

## LANGUAGE AND ITS IMPACT ON RELATIONSHIPS





### AGENDA

01

02

0304

05

ABOUT US & INTRODUCTIONS

PERSONAL RELATIONSHIPS & GLOBAL MOBILITY

THE VALUE OF LANGUAGE & CULTURE TRAINING

LANGUAGE TRAINING MUST-HAVES

Q&A

### ABOUT US









#### Any Language, Any Place, Any Way

#### Be Human, Stay Human

**Complete Global Solution** 

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

- o Interpretation Services
- o Destination Services



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.

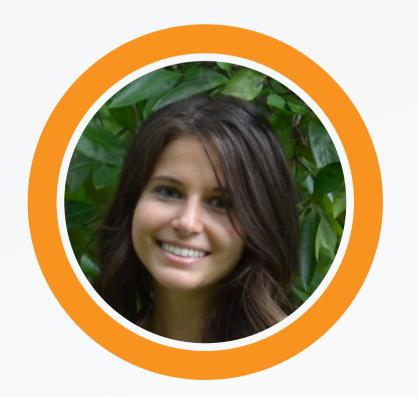
### Jessica Miller

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 USTALKING
ABOUT THE
HUMAN SIDE
OF
RELOCATION?



## ENSURE A SUCCESSFUL RELOCATION

### Language Learning



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 fo 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 multicultural or international teams.
- Employees learn how to be the most influential leaders with GLT culture training programs, designed to focus on workforce success

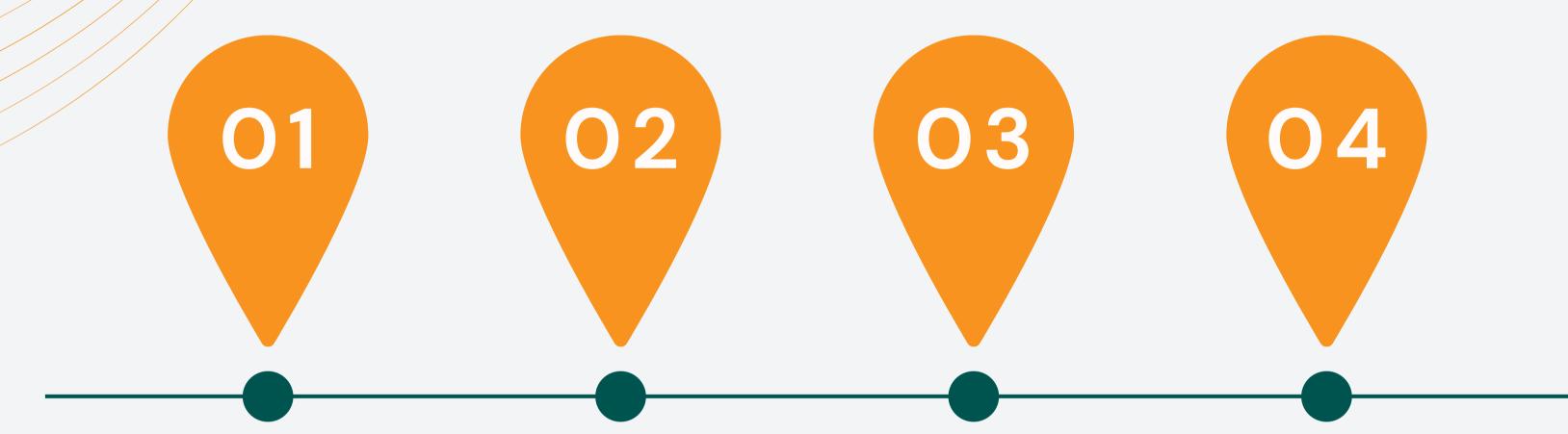


### WHAT SHOULD BE INCLUDED IN A RELO POLICY?

- 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 assigment



### LANGUAGE & CULTURE MUST-HAVES



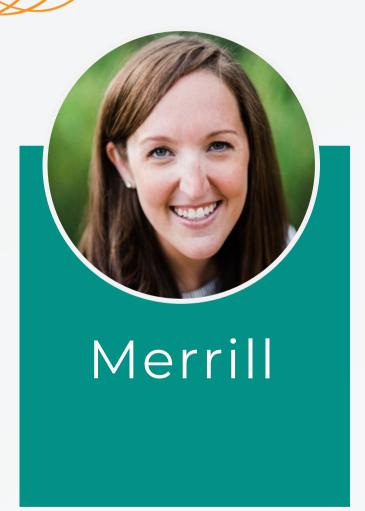
Pre-departure language assessment for the employee and their family with a plan to learn the basics of language and culture before the move

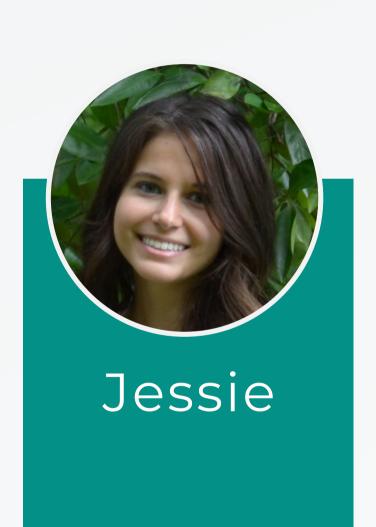
Customized languagelearning plan built for real-world success.
Relocating spouses can learn about school systems and healthcare.
The relocating employee can learn business-specific language

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

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

## Q&A







# THANKS FOR COMING!

Stay tuned for our next webinar!



