

Intercultural Training Program Catalog



GLOBAL  LT

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Global LT Intercultural Training

Why Intercultural Training?

In today’s business world, Global LT recognizes it is a necessity to work and interact with people from a variety of cultural backgrounds. Whether it be to help you avoid culture shock when moving to another country or improve your professional relationships through clear communication, we are here to provide you with the essential skills to work successfully with any culture.

Advantages:

- Promotes clear lines of communication and better relationships
- Improves organization productivity and efficiency
- Accelerates the confidence and comfort of expatriates and their families in new environments
- Ensures return on investment for international growth initiatives

Why Invest in Cultural Diversity for your Employees?

Companies that provide cultural training have lower turnover rates and higher employee satisfaction rates.

- Society for Human Resource Management

"Nearly 90% of managers said that better cross-border communication would improve the bottom line."

- EF EPI

Diverse Teams Outperform Non-diverse Teams by 35%

- ClearCompany

"We can learn from one another, but first we must have a level of understanding about each other in order to facilitate collaboration and cooperation."

- Lisa D. Belfield, Kaplan University

Testimonials

“ The training was very helpful. Prior to my current assignment, I had already spent quite a bit of time in the Netherlands and I did not initially think that this training would help. That being said, I did learn quite a bit and I think that it will help me be a better manager over here.

- *Regional Director of
Manufacturing, Fragrance*

”

“

This class was the best interactive class ever. The trainer made this class exciting, fun, and learning was easy. Ricardo N. gave us both perspectives from both the American and Mexican perspective, and sometimes other cultures. Easy to follow, and would recommend this class to anyone.

- *Employee, Cummins*

”

“

Helen did an exceptional job tailoring the training to my needs and working around my busy schedule. Very seldom have I experienced such relevant and extremely useful training.

- *Spouse, Chrysler*

”

In-Country Employee Roadmap

Living & Working
Successfully in
your Destination
Country



Gain a comprehensive understanding of the culture and business practices of your destination country.

Language & Culture Daily
Essentials



Learn the basic “survival” skills to thrive in your new country.

Working
Effectively
Across Culture



Understand what motivates your international business associates and learn techniques to improve awareness of different cultural styles.

Working
Effectively with
your Destination
Country



Avoid unintentional communication offenses and learn how to understand the mindset of people in your destination country.

Doing Business
Successfully in
your Destination
Country



Develop strategies for working and doing business with your destination country through practical advice and business solutions from our experts.

Capitalizing on
the International
Experience:
Repatriation



Easily adjust to the return of your home country and explore ways to transfer knowledge and experience gained abroad.

Expatriate Family Roadmap

Living & Working
Successfully in
your Destination
Country



Gain a comprehensive understanding of the culture and business practices of your destination country.

Language &
Culture Daily
Essentials



Learn the basic “survival” skills to thrive in your new country.

Capitalizing on
the International
Experience:
Repatriation



Easily adjust to the return of your home country and explore ways to transfer knowledge and experience gained abroad.

Did you know?

Global LT offers Group Outings and Virtual Seminars for continuing education while abroad!

Expatriate Roadmap

Living & Working
Successfully in
your Destination
Country



Gain a comprehensive understanding of the culture and business practices of your destination country.

Language &
Culture Daily
Essentials



Learn the basic “survival” skills to thrive in your new country.

Working
Effectively
Across
Cultures



Understand what motivates your international business associates and learn techniques to improve awareness of different cultural styles.

Working
Effectively with
your Destination
Country



Avoid unintentional communication offenses and learn how to understand the mindset of people in your destination country.

Capitalizing on
the International
Experience:
Repatriation



Easily adjust to the return of your home country and explore ways to transfer knowledge and experience gained abroad.

Executive/Manager Roadmap

Working Effectively Across Cultures



Understand what motivates your international business associates and learn techniques to improve awareness of different cultural styles.

Leading & Working in High Performing Multi-Cultural Teams



Increase performance by learning practical strategies on how to overcome the challenges of working, communicating, and resolving conflict amongst teams with multi-cultural backgrounds.

Leading & Working in High Performing Virtual Global Teams



Create highly productive virtual teams and increase engagement by exploring proven strategies and tools that will help you drive results from a distance.

Course Information

Living and Working Successfully in your Destination Country



As you probably know, a significant factor in a successful international assignment is the proper support of the expatriate and expatriate family. Global LT's "Living and Working Successfully" courses allow expatriate individuals and their families to understand their destination country's culture and business practices. This course will help assignees more readily adjust to the work style and culture of an international assignment destination. Each of Global LT's Intercultural Training courses may include access to the online Country Navigator™ tool which provides students with comprehensive cultural and business information designed to increase competitive advantage in today's global business environment. Country Navigator can also be purchased for group classes.

You should take this course if:

- You or your family are about to relocate to another country for business
- You or your family have recently relocated to another country for work
- You spend time in another country for work assignments

Delivery method(s):

- Face-to-face, worldwide – 1 session, 1 day (8 hours)
- Trainer-led virtual – 2 sessions, ½ day (4 hours) each

Overview of course content:

- Overview of the country
- Values and attitudes
- Regional differences
- Working in (Country X)
- Business attitudes and procedures
- Living in (Country X)
- Making friends and contacts
- Settling in socially
- Strategies for adapting to the new environment and coping with difficult situations

Other courses you might be interested in:

- Capitalizing on the International Experience: Repatriation
- Working Effectively Across Cultures
- Working Effectively with your Destination Country
- GLT Language + Culture Daily Essentials Program

Course Information

Capitalizing on the International Experience: Repatriation



Global LT's courses on Repatriation successfully allow repatriating individuals and their families to adjust more easily to a return to their home country, explore ways to transfer the knowledge and experience gained abroad back to their home life, and plan on how to manage the return and re-entry process to their home country. Each of Global LT's Intercultural Training courses may include access to the online Country Navigator™ tool which provides students with comprehensive cultural and business information designed to increase competitive advantage in today's global business environment. Country Navigator can also be purchased for group classes.

You should take this course if:

- You or your family are returning to your home country from an international assignment
- You or your family wish to make your repatriation as simple as possible
- You are ending an international assignment and want to know how to easily manage the repatriation process

Delivery method(s):

- Face-to-face, worldwide – 1 session, 1 day (8 hours)
- Trainer-led virtual – 2 sessions, ½ day (4 hours) each

Overview of course content:

- Reverse cultural shock
- Coping with change
- Returning to the workplace
- Inventory of new knowledge and skills acquired through the expatriate experience
- Strategies to maximize the results of the experience
- Home country updates

Other courses you might be interested in:

- Living and Working Successfully in your Destination Country
- Working Effectively Across Cultures
- Working Effectively with your Destination Country
- GLT Language + Culture Daily Essentials Program

Course Information

Working Effectively Across Cultures



Global LT's course on Working Effectively Across Cultures focuses on business scenarios through the lens of a Model of Culture. It is designed to support the needs of those working in corporations with a global reach. Our course will help you understand what motivates your international business associates, understand which behaviors you may need to adapt to create a positive impression with international colleagues, and learn techniques to improve awareness of different cultural styles. Each of Global LT's Intercultural Training courses may include access to the online Country Navigator™ tool. This provides you with comprehensive cultural and business information designed to increase your competitive advantage in today's global business environment. You will gain insight on cultural preferences across interaction style, thinking style and your sense of self, while understanding how these impact your work. Country Navigator™ can also be purchased for group classes.

You should take this course if:

- You manage and/or engage with culturally diverse teams on a regular basis
- You have international clients or suppliers you wish to communicate and build relationships with

Delivery method(s):

- Face-to-face, worldwide* – 1 session, 1 day (8 hours) – best when all participants are in the same location
- Trainer-led virtual* – 2 sessions, ½ day (4 hours) each – best when participants may be in distinct locations

*Available for groups of up to 25

Overview of course content:

- Benefits and challenges of a cross-cultural team
- Model of culture
- Key cultural drivers and attitudes
- Communication strategies
- Interpreting and adapting styles
- Recognizing your own cross-cultural communication strengths and opportunities
- Identifying cross-cultural communication issues and overcoming them
- Developing tools for more efficient communication
- Strategies and solutions for effective team working

Other courses you might be interested in:

- Capitalizing on the International Experience: Repatriation
- Living and Working Successfully in your Destination Country
- Working Effectively with your Destination Country
- GLT Language + Culture Daily Essentials Program

Course Information

Working Effectively with your Destination Country



Global LT's courses on working effectively with your destination country will give you a better understanding of which behaviors are necessary to adapt to create a positive impression, how to avoid unintentional offense, and how to interpret and adapt to the mindset of business people in your destination country. You will come away from this course with more self-awareness, country-specific knowledge, and proven strategies to bridge gaps and leverage cultural differences. Each of Global LT's Intercultural Training courses may include access to the online Country Navigator™ tool. This provides you with comprehensive cultural and business information designed to increase your competitive advantage in today's global business environment. You will gain insight into cultural preferences across interaction style, thinking style, and your sense of self, while understanding how these impact your work. Country Navigator™ can also be purchased for group classes.

You should take this course if:

- You desire to work more effectively with colleagues, clients, or suppliers from your destination country

Delivery method(s):

- Face-to-face, worldwide* – 1 session, 1 day (8 hours) – best when all participants are in the same location
- Trainer-led virtual* – 2 sessions, ½ day (4 hours) each – best when participants may be in distinct locations

*Available for groups of up to 25

Overview of course content:

- Perceptions, stereotypes, and expectations across cultures
- Relationship makers and breakers, business and social etiquette
- How to adapt your communication style for more effective cross-cultural collaboration
- Approaches to negotiation and meetings
- Challenges and practical solutions for working more effectively with clients and suppliers from your destination country

Other courses you might be interested in:

- Capitalizing on the International Experience: Repatriation
- Living and Working Successfully in your Destination Country
- Working Effectively Across Cultures
- GLT Language + Culture Daily Essentials Program

Course Information

Doing Business Successfully in your Destination Country



Our doing business courses assist you in developing strategies for working and doing business with your destination country through practical advice and business solutions from our experts. After this course, you will understand the people, how their national identity developed through history, what motivates them, and how to create a positive impression and avoid a negative one. Each of Global LT's Intercultural Training courses may include access to the online Country Navigator™ tool. This provides you with comprehensive cultural and business information designed to increase your competitive advantage in today's global business environment. You will gain insight into cultural preferences across interaction style, thinking style, and your sense of self, while understanding how these impact your work. Country Navigator™ can also be purchased for group classes.

You should take this course if:

- You engage with international clients and suppliers

Delivery method(s):

- Face-to-face, worldwide* – 1 session, 1 day (8 hours) – best when all participants are in the same location
- Trainer-led virtual* – 2 sessions, ½ day (4 hours) each – best when participants may be in distinct locations

*Available for groups of up to 25

Overview of course content:

- General overview of the country
 - Country's position in the region and the world
 - Significance of the many social institutions within the country
 - Exploring stereotypes, generalizations, and misinterpretations and their implications on building relationships and doing business
 - Culture's key drivers and how they influence business interactions
 - Attitude toward foreigners
- Overview of the business
 - Business culture and attitude in the workplace
 - Hierarchy, rules and regulations, relationships, time, group orientation, decision-making, dealing with bribery and corruption, and developing trust
 - Managing business teams and suppliers
- Navigating the business
 - Relationship makers and breakers, business and social etiquette
 - Adapting communication style for effective cross-cultural leadership
 - Approaches to negotiation and meetings
 - Challenges and practical solutions

Other courses you might be interested in:

- Working Effectively Across Cultures
- Leading and Working in High-Performing Multi-Cultural Teams
- Leading and Working in High-Performing Virtual Global Teams

Course Information

Leading and Working in High-Performing Multi-Cultural Teams



Global LT's course on Leading and Working in High-Performing Multi-Cultural Teams explores the challenges of working, communicating and resolving conflict amongst teams with members of multi-cultural backgrounds. Throughout this course you will learn practical strategies to overcome these challenges and capitalize on the wealth of perspectives to increase performance. Each of Global LT's Intercultural Training courses may include access to the online Country Navigator™ tool. This provides you with comprehensive cultural and business information designed to increase your competitive advantage in today's global business environment. You will gain insight on cultural preferences across interaction style, thinking style and your sense of self while understanding how these impact your work. Country Navigator™ can also be purchased for group classes.

You should take this course if:

- Lead or manage culturally diverse teams within your own office or across the globe
- Collaborate with international colleagues within your own office or across the globe

Delivery method(s):

- Face-to-face, worldwide* – 1 session, 1 day (8 hours) – best when all participants are in the same location
- Trainer-led virtual* – 2 sessions, ½ day (4 hours) each – best when participants may be in distinct locations

*Available for groups of up to 25

Overview of course content:

- Stages of team development
- Organizational and cultural factors in team development
- Creating a shared sense of direction
- Building trust
- Defining the expectations of leadership
- Differences and cross-cultural conflict
- Successful communication in face-to-face and virtual teams

Other courses you might be interested in:

- Working Effectively Across Cultures
- Doing Business Successfully in your Destination Country
- Leading and Working in High-Performing Virtual Global Teams

Course Information

Leading and Working in High-Performing Virtual Global Teams



You should take this course if:

- Lead or manage culturally diverse teams within your own office or across the globe
- Collaborate with international colleagues within your own office or across the globe

Delivery method(s):

- Face-to-face, worldwide* – 1 session, 1 day (8 hours) – best when all participants are in the same location
- Trainer-led virtual* – 2 sessions, ½ day (4 hours) each – best when participants may be in distinct locations

*Available for groups of up to 25

Overview of course content:

- Cross-Cultural values and attitudes affecting virtual and remote working
- Cultural perceptions and assumptions: how we are perceived and perceive others
- Identify the behaviors and characteristics of high-performing remote teams
- Building and maintaining trust to increase team effectiveness
- Enhancing communication and increasing efficiency through smarter use of technology
- Managing challenges
- Practical solutions for working more effectively at a distance

Other courses you might be interested in:

- Working Effectively Across Cultures
- Doing Business Successfully in your Destination Country
- Leading and Working in High-Performing Multi-Cultural Teams

Global LT's course on Leading and Working in High-Performing Virtual Global Teams explores strategies and tools to drive results from a distance. Learn how to increase engagement and create highly productive virtual teams by developing the skills needed to collaborate effectively in a virtual environment. Each of Global LT's Intercultural Training courses may include access to the online Country Navigator™ tool. This provides you with comprehensive cultural and business information designed to increase your competitive advantage in today's global business environment. You will gain insight into cultural preferences across interaction style, thinking style, and your sense of self, while understanding how these impact your work. Country Navigator™ can also be purchased for group classes.

Course Information

Language and Culture Daily Essentials



Global LT's Language and Culture Daily Essentials is a survival program that provides the rewarding experience of navigating the culture of a new country while conquering the new language. Basic language skills are built within the context of the culture, increasing confidence in the handling of everyday life situations. Some examples of what you may learn are expressions used in grocery shopping, what to expect from markets and stores in your new location, how to describe simple health concerns to a doctor, or a basic understanding of the healthcare system.

You should take this course if:

- You or your family are about to relocate to your destination country for business
- You or your family have recently relocated to your destination country for work
- You travel often internationally for business or pleasure

Delivery method(s) - 10-hour "Business Culture" or 25-hour "General Culture" programs:

- Face-to-face* – 90-minute sessions
- Trainer-led virtual* – 90 minute sessions

*With a self-paced online tool

Overview of course content:

- Language essentials for daily living
- Culture essentials for daily living

Other courses you might be interested in:

- Living and Working Successfully in your Destination Country
- Doing Business Successfully in your Destination Country
- Working Effectively Across Cultures

Intercultural Training Advantages



Country Navigator

Along with Global LT's cultural competency programs and trainings, our Intercultural students may be provided with Country Navigator™, an online tool to help you work effectively across cultures.

Advantages:

- Cultural assessment and profiling tool
- 30+ cultural business topics
- Cultural video guides
- 100+ country guides
- Smartphone app
- Guided learning paths for global teams
- Live country news updates
- Interactive quizzes
- National holiday alerts
- Travel guides
- Intercultural communications strategies
- Superior support packages

Package your Intercultural Training with our other great services!



Corporate Language Training




Translation & Interpretation Services



Relocation Solutions

Contact Us Today!

 +1 248.786.0999

 Sales@Global-LT.com

 www.Global-LT.com

About Us

Founded in 1979, Global LT is a leading provider of language training, multicultural training, translation, and destination services for global corporations. Empowering corporate employees to live and work successfully anywhere in the world, Global LT provides multinational companies, relocation providers, supplier networks, and government entities several tailored advantages through our international network of affiliated representatives, service providers, and professional staff.

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