

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

Today, companies have to balance potential global cost saving objectives with local responsibilities. Indeed, to manage employees across cultures compliance with a wide range of requirements (e.g. local, national, legal and economic) is compulsory. This produces a business scenario laden with risks for costly - and avoidable - corporate missteps. It therefore becomes key for HR staff to understand and differentiate the global and local structural challenges, as well as the motivations and difficulties of employees working away from their home countries.

Objectives

- Understand the various challenges of local and global HR management
- Learn about successful 'glocal' HR management strategies
- Reflect and exchange on potential optimizations

Focus

- Current global challenges
- Global (bird's eye) perspective – 'Glocalisation'
- Cultural perspective – organizational focus
- Organizational (corporate) culture perspective
- Human Resources management perspective
- Mobility perspective
Facts, motivations, issues, selection and support
- Business competition perspective

Target groups

(HR-) Managers, HR specialists, all interested

Duration: 2 day workshop

Intercultural communication: How do you communicate?

More and more, we find ourselves interacting with people from differing backgrounds, in both our professional and private lives. Working productively in this environment means understanding how culture shapes our communications, social expectations, norms, and even our self-perception. This workshop gives participants practical skills to broaden their knowledge about culture and improve cross-cultural communication, while reflecting on their own cultural attitudes and values.

Objectives

- Understand communication processes and how culture impacts social interactions
- Reflect on and evaluate individual styles of communication
- Refine and adapt communication skills using intercultural tools

Focus

- Communication theory
- Communication channels and dimensions
- What is culture?
- Perception and influences on perception
- Intercultural competency / development
- Communication feedback
- Become a culture detective

Target groups

Individuals interacting professionally or personally with people from different backgrounds

Duration: 2 day workshop

What do I need to know before going abroad?

To get ready for a productive journey abroad, knowing the country's history and understanding the conventions of day-to-day life is basic and necessary preparation.

However, dealing successfully with the unexpected and unanticipated requires a more subtle skill set. Intercultural competence helps conduct successful negotiations in the international arena, can minimize misunderstandings and defuse potential conflicts. These skills will also make a business sojourn more relaxed and enjoyable.

Objectives

- Understand the complexities of an international journey
- Tools, skills, and tips to optimize sojourn
- Identify expectations, apprehensions and needed skills, network

Focus

- Mobility motivations and issues
- Impact of culture on communication, interaction and one's self-concept
- Intercultural competence and development
- Tool kit intercultural competencies
- Examples of cultural differences
- Phases of an international assignment
- Steps to optimal integration
- Becoming a cultural detective

Target groups

Employees (and their family) about to be sent abroad, all interested

Duration: 2 day workshop

IAM: Why do expats still have problems abroad?

A recent comprehensive literature review reveals the termination rate of international assignments to be between 25-40%. Additionally, 30-50% of international assignees are perceived as being ineffective and inefficient by their company.

As most international companies have specialized departments handling the wide-ranging assignment management tasks, these numbers are quite surprising, and should indeed be taken very seriously. More can be done to support employees on international assignments.

Objectives

- Understand the structural environment from both the employer's and the employee's perspective
- Develop familiarity with the acculturation process
- Identify additional international assignment support processes

Focus

- Globalization and mobility
- Company structure and global focus
- International assignment facts
- Staff mobility – motivation and issue gaps
- Global manager profile
- Optimized selection of international assignees
- Intercultural training factor
- Optimized international assignment management

Target groups

(HR-) Managers, HR specialists, all interested

Duration: 2 day workshop

Diversity & Inclusion: an asset for the company?

Over the last few years, demographics have changed quite dramatically. By way of illustration, the percentage of foreigners in Switzerland has steadily increased, and in 2007 reached over 21% of the population.

Luckily, properly managed staff diversity may actually create added value for a company. For instance, thru the development of diversity projects and the alignment of management systems, the integration and the cooperation between various employee groups (e.g. foreigners, women, people with disabilities) can greatly be improved, as does their motivation and job performance.

Objectives

- Understand the process requirements and the various aspects of cultural diversity
- Identify potential diversity issues, learn about different approaches
- Create "Best Practices" projects, networking

Focus

- What is Diversity?
- Socio-economical environment
- Diversity management context
- Why bother with diversity management?
- Diversity in organizations
- Diversity programs – strategic approach
- Diversity management development

Target groups

Professionals working in a diversified environment, (HR-) Managers, all interested

Duration: 2 day workshop

United States of America: A well-known culture?

Because American products and movies are such a pervasive staple in our lives, we have the impression we know all about the US and its people. Additionally, equipped with basic English language skills, most people expect few problems working and living in America.

The reality, instead, is that integration into American life can be a difficult, frequently frustrating, and occasionally disappointing experience. By identifying potential stumbling blocks and managing individual expectations, a more pleasant and productive visit can be had.

Objectives

- Understand American culture(s)
- Develop individual strategies to manage the upcoming sojourn
- Exchange about individual expectations and apprehensions

Focus

- Expectations and apprehensions
- Typically American?
- What is culture and communication?
- Intercultural communication / development
- Culture change and acculturation
- Become a cultural detective
- US Information – Cultural comparison

Target groups

Professional going on assignment, people immigrating to America, all interested

Duration: 2 day workshop