart of the subject:

- **Give me an example**
 - To illustrate this...
 - For instance...



- **What is on your PowerPoint?**
 - As you can see...
 - This slide shows...

- **Now let's sum it up**
 - What I'm trying to say is...
 - Let me try and sum that up before we move on to the next part

- **And end this part with a good transition**
 - Now I would like to go on to...
 - So far we've seen..., now...

Conclusion

- **Well, let's conclude**
 - Let me end by saying...
 - In conclusion,...



- **The end**
 - Thank you very much.
 - Thank you for listening.

Question time!

- **Understood!**
 - So, what you are asking is...
 - The question is..., is that right?
- **Didn't understand**
 - Sorry, I didn't get your question. Could you repeat it please?
 - I'm afraid I don't quite see what you mean

- **Oops**

- I will be coming to that a little later on, so if you don't mind I'd rather not answer your question straightaway
- I'm afraid I don't know the answer to that question. Maybe someone here can help us out?

Some points to remember:

- Use short sentences to express your ideas more clearly
- Don't speak too quickly, so that the audience has time to understand every idea properly.
- Check the equipment beforehand if possible, it will be one less thing to be stressed about
- 1 slide = 1 minute (approximately)
- Don't forget to introduce yourself properly at the beginning
- Make your speech vivid, look interested by what you're saying: people cannot be interested by the subject if you, yourself, find it boring. So if it is boring to you, act as if it was not!
- Provide an outline of your presentation for the audience to know what to expect
- Tell the audience when they can ask you questions (during the presentation by interrupting you? At the end during a Q&A session?)
- Make your transitions between parts as clear as possible
- If you need to present numbers/analytics/statistics, try to present them as visually attractive (graphs, ...)
- Summarize the main ideas, so that the audience can remember the main points of your presentation more easily
- Look at the audience, it is easier to get their attention this way

CVs & COVER LETTERS

Advice on writing your CV and cover letter
Use these action words to show how skilled and dynamic you are!

Adjectives

- Reliable
- Conscientious
- Industrious
- Enterprising
- Determined
- Diligent
- Consistent
- Dynamic
- Team-spirited
- Trustworthy

Verbs

- Studied
- Excelled
- Designed
- Produced
- Supervised
- Managed
- Achieved
- Mastered
- Developed
- Negotiated
- Accomplished

Technical name dropping : do not forget to use technical words from your sector!

Be precise and use facts and figures to describe your previous achievements.

Examples: I increased the turnover by 15% in two years.

We saved a million euros each year by reducing the transport costs by 20%.

Are you finding it hard to start your cover letter?

Why not start by using this expression:

«I wish to apply for the position of...»

which can be translated by

«J'ai l'honneur de candidater au poste de...?»

Activity : Match the words with their definition.

Short-list	Titres
Applicant	Compétences
Skills	Expérience
Assets	Atouts
Prospects	Formation
Track-record	Candidat
Credentials	Préselection
Training	Faire face à
To cope with	Perspectives
To trouble shoot	Intervenir pour régler un problème

Now, try to answer this quiz to check your knowledge about CVs!

<http://www.kent.ac.uk/careers/cvquiz.htm>



Use this website if you want to easily make a beautiful CV:

<https://www.doyoubuzz.com>



A few words and expressions to use in your cover letter :

- Thank you for your time...
- I have detailed knowledge of...
- I'm confident I would be an asset...
- I look forward to hearing from you...
- I would welcome the opportunity of verb+ing...
- Should you require any further information please feel free to contact me
- Work environment
- I am familiar with...
- It would be culturally-enriching...
- I would be most grateful if you would consider...

Flash this QR Code for a gapfill exercise: <http://step.inpg.fr/GB/indexact.htm>
Select «Applying for a job – Marcus Davies Interview » on the left side.



If you want more advice you can check this website :

<http://www.cvtips.com/>



Flash this QR Code to hear a podcast to help you write your CV !

<https://learnenglish.britishcouncil.org/en/professionals-podcasts/advice-writing-cvs>



ADVICE FOR STUDENTS

Dear student,

English will be a “must have” skill in your future career. So in order to better prepare for your career in terms of English speaking, think about these tips:

- Watch English-speaking movies or TV shows in original version (no dubbed versions). If you find it difficult at the beginning, turn on the subtitles (preferably English subtitles). You can also listen to the radio and read books in English. Think about writing down the new words you hear/read.

- If you can, spend some years in an international setting, you will then be able to understand plenty of different accents. Also try to spend a year (or more!) in an English speaking country. It will help you improve your English, of course, but it can also be a wonderful experience for you!

- Remember that the most important thing is not to speak perfectly without any grammatical mistakes, but to understand and be understood.

- Practice as much as you can. Don't be afraid to speak, even if you make mistakes. Feel confident in the language skills you already have. Don't be afraid to ask people to repeat/reformulate. H. Jackson Brown Jr (famous American author) said: “Never make fun of someone who speaks broken English. It means they know another language.” So you've nothing to worry about!

If you have any questions about the job-hunting process (letters, CVs, interviews) check out this link to DICE TV with dozens of short but very useful videos:
https://www.youtube.com/results?search_query=cat+miller+dice+tv



- Speak in English with friends (even if they're French!), maybe you'll find it strange at the beginning, but it will help you improve.
- Learn technical vocabulary, you will use it every day.
- It is ok to have a French accent, but it does not give you an excuse not to work on your pronunciation.
- And why not try to learn other languages as well? This is becoming the norm now.



And...
**GOOD
LUCK!!!**

ACKNOWLEDGMENTS

Our Survival Kit team wants to thank all ex-students who participated in the quiz and answered the questions.

We want to thank Mme Elizabeth Fourès, Mr John Kenwright, Mme Lacroix, Mme Forster as well as Mr Munoz for their help in our project.

Our team appreciates all your advice, your time and your help.

Best regards,

The Survival Kit team

DOWNLOAD ME!

You can find the digital version of this Survival Kit here:

http://pagora.grenoble-inp.fr/langues/survival-kit-for-future-engineers-756722.kjsp?RH=EFP_FOR-LANGUES

Veuillez télécharger le kit de survie en anglais pour les futurs ingénieurs ici!

Ce livret est conçu par les étudiants de 3ème année dans le cadre d'un projet d'anglais. Ce kit a été réalisé grâce aux conseils de plus de 80 ingénieurs et anciens élèves.





NOTES





NOTES



