



THE HUMAN SIDE OF RELO
LANGUAGE AND ITS IMPACT
ON RELATIONSHIPS

GLOBAL  LT



AGENDA

01

ABOUT US & INTRODUCTIONS

02

PERSONAL RELATIONSHIPS & GLOBAL MOBILITY

03

THE VALUE OF LANGUAGE & CULTURE TRAINING

04

LANGUAGE TRAINING MUST-HAVES

05

Q&A

ABOUT US



Relocation Focused
Since 1979



Founded by a
Cuban Immigrant,
Hortensia Albertini

Certified Minority Business Enterprise



Sustainably-led,
Diversity-driven

Any Language, Any Place, Any Way

Be Human, Stay Human

Complete Global Solution

- o Language Training
- o Cultural Training
- o Language & Cultural Experiences
- o Translation Services
- o Interpretation Services
- o Destination Services
- o In-House Recruiting Team



Industry leader and award winner with over **40 awards** in the past 10 years

Our Mission is to empower professionals and their families to live, work, and communicate successfully worldwide

MEET THE PRESENTERS

Merrill Markiewicz

Merrill is currently a Global Mobility Consultant at General Motors, but her experience in the relocation industry began when she was an expat in Japan on her husband's assignment.



Jessica Miller

With a graduate degree in Linguistics and a former language teacher, Jessie is currently the VP of Learning Operations at Global LT and has used her extensive language knowledge to transform learners' lives through RMCs and direct clients.



Heather Jamison

Heather is Global LT's VP of Customer Success and has over 20 years of experience in the relocation management industry. Heather currently serves on the Board of Directors for the Michigan Relocation Council (MiRC) and is a current member of ERC.



**WHY ARE THE 3
OF US TALKING
ABOUT THE
HUMAN SIDE
OF
RELOCATION?**



ENSURE A SUCCESSFUL RELOCATION

Language Learning

AHOJ
iHOLA
HELLO
MERHABA
TERE
KUMUSTA
BONJOUR
HALLO
OLA
HEJ
HALO

In a study by Atlas, 32% of global employees said they would decline a relocation assignment because they lacked familial support.

- **Why does language training matter?**

- Increases employee satisfaction upon arrival
- Creates community and camaraderie between colleagues
- Helps the relocating employee thrive in their new location

Employee Retention



LANGUAGE LEARNING MAKES INTERNATIONAL RELOCATIONS SUCCESSFUL

- Pre- and post-departure language and culture training for the relocating employee and their family
- Virtual or face-to-face lessons
- Any language, anywhere
 - Employees & family will learn the language of their host country
- Teachers are a vital resource for not only the relocating employees, but their families, too
- Cultural & language experiences



INTEREST-BASED AND NATURALISTIC CULTURAL & LANGUAGE TRAINING

- Kids Club & Moms Groups
- Workforce-specific training for the relocating employee, including “water cooler talk” and presentation nuances
- Training for those who lead, manage, or mentor multi-cultural or international teams.
- Employees learn how to be the most influential leaders with GLT culture training programs, designed to focus on workforce success



WHAT SHOULD BE INCLUDED IN A RELO POLICY?

- Pre- & Post-departure training for the employee and their family
- Include e-learning tool as part of a language policy, not in replacement of
- Culture training (one day training)
- Language & culture should be part of a core policy, not flex
- Language coaching for relocation consultants
- **100** hours of language per learner
- Language benefits that are available throughout the assignment



LANGUAGE & CULTURE MUST-HAVES

01

Pre-departure language assessment for the employee and their family with a plan to learn the basics of language and culture before the move

02

Customized language-learning plan built for real-world success. Relocating spouses can learn about school systems and healthcare. The relocating employee can learn business-specific language

03

Post-departure training, including cultural training, is critical to integrating into a new location. Learning how to contact emergency services, for example, can literally be a matter of life and death if not taught upon arrival

04

Post-arrival support and community is just as crucial as pre-departure support. Building a sense of community and belonging is the number one way to guarantee successful relocation

Q&A



Merrill



Jessie



Heather

THANKS FOR COMING!

Stay tuned for our next webinar!



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