




**Welcome
to the
Future Leaders Forum
Serbia 2010**

**When I leave
University/College, my main
concern is to have a job!**

- 1. Strongly agree**
 - 2. Agree**
 - 3. No opinion or unsure**
 - 4. Disagree**
 - 5. Strongly disagree**
- 

My knowledge of the meetings industry is...

1. GOOD

2. AVERAGE

3. POOR



I have a good understanding about the Future Leaders Forum and its objectives...

- 1. Strongly agree**
 - 2. Agree**
 - 3. No opinion or unsure**
 - 4. Disagree**
 - 5. Strongly disagree**
- 


The Future Leaders Forum

Objectives:

- To inform about the meetings industry
- To encourage Future Leaders to make the meetings industry their career
- To **connect** Future Leaders throughout their career

www.imex-frankfurt.com/future-leaders.html

The Future Leaders Forum

- **47 Future Leaders Forum have taken place all over the world since 2003.**
 - **Over 3,500 university/college students have attended these Forums.**
 - **80% are more likely to enter the meetings industry as a result of attending a Future Leaders Forum**
 - **Many of these students have already entered into the meetings industry with excellent jobs.**
- 



Future Leaders Forum





The Real Benefits of attending the Future Leaders Forum

Your concern!

“Record rush for prime jobs as graduates fight for any offer!”

The Times – 25 Jan 2010

**To secure the best, most interesting
and most rewarding future career**

Our concern!

To make sure that we develop, expand and protect the future of the industry by attracting the best and the brightest!



Your opportunities today...

- **Industry speakers – relevant topics**
- **Learn about the industry**
- **Meet the industry**
- **Network**



The “Real Benefits” of MPI Membership

IGNITING THE ENERGY OF MANY
CONTENT | COMMUNITY | MARKETPLACE



MEETING PROFESSIONALS INTERNATIONAL

STUDENT COMMUNITY – FACEBOOK

•Dedicated student Global Community

facebook Home Profile Friends Inbox Alan Baptista Settings Logout Search

MPI Global Student Community

Global

Basic Info
Type: Organizations - Non-Profit Organizations
Description: The MPI student community is where future professionals in the meetings and events industry connect and share information, knowledge, ideas and opportunities with peers around the world.

Contact Info
Email: jtauvaa@mpiweb.org
Website: http://www.mpiweb.org/students
Office: Meeting Professionals International
Location: 3030 LBJ Freeway, Dallas, TX

Photos
No one has uploaded any photos.

Video
No one has uploaded any videos.

Discussion Board
Displaying 3 of 13 discussion topics [Start New Topic](#) | [See All](#)
[meetingspodcast.com](#)
1 post by 1 person. Updated on Sep 16, 2008 at 1:04 PM.
[IKE Affected Students](#)
1 post by 1 person. Updated on Sep 16, 2008 at 9:04 AM.
[Event planning degree](#)
6 posts by 3 people. Updated on Sep 10, 2008 at 6:41 AM.

Members
Displaying 8 of 221 members [See All](#)

MPI GLOBAL STUDENT COMMUNITY

View Discussion Board
Invite People to Join
Leave Group
Share +

Officers
Rob Price (Dallas / Fort Worth, TX)
Director of Web Experiences
Junior Tauvaa (Dallas / Fort Worth, TX)
VP of Membership and Chapter Business
Randy Crabtree (Dallas / Fort Worth, TX)
Marketing Manager

Group Type
This is an open group. Anyone can join and invite others to join.

Admins
Rob Price (Dallas / Fort Worth, TX) (creator)
Randy Crabtree (Dallas / Fort Worth, TX)
Junior Tauvaa (Dallas / Fort Worth, TX)

Related Groups

Advertisement:
DANGLE YOUR OWN CARROT
START BUILDING
careerbuilder.com

CAREER CONNECTIONS

- Free to post resumes
- MPI Members post jobs for free
- Career Related Resources
- Over 122,000 views in the first 6 months
- More than 1,000 employers and 6,700 candidates signed-up
- Over 300 jobs posted



The screenshot shows the Career Connections website interface. At the top, there is a banner with the text "CAREER CONNECTIONS ONLINE JOB RESOURCES" and a sub-header "Post jobs for FREE as an MPI Member!". Below the banner, there are two main sections: "JOB SEEKERS" and "EMPLOYERS".

JOB SEEKERS login ▶

- ▶ [Create Your Free Account](#) to apply for jobs online and join the MPI careers network
- ▶ [Post a Resume](#) so that companies can contact you
- ▶ [View Jobs / Opportunities](#) from your industry, and search by keyword or location
- ▶ [Create Job Alerts](#) and be notified when a new job matches your preferences

EMPLOYERS login ▶

- ▶ [Post An Opportunity](#) and find the best talent in the meeting and events industry
- ▶ [Search Resumes](#) of candidates ready to further their career in the industry
- ▶ [Create Your Account](#) to post jobs and contact potential candidates
- ▶ [View Prices](#) and be notified when a new job matches your preferences

A collaborative, easy-to-use career site awaits you in MPI's Career Connections. MPI cares about its members and has created the definitive, one-stop career resource for meeting and event professionals. And it's free to MPI members. ([Read more](#))

LATEST JOBS

- [Event Manager](#)
Long Beach, CA
Long Beach Marriott Hotel
- [ASSOCIATE MEETING PLANNER](#)
Piscataway, NJ
IEEE
- [ASSOCIATE MEETING PLANNER](#)
Piscataway, NJ
IEEE
- [Meetings Consultant](#)
Rockville, MD
US Pharmacopeia
[L.A Hiring Event 10/24/09, 1pm 8?? 5pm - \(see job description for location\) - Store Manager and Assistant Manager Positions available \(Torrance, Redondo Beach, Manhattan Beach, Inglewood, Hawthorne, LA, South Gate, Huntington Park, El Segundo, Garden](#)
- Hawthorne, CA
Starbucks Coffee
[View All Jobs](#)


CAREER RESOURCES

- ▶ Visit the Career Connections [GroupSpace](#) to connect to the shared knowledge and expertise of your peers.
- ▶ Let our [Career Resources](#) assist you in ensuring that your skills are best suited for the current job market.

ARTICLES

- [WSJ Blog: After Landing a Job, Continuing to Network](#)
- [WSJ: Pile On Intentions in Tough Times](#)
- [WSJ: A New Job Just a Tweet Away](#)
- [One+ Article | Job Search 2.0: Be a Shark in a Sea of Applicants Taking Risks to Boost Your Career](#)

Speakers and Topics

- **Milan Culic : How Leaders Create the Future**
 - **Rick Taylor : The Meetings Industry – Not a Job but a Career**
 - **Rob Davidson : Meetings for Generation Y**
 - **Mady Keup : The Rise of New Destinations**
- 

**Need for
Meetings?????**




The Meetings Industry – a fragmented industry!

- **Venues**
- **Transport**
- **Destination Marketing**
- **Meetings Management**
- **Meeting Support**
- **Trade Shows/Exhibitions**



Our Meetings Industry Message:

- **Meetings mean money**
 - **Meetings mean business**
 - **Meetings mean professional development**
 - **Meetings support tourism**
 - **Meetings build communities**
- 

Our Meetings Industry Message:

Meetings build COMMUNITIES



Leadership



**What do you think are the
key qualities of leadership?**

eg Courage, Vision



Which is the most important of these leadership qualities?

1. Charisma
2. Commitment
3. Communication
4. Courage
5. Generosity
6. Initiative
7. Passion
8. Positive attitude
9. Relationships
10. Vision



Commitment

It separates the doers from the dreamers



Communication

Without it, you travel alone.



Barack Obama



Passion

Take this life and love it!



Positive attitude

If you believe you can, you can



How can I develop as a leader?



Personal traits to develop

- **Know your strengths and weaknesses**
- **Be creative**
- **Hard-working and a goal seeker**
- **Flexible**
- **Moral**



Summary

- **Leaders are born, BUT...**
- **Leadership can be learned, practised and acquired**
- **Leadership means you treat others with respect, make them feel good to be around you**

Cross – Cultural Understanding



HSBC

The Worlds Local Bank

The more you look at the world, the more you recognise how people value things differently

Can Cultural Differences affect Business?



Cultural Differences CAN Affect Business

- **Most of the time, cultural differences will not be a problem in international business.**
- **Customers from other cultures know they will find cultural differences when they travel and are prepared to adjust.**
- **Many travelers would be extremely disappointed to find their destination the same as at home!**

Cultural Differences CAN Affect Business

- **Cultural clashes do happen – people ‘read’ each other wrongly.**
- **A wrong word or look can undo goodwill.**
- **So, how do cultural misunderstandings happen?**

Cultural Categories

Task orientated
Highly organised
Planners

Linear Active

Interaction

----- difficult -----

People orientated
Loquacious
Interrelators

Multi Active

Interaction satisfactory

Interaction time consuming

Reactive

Introvert, respect orientated listeners

Cultural Categories

LINEAR-ACTIVE

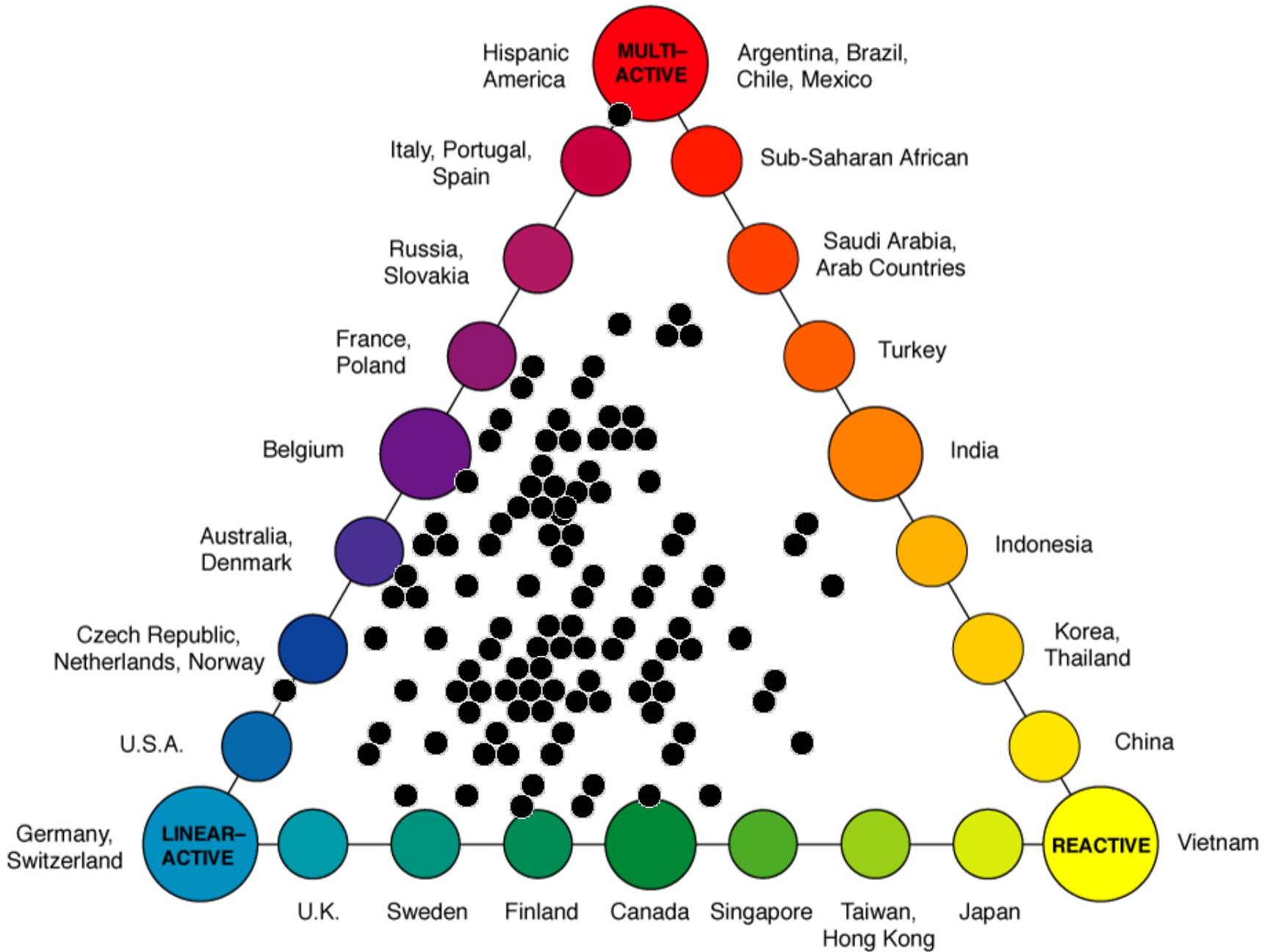
Talks half the time
Does one thing at a time
Plans ahead step by step
Polite but direct
Partly conceals feelings
Confronts with logic
Dislikes losing face
Rarely interrupts
Job-oriented
Sticks to facts
Truth before diplomacy

MULTI-ACTIVE

Talks most of the time
Does several things at once
Plans grand outline only
Emotional
Displays feelings
Confronts emotionally
Has good excuses
Often interrupts
People-oriented
Feelings before facts
Flexible truth

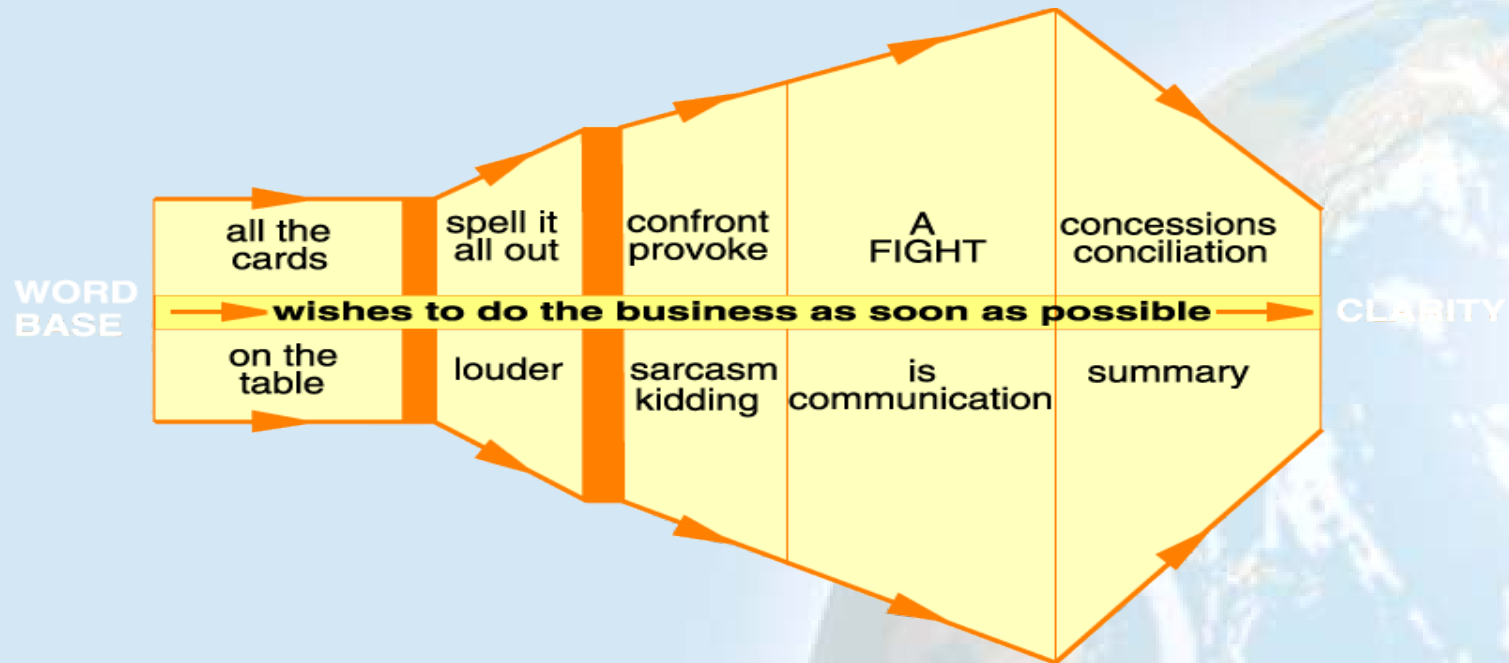
REACTIVE

Listens most of the time
Reacts to partner's action
Looks at general principles
Polite, indirect
Conceals feelings
Never confronts
Must not lose face
Doesn't interrupt
Very people-oriented
Statements are promises
Diplomacy over truth



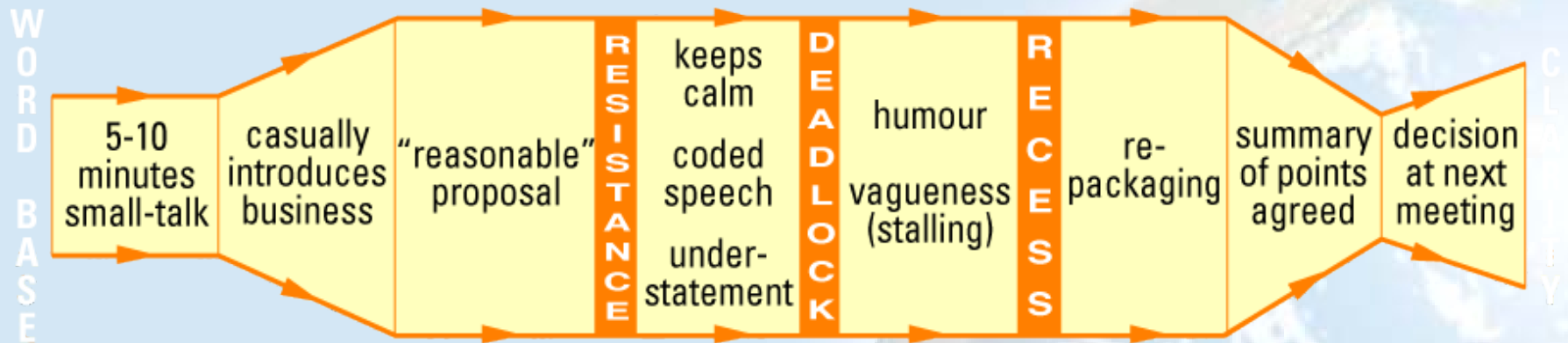
National Communication Patterns

- – USA –



National Communication Patterns

- – UK –



“ don't rock the boat ”

British Coded Speech (1)

What is said	What is meant
Hm....interesting idea	What a stupid suggestion
You could say that	I wouldn't
We must have a meeting about your idea	Forget it
We shall certainly consider it	We won't do it
I'm not quite with you on that one	That is totally unacceptable
I agree, up to a point	I disagree

British Coded Speech (2)

What is said	What is meant
Remind me once more of your strategy	I wasn't listening last time
We must wait for a politically correct time to introduce this	Forget it
It has lots of future potential	It's failed
He works intuitively	He's completely disorganised
He's our best golfer	We keep him out of the office
Let me make a suggestion	This is what I've decided to do

National Communication Patterns

- – Serbia and Montenegro –

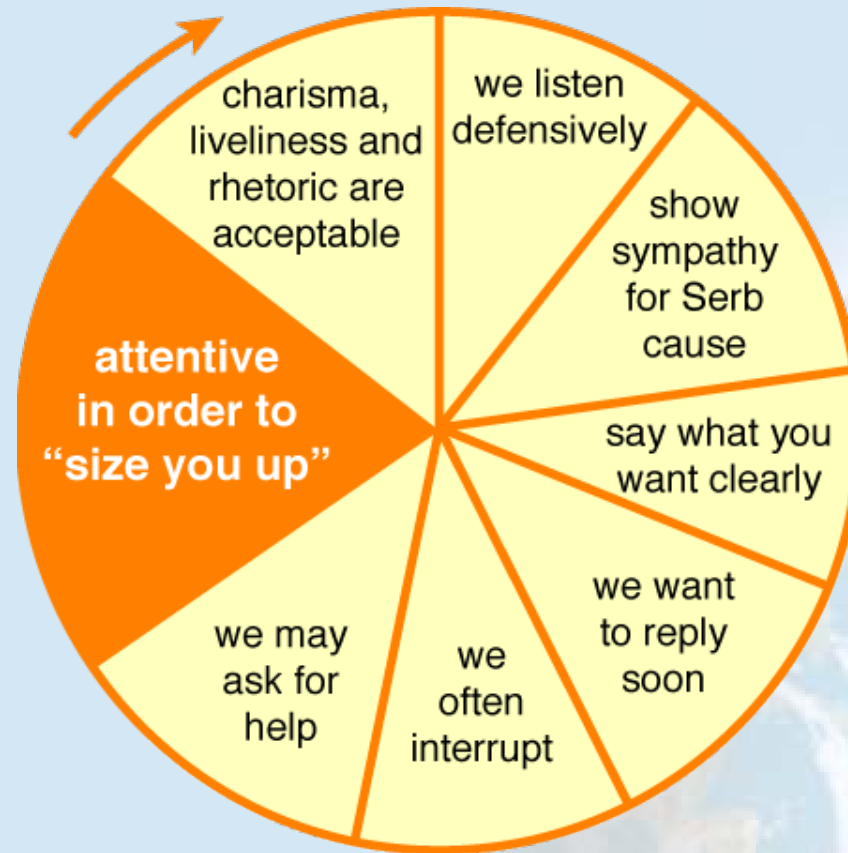


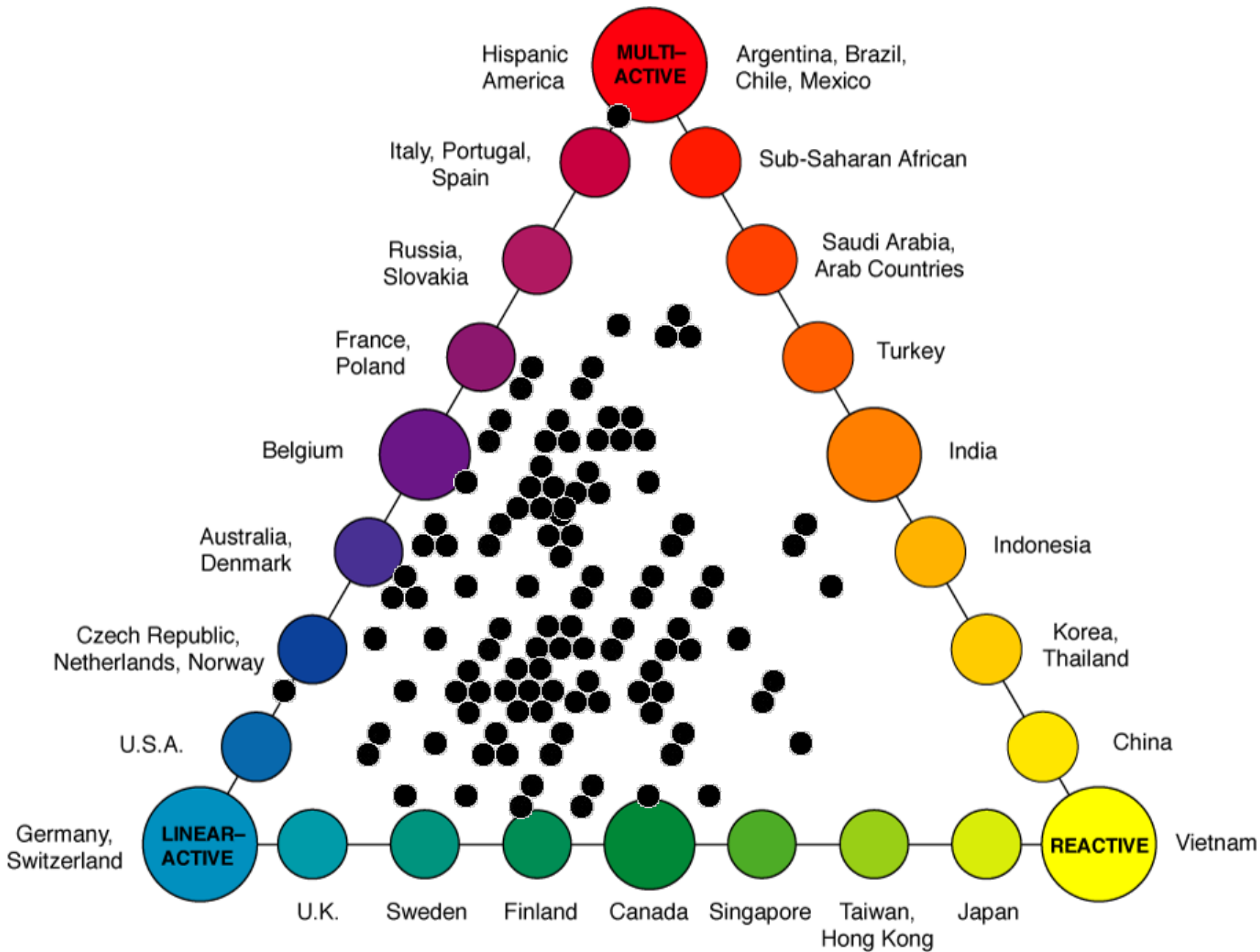
Listening Habits

- – USA –




Listening Habits Serbia and Montenegro






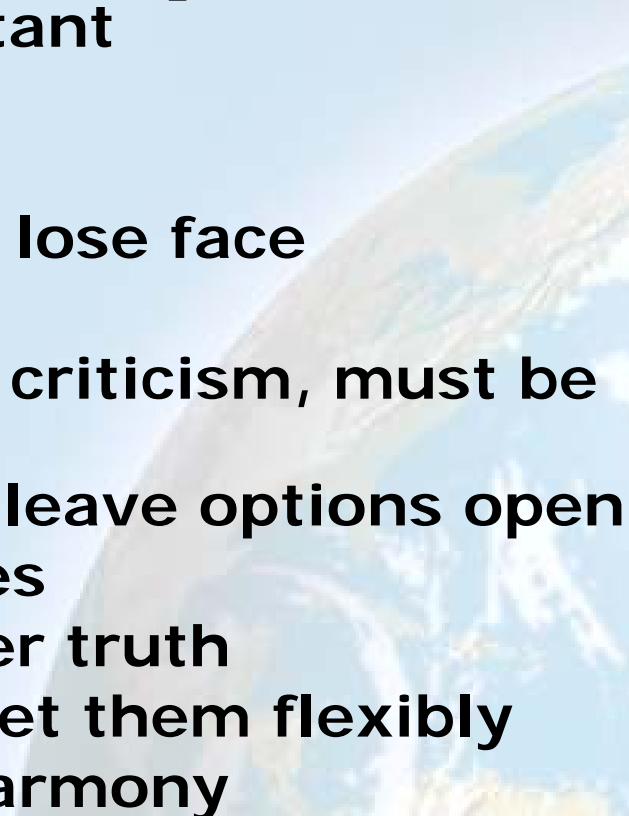
Golden Rules for Interacting with Linear- Active People (1)

- **Talk and listen in equal proportions**
 - **Do one thing at a time**
 - **Be polite but direct**
 - **Partly conceal feelings**
 - **Use logic and rationality**
 - **Interrupt only rarely**
 - **Stick to facts**
 - **Concentrate on the deal**
 - **Prioritise truth over diplomacy**
 - **Follow rules, regulations, laws**
 - **Speech is for information**
- 

Golden Rules for Interacting with Multi-Active People (1)

- **Let them talk at length**
 - **Reply fully**
 - **Be prepared to do several things at once**
 - **Be prepared for several people talking at once**
 - **Display feelings and emotion**
 - **People and feelings are more important than facts**
 - **Interrupt when you like**
 - **Truth is flexible and situational**
 - **Be diplomatic rather than direct**
 - **Speech is for opinions**
 - **Be gregarious and socialising**
- 

Golden Rules for Interacting with Reactive People (1)

- **Good listening is important**
 - **Do not interrupt**
 - **Do not confront**
 - **Do not cause anyone to lose face**
 - **Do not disagree openly**
 - **Suggestions, especially criticism, must be indirect**
 - **Be ambiguous, so as to leave options open**
 - **Statements are promises**
 - **Prioritise diplomacy over truth**
 - **Follow rules but interpret them flexibly**
 - **Speech is to promote harmony**
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Richard Lewis Communications

www.crossculture.com

The Meetings Industry...

- Expanding
- Dynamic
- Young
- Variety
- Prestigious
- International

and FUN!

A career to think seriously about!