



Are you looking for answers to these issues?

- Difficulties with personnel recruitment or retention, high turn-over
- Difficulties working with foreign-speaking staff, clients, or business partners
- Difficult and inefficient international assignments
- Discrimination complaints/charges regarding performance reviews or salary negotiations
- High number of (internal or external) complaints
- High absenteeism rate (particularly by members of minority groups)
- Inappropriate content circulating within the company (e.g. ethnic, racial slurs or jokes)
- Insufficient penetration of market segments and channels
- Limited development of new ideas or marketing strategies
- Loss of productivity in sectors with a heterogeneous employee mix
- Low upward mobility for employees who do not fit the homogenous ideal
- Negative company image with specific target consumer groups

Cultural awareness, sensitivity and knowledge, cross-cultural integration skills and intercultural (leadership) competencies are key factors for success in today's globalized market.

Investing in intercultural training and diversity management is a win-win proposition as the added value quickly exceeds cost.



Training Modules - Selection

What are the challenges of a local and global HR management?

Intercultural communication: How do you communicate?

International Assignment Management: Why do expats have problems abroad?

What do I need to know before going abroad?

Diversity & Inclusion: an asset for the company?

USA – a well-known culture?

How to manage intercultural team communication conflicts?

All training modules can be customized.

Profile Claude Koehl

Professional background as Learning and Development Manager, over 12 years international experience as independent intercultural consultant, project manager and trainer.

- MSc in Social Psychology, University of Zurich
- Certificate in organizational and personnel development
Fachhochschule Nordwestschweiz, Olten
- Certificates in Health Psychology, University of Lausanne
- Swiss Teaching Degree, Zurich



My academic education and comprehensive knowledge of cross-cultural theories, my international experience (USA, France, Germany, Italy and North Africa), as well as my excellent language skills help me design and deliver outstanding services.

Current lecturing contracts:

Schweizerisches Institut für Betriebsökonomie, SIB Zurich

Fachhochschule Nordwestschweiz, FHNW Olten

Tel +41 (0)43 843 9120
contact@interculturalservices.com