



DEVELOPING INTERNATIONALLY EFFECTIVE INDIVIDUALS & TEAMS

INTERCULTURAL COMPETENCE IS VITAL IN A 'GLOBALISING' WORLD

Growing overseas markets, international joint ventures, alliances, global mergers and acquisitions, international sourcing of products and services, and increasing diversity in the workforce, all present organisations with major challenges.

In an increasingly global marketplace, the task of identifying and developing the best people, to take their talents into the international arena of multi-cultural activity has never been more vital.

“Working across national and cultural boundaries is difficult. Personal skills are the key to international success”

If you need to get on in business across the globe, or work across diverse cultures, *who you are* as a person is more important than *where you come from*.

“Developing your people’s knowledge of cultural differences, is only one of ten competencies for international effectiveness”

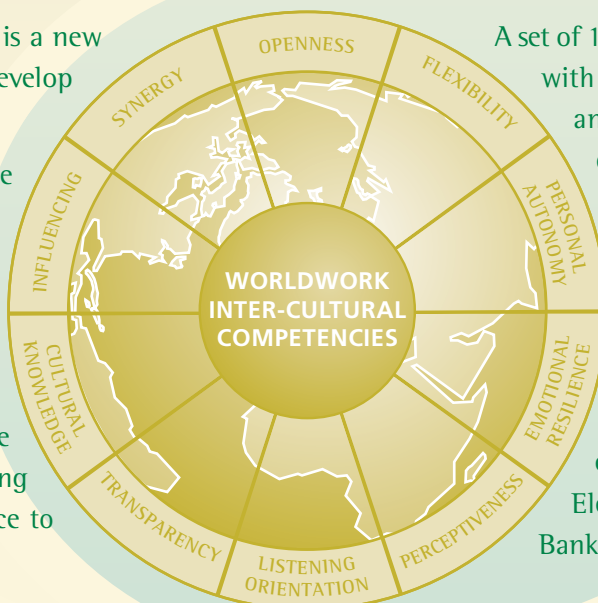
We can help you to assess and develop the international competencies of teams and individuals in your organisation. *The International Profiler*® - a new management tool - has been designed to identify and develop intercultural skills that enhance business success in a global environment.

THE INTERNATIONAL PROFILER® (TIP)

The International Profiler® is a new psychometric tool used to develop intercultural management.

The questionnaire is available in hard copy or web format. It takes about 30 minutes to complete.

TIP provides structured feedback and development suggestions in relation to the competencies. Expert coaching is provided by telephone, face to face or in workshops.



A set of 10 competencies were identified, with 22 associated skills, attitudes and areas of knowledge, that define the special capabilities needed by today’s business professionals to operate successfully internationally.

TIP was developed with Volvo, Cadbury Schweppes and Matra BAE, and is currently being used by Colt, Electrolux, Deutsche Bank, the Bank of Italy and Heinz.



DEVELOPING INTERNATIONALLY EFFECTIVE INDIVIDUALS & TEAMS

INTERCULTURAL COMPETENCE IS VITAL IN A 'GLOBALISING' WORLD

INDIVIDUAL ASSESSMENTS

BENEFITS

For the *organisation* it can help to:

- reduce the personal and business trauma of inappropriate appointments
- avoid miscommunication and mistrust in critical business relationships
- audit capabilities of working across cultures
- provide focused individual development plans or group training solutions
- adapt to the demands of working in a multi-national business environment.

For the *individual* it can help identify development needs required to:

- take on a specific new international role
- build an international career
- work more effectively with colleagues in an international team
- build productive relationships with new partners in unfamiliar cultural contexts.

OUR APPROACH

We combine **individual assessment and coaching with international team development programmes focusing on:**

- developing trust and appreciating diversity
- team processes and development
- intercultural perspectives and issues
- enhancing performance.

INTERNATIONAL TEAMS

Developing International Teams presents added challenges, as team members have **different:**

- cultural norms and experiences
- language fluency & non-verbal communication
- leadership styles
- different expectations about teams
- status within the team because of their culture
- geographical locations
- levels of trust.

Trust in International Teams

"Trust is more than a social virtue - it's an economic imperative for business in a global marketplace"

Trust:

- impacts on team performance
- is harder to establish across cultures and distance
- is different in different cultures.

WORKSHOPS

In our workshops we draw on the experience of consultants from different cultures who have worked in multi-cultural teams around the world.

Our workshops focus on all levels within the team; from individuals, teams, organisations, to national culture. We may also use a variety of culture and values assessment measures.