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***U.S. Citizens Working in International
Organizations in Vienna, Austria***

Donna Occhiogrosso

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**“U.S. Citizens Working in International Organizations in Vienna,
Austria”**

**Donna Occhiogrosso, Consultant
Susan Pepper, Laura MacArthur, Tanya Collins
Brookhaven National Laboratory, Building 197C, Upton, NY 11973**

ABSTRACT

The International Safeguards Project Office (ISPO), the Department of State (DOS) and Argonne National Laboratory (ANL) held a workshop on October 3-4, 2011, at the NH Danube Hotel, in Vienna, Austria, for "U.S. Citizens Working in International Organizations (I/O) in Vienna (AIOV)." The workshop was funded by the Next Generation Safeguards Initiative (NGSI) and the U.S. Support Program to IAEA Safeguards. The October 2011 workshop was precipitated by the results of the Workshop on Enhanced Recruitment for International Safeguards¹ held at Brookhaven National Laboratory (BNL) in October 2008.

More than 100 U.S. employees from the Vienna International Centre, their spouses or partners, as well as specialists, were brought together for the first time to exchange ideas and share knowledge to identify and recommend ways to assist the newcomer, spouses and partners, and the seasoned employee to enhance their living and working experiences in Vienna, Austria. Nearly 100 participants represented the IAEA, with about half coming from the IAEA Department of Safeguards. Demographic breakout groups for singles, married couples with children, and married couples without children were formed to capture different issues and concerns of the participants. The results of the breakout sessions and recommendations for U.S. government, employer, and self-assistance will be presented in this paper.

BACKGROUND

In October 2008, the USSP to IAEA Safeguards and the NGSI sponsored a workshop on Enhanced Recruitment for International Safeguards (ERIS) at BNL, in Upton, New York. The ERIS Workshop resulted in a number of recommendations related to increasing awareness of the IAEA in the United States and to addressing the obstacles to recruiting well-qualified U.S. citizens for positions at the IAEA by:

- Providing newcomers at I/Os a forum in which to network with knowledgeable and experienced U.S. citizens currently living and working at I/Os in Vienna;
- Gathering information from current employees of I/Os regarding challenges they have faced as U.S. citizens living and working in Vienna so that the United States can better focus the information provided to new arrivals;
- Obtaining information about living and working in Vienna that will enable improved outreach and public relations efforts to recruit U.S. citizens for I/Os in Vienna;
- Finding ways to mitigate the difficulties experienced by working couples by assisting partners of I/O employees in identifying opportunities in Vienna, including employment and non-employment options; and

- Ensuring that family needs of I/O employees are being addressed.

The ERIS workshop recognized that human resources are a major asset in promoting the peaceful uses of nuclear technologies and that there are specific obstacles to recruiting U.S. citizens for positions at the IAEA. Foremost, it was recognized that there are difficulties in accepting a foreign assignment. American families often include two working professionals. In order to attract either of them, there have to be opportunities for both of them. The ERIS workshop participants recommended that the U.S. government address issues facing spouses and other partners who relocate to Vienna with IAEA recruits. The AIOV workshop was developed to address the issue of spousal employment and the family's well-being as contributing factors to the overall success of the employee's international appointment.

AIOV WORKSHOP GOALS

The United States encourages its citizens to apply for professional positions at I/Os, and the DOS assists U.S. citizens interested in overseas employment opportunities, making every effort to promote appropriate U.S. representation at these agencies.

NGSI and the USSP are interested in recruitment for the IAEA Department of Safeguards. ANL recruits for other departments of the IAEA and the State Department recruits for all I/Os. While the multiple sponsors of the workshop had somewhat different interests, the workshop organizers welcomed participants from all I/Os in Vienna based on the understanding that the experiences of U.S. citizens working at the various organizations in Vienna are similar and they can help one another.

Realizing that there are many difficulties in accepting foreign assignments, such as spousal employment, cultural differences, communication struggles and separation from community support systems, the goal of the workshop was to bring U.S. citizens and their partners, who are directly affected by these issues, together with experts who can recommend ways to enhance living and working experiences in Vienna. The feedback from this workshop will help to improve U.S. recruitment programs for the IAEA and other international organizations in Vienna, and better assist future candidates.

AIOV WORKSHOP FORMAT

The focus of this workshop was on issues that affect recent I/O hires and family members. The two days provided attendees with opportunities to network, meet other Americans and learn about opportunities for finding employment, improving qualifications, or identifying other activities to meaningfully occupy time spent living in Vienna. In addition, the presentation topics would help newcomers adapt more quickly to Vienna and their new jobs.

On October 3rd, several representatives of the U.S. government and the IAEA each spoke about their roles and interests in recruitment and staffing. Presentations, by the Foreign Service Institute, the Vienna Expat Center, and the law firm of Dorda, Brugger, Jordis addressed services available to U.S. citizens in Vienna. Michael Gates, of Richard Lewis Communications, delivered an extended

presentation on the challenges of crossing cultures. The day ended with a wrap up session, summarizing the morning and preparation for the second day.

On the evening of October 3rd, attendees continued to interact at a reception and social gathering held at the residence of U.S. Ambassador to International Organizations in Vienna (UNVIE), Glyn Davies.

October 4th began with two scheduled speakers: David Panakkal, of the U.S. Embassy, spoke about career shock and the effects of living and working overseas, and Lydia Goutas, of Lehner Executive Associates, spoke about career adjustment. Afterward three breakout groups were formed and facilitated discussions were held for two hours. After the breakout groups concluded, there were presentations from representatives from the U.S. Consulate on services they offer to U.S. citizens abroad and from the U.S. Embassy's Regional Security Office on safety overseas. During these presentations, each of the breakout group facilitators and note-takers prepared an outline of the results from each group's findings. The summary was delivered, and the meeting was adjourned.

Informal lunches and refreshment breaks provided opportunities for attendees to meet each other, to build networks and to visit with exhibiting vendors. The workshop coordinators invited a range of organizations to distribute helpful information to the attendees. The American Women's Association (AWA), the Women's Career Network (WCN), and the United Nations Women's Guild (UNWG) provided information to women regarding the different types of support groups available in Vienna and the importance of joining these groups as a way to become connected with the community. Other exhibitors included Webster University, for adults seeking educational opportunities, and the International Christian School, which provides instruction for children. Both schools offer an English speaking environment. Representatives of the City of Vienna's MA-35 Immigration and Residency and the law firm of Dorda, Brugger, Jordis were available to assist individuals with situations regarding their legal status in Vienna. The Vienna Expat Center provided information on the Austrian red-white-red card for people seeking employment in Vienna. Some vendor representatives were also speakers.

PRESENTATIONS

The workshop consisted of 13 presentations scheduled over two days. The series of presentations was designed to orient participants as to the purpose of the workshop, to define the roles of each government organization involved, and to provide information regarding services available to ease the transition and support Americans living and working in Vienna, Austria. Written below is a brief summary of the presentation.ⁱⁱ Complete copies of each presentation are provided online (see the section for Workshop Records).

U.S. Mission Objective

Ambassador Glyn Davies, U.S. Mission to International Organizations in Vienna (UNVIE), spoke about the importance of civil servants, the happiness of the spouse/partner, the need for this type of workshop, and how the U.S. government would like for this effort to continue.

Workshop Objectives

Susan Pepper, Deputy Department Chair, Nonproliferation and National Security Department, BNL, explained the objectives of the workshop. The workshop was organized to assist U.S. citizens who are living in Vienna and working in Vienna-based I/Os by identifying ways to unify and disseminate information between the agencies and to discuss expectations for employees and spouses. Ms. Pepper provided a brief overview of the workshop presentations and format in relation to this goal.

DOE Perspective

Dunbar Lockwood, Team Leader for International Safeguards Policy, NNSA Office of Nonproliferation and International Security (NA-24), discussed NGSI, its Human Capital Development (HCD) component, and how it is designed to serve the United States, the IAEA, and the international community. One of the main goals of the HCD program is to attract, recruit, educate, and train individuals for the IAEA Department of Safeguards. Mr. Lockwood noted that approximately 80% of the U.S. Safeguards experts are projected to retire in the next 15 years; this makes it essential to maintain a pool of well-qualified candidates to fill IAEA vacancies as they arise. Mr. Lockwood noted that there are currently eight IAEA employees who previously worked on NGSI projects at U.S. laboratories and sixteen former IAEA employees now contributing to NGSI in the United States to underscore NGSI's role in recruitment and repatriation.

DOS and I/O Role

Christopher Klemm, Lead Staffing Management Officer, U.S. Department of State (DOS), Office of UN Employment and Assistance, described the role of the DOS in relation to the Vienna-based I/Os. The DOS provides funding to support a variety of IAEA programs. DOS promotes U.S. representation in I/Os by advertising vacancies and providing guidance and support to applicants. Mr. Klemm said that this workshop is a test case which can lead to other workshops for U.S. citizens in other international locations.

IAEA Recruitment

Catherine Monzel, Head of the Recruitment and Staff Development Section, IAEA Division of Human Resources, gave an overall presentation about IAEA recruitment practices. Assistance available for newcomers includes support with relocation (to and from Vienna), orientation, training, language courses, tax preparation, and housing. For the job seeking spouse/partner, Ms. Monzel spoke about items to include on a Personal History Form (PHF) so that the PHF can be accurately assessed by the IAEA's online filtering system. Opportunities for the spouse/partner exist as Professional (P) staff, General (G) staff, local hires, and temporary assignments. The IAEA maintains a roster for temporary assignments which can be very diverse. The spouse/partner may apply for a job at the IAEA as long as the position is not in the same line of authority as that of the appointee and she/he is well-qualified. It was noted that the PHF should reflect international experience and language abilities.

Foreign Service Institute

Christopher Hoh, Deputy Chief of Mission, U.S. Embassy Vienna, provided insight as to the service of the Foreign Service Institute (FSI) and the training that could be offered to U.S. Citizens in UN Agencies. He spoke about distance learning— before and after arrival that can include topics related to work, leadership skills, moving overseas, orientation and language. Courses can be taken

by the entire family and can be targeted to different age groups. Visit <http://fsitraining.state.gov> for a course listing and course schedules. People working in I/Os are eligible to take these courses.

Vienna Expat Center Services

Friedrich Bruckner, Vienna Expat Center, explained the role of the Vienna Expat Center and their services. All services are free of charge and can be provided privately. The Center is supported by the Austrian Government for the international community. It hosts activities and events for the AWA and the WCN, as well as holding income tax, social security, and employment workshops. The Center will assist people in seeking groups with similar interests and will help with communication and translation. Mr. Bruchner informed the audience of the new Austrian law and the associated red/white/red card that improves employment opportunities for non-European Union citizens.

Immigration Topics

Elmar Drabek, Dorda, Brugger, Jordis, Attorneys at Law, spoke about work permits, legitimization for the unmarried partner, and retiring in Vienna, and offered services to anyone needing assistance with legal matters in Vienna. His law firm can assist individuals and their family members obtain visas. The firm has extensive expertise and success in these areas.

Crossing Cultures

Michael Gates, Group Managing Director for Richard Lewis Communications, gave a two-hour training lecture on multicultural workplaces, and provided insight to the Austrian culture. He provided perspective and insight of cultural differences among the distinct language groups of the IAEA, which are French, English, Russian, Arabic, Chinese, and Spanish. His technique incorporated the lecture with audience interaction and collective examples. Mr. Gates emphasized that effective communication is based on listening and understanding your own style.

Career Shock

David Panakkal, Regional Medical Officer for the Tri-Mission in Vienna, addressed the transition to living and working abroad and its effect on the family. There are financial considerations associated with a foreign work assignment, such as salary, relocation, children's education, and training. The spouse's adjustment is a very important determinant of the family's overall adjustment to the overseas move. Mr. Panakkal spoke about the culture shock of a foreign environment and the awareness of career shock. He identified the physical symptoms of stress and recommended techniques for coping in a foreign environment.

Career Adjusting

Lydia J. Goutas, managing partner at Lehner Executive Partners, offered her expertise and knowledge regarding career adjustment for the spouse/partner. She presented tools and techniques for reinventing one's self, reassessing goals and directions, and finding a job in Vienna. Flexibility and a willingness to travel are advantages. She explained the differences between resumes and CVs; the resume is brief, whereas the CV can be longer. CVs are used more widely in Europe than in the United States. Ms. Goutas stressed the importance of joining groups for networking and noted that Vienna has a wonderful support system for women. Ms. Goutas drew the audience's attention to

ISPO's Opportunities for Americansⁱⁱⁱ in Vienna brochure which identifies opportunities for employment.

American Consulate Services

Catherine Muller, Public Diplomacy Officer, U.S. Department of State, explained the services of the American Consulate including notary services, absentee voting, and registering newborn children. She specified the benefit of registering with the U.S. Embassy while living in Vienna. Visit <http://austria.usembassy.gov/service.html>.

Safety Abroad

Mary Jo Swinimer, Regional Security Officer, U.S. Embassy Vienna, presented information on the topic of safety abroad; she addressed the importance of being aware of one's surroundings and new laws, being able to contact emergency services when in need of an ambulance or to report a fire or an accident, registering with the U.S. alert system,^{iv} and the requirements for driving in Vienna. She told the audience that it is important to obtain apartment insurance to cover any loss or damage to the contents of the home.

SUMMARY OF BREAKOUT GROUPS AND DISCUSSION

The break-out sessions began on October 4th. The attendees formed into three separate groups and were placed in three different rooms. The groups were formed based on traditional demographic models: married couples with children, married couples without children, and singles. Each group was assigned a facilitator and a note taker. The role of the facilitator was to guide the group into constructive discussion and to keep the discussion focused. The role of the note taker was to record the points mentioned and capture them for later presentation to all attendees. Each group addressed particular issues of interest such as seeking employment or other opportunities in Vienna, family needs, employment concerns, professional development, education, volunteering, and social activities, as the issues pertained to their group. It was noted that a fourth group for people in long-distance relationships should have been formed since there were many in that situation.

Prior to the end of the workshop, a representative from each group presented the group's conclusions. In the spirit of encouraging open discussion, no ideas were rejected.

In summary, the recommendations from each group revolved around having a support system, reviving the USSP's host family program, and having opportunities to meet regularly with other Americans, informally or socially. This input will be used by ISPO, ANL and U.S. government agencies to assist the Vienna-based I/O community.

MAJOR OBSERVATIONS AND RECOMMENDATIONS

The outcome of the workshop was very optimistic. Many participants were thankful and appreciative of the support from the U.S. government. Some testimonials received were:

"Thank you very much for the wonderful workshop. In the end, I was able to attend two sessions and it was very worthwhile. I hope that you will be able to launch the workshops in other UN cities, as well as in the States."

“Thank you again for organizing the seminar – the speakers were wonderful, and it was a great opportunity to meet and talk with other Americans.”

A representative from the U.S. Mission said, *"The workshop was a terrific opportunity for Americans working at the Vienna International Centre to share their experiences and learn about resources."*

A promotional video was created based on participants' personal experiences about living and working overseas.^v Other foreign nationals at the VIC expressed strong interest in this type of workshop and stated the desire to have one for their country's citizens as well.

The breakout sessions resulted in numerous comments from the participants regarding their positive and not so positive experiences in Vienna and their suggestions for ways the USSP, the NGSI, and other related and supportive U.S. programs could help U.S. citizens living and working abroad at I/Os in Vienna. These comments and suggestions were presented to the workshop participants as a wrap up to the workshop. Following the meeting, the workshop organizer and ISPO analyzed the comments and suggestions, and placed them into categories. The raw results and further analysis are discussed in the AIOV Workshop report.^{vi}

Recommendations

Attendees recommended continuation of this workshop's outreach in the form of periodic brown bag lunches and a second similar workshop in Vienna.

Brown bag lunches or these “mini-workshops” would be held to use the results from the Breakout Group Sessions as the topics for discussion. The raw results document would be referenced for clarification, verification, and for additional suggestions. Expert speakers would be invited to attend these luncheons to help on topics that would require more in-depth knowledge.

The main goal or purpose of these luncheon discussions would be to invite newcomers, as well as the seasoned employee and their partners, to provide a support system among themselves, and to improve communication and information for the U.S. citizen living and working in Vienna, Austria.

ISPO's observations of the results are:

1. Many of the comments apply to life in the United States as well. They are only noteworthy because they are experienced in an unfamiliar location.
2. Networking is very important – for adapting, developing support networks, and finding employment.
3. There are many services available; the challenge is finding them when one needs them.
4. The re-establishment of the Host Family Program and the ISPO Orientation could help address a number of the recommendations.
5. The problems that singles encounter are also experienced by families, but they are exacerbated by lack of support from a close relation.

Near term recommendations:

- a. Reinstate the Host Family program and maintain an active list;
- b. Organize a VIC Club to include events for Americans and brown bag lunches; and
- c. Follow up with newcomers to supply them with material and support for the transition.

Medium term recommendations:

- a. Maintain the USVienna.com and ISPO websites with current and useful information; and
- b. Prepare and improve relevant brochures.

Long term recommendations:

- a. Sponsor an AIOV workshop every two years in Vienna; and
- b. Assist the UNWG with updating of their Career Guide.

Overall, not only did this workshop provide significant, beneficial information to attendees, but the observations and recommendations will help the U.S. Mission and the U.S. government address better ways to promote Foreign Service employment and support for Americans transitioning overseas.

WORKSHOP RECORDS

Project documents will be stored on the ISPO website at www.bnl.gov/ispo/events.asp, and on BNL's website at www.bnl.gov/aiov.

Final documentation and the AIOV Workshop report will be archived in the ISPO Information System Library. Please contact ISPO at staffing@bnl.gov for access to the documentation.

ENDNOTES

ⁱ Pepper, S., M. Rosenthal, L. Fishbone, D. Occhiogrosso, C. Carroll, M. Dreicer, R. Wallace, and J. Fankhauser, Next Generation Safeguards Initiative Workshop on Enhanced Recruiting for International Safeguards, December 2008, ISPO Report #543.

ⁱⁱ Biographies of the presenters are provided in the workshop archive, www.bnl.gov/ispo/events.asp, and in the workshop report, ISPO #544.

ⁱⁱⁱ <http://www.bnl.gov/ispo/recruitment/brochures.asp>

^{iv} go to <https://step.state.gov/step>

^v The video can be viewed at <http://www.bnl.gov/aiov/highlights.asp>.

^{vi} Occhiogrosso, D., S. Pepper, L. MacArthur, T. Collins, Americans in International Organizations in Vienna Workshop Summary Report, May 2012, ISPO Report # 544.