

Proposal

February 2016

<h2 style="margin: 0;">Cross Cultural Communication</h2> <p style="margin: 0;">HRD project for middle managers of <i>[company]</i></p>	
<b>Venues:</b>	Poland (Krakow, Wroclaw), Romania (Bucharest), Germany (Stuttgart), UK (London), USA (New York, Seattle), Russia (Moscow, St Petersburg, Omsk), Ukraine (Kiev, Dnepr, Odessa)
<b>Facilitators:</b>	5 Global Pilots Trainers with local expertise (Poland / Romania / Germany and UK / USA / Russia and Ukraine)
<b>Groups:</b>	21 groups with max. 15 participants
<b>Background:</b>	<p><i>[company]</i> is a top quality IT service provider of high-end business solutions to clients across the globe. It's headquarters are located in Switzerland. <i>[company]</i> maintains delivery locations, on-site operations and / or development offices in Australia, Canada, Bulgaria, Germany, Mexico, Poland, South Africa, Romania, Russia, Singapore, Switzerland, Ukraine, United Kingdom, USA and in Vietnam. The local employees have often been relocated, local middle managers therefor often have different cultural backgrounds. The middle managers communicate via email, phone, WebEx or Skype and personally. They communicate within their international team, with local colleagues and clients and with <i>[company]</i> employees in other countries. If they have been re-located, they also deal with the challenges of living in a new environment.</p>
<b>Training Objectives:</b>	<p>The trainings contribute to developing global leadership skills of <i>[company]</i> middle managers. They are delivered in order to improve both internal communication and cooperation (local international teams, <i>[company]</i> employees worldwide) and external communication and cooperation (clients, locals). They also aim at supporting middle managers in adapting to their new cultural environment</p> <p>Participants ...</p> <ul style="list-style-type: none"> <li>• <b>understand</b> the <b>impact of culture</b> on communication and cooperation</li> <li>• <b>know</b> key <b>cultural differences</b> that help understand colleagues and clients from Western, Eastern, Asian and American countries</li> <li>• <b>understand</b> the perspectives and expectations of <b>international stakeholders</b> (e.g. clients, colleagues, subcontractors, superiors, subordinates, ...)</li> <li>• are <b>aware</b> of their <b>own cultural background</b></li> <li>• <b>reflect strategies</b> to deal with cultural differences</li> <li>• expand their understanding of <b>current team-dynamics</b></li> </ul>
<b>Training Content:</b>	<ul style="list-style-type: none"> <li>• <b>How does culture influence cooperation?</b> Applying the <i>CPS-Model</i> to tackle challenges of <i>[company]</i> middle managers</li> <li>• <b>What is cultural about myself and others?</b> Avoiding prejudice and facilitating understanding with the <i>Early Warning System</i></li> <li>• <b>What are our options in dealing with cultural difference:</b> The <i>LEAD model</i> for cross cultural cooperation</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>How do we smoothly achieve professional objectives?</b> Solutions for typical challenges of <i>[company]</i> middle managers, (topics depend on participant's input, e.g. project management, recruiting, managing client relationships, ...)</li> <li>• <b>What can individual team members contribute to our team?</b> Identifying the team's potential with the <i>Diversity Icebreaker</i></li> <li>• <b>What can I contribute to my own well-being?</b> Chances and challenges of <i>expatriation</i></li> </ul>
<b>Training Methods:</b>	<p>In order to prioritise and adapt the contents to the specific needs of the participants, they will be asked to complete a <b>pre training questionnaire</b>. We also suggest to adapt this proposal after a <b>needs assessment</b> with HR and to develop customised learning material on the basis of <b>interviews with employees</b> who are ready to talk about their international experience within <i>[company]</i>. In the course of the training session, the following methods may be applied:</p> <p><b>Trainer input, plenary sessions, group work, peer counseling, film clips, exercises, critical incidents, assessments, handouts, photo documentation, the <i>Diversity Icebreaker</i>, (<i>optional</i>) Skype coaching following the training</b></p>
<b>Services:</b>	<p><b>1) Preparation</b></p> <p>Submitting first draft of proposal</p> <p>Needs assessment with HR (phone / skype)</p> <p>Submitting adapted proposal</p> <p>Selection of trainers / handling trainers</p> <p>Interviews with experienced employees in 4 - 6 different development offices</p> <p>Designing customised curriculum</p> <p>Adaptation and development of customised learning material</p> <p><b>2) Delivery of Trainings</b></p> <p>Training</p> <p>Questionnaires</p> <p>Travel and flights, accommodation, visa</p> <p><b>3) Follow up</b></p> <p>Photo documentation and course material (pdf. files)</p> <p>Assessment of success with HR (phone / skype)</p> <p>Literature online</p>

*This proposal is based on an email exchange with **[Lead HR expert]** and Matthieu Kollig (Manager and Senior Consultant, GlobalPilots). Please note that it is a first draft. We hope it meets your high expectations and we are ready to adapt it further according to your feedback. To convince you of the quality of our services, we are ready to deliver a half day model training for free. Thank you for your interest in cooperating with us!*

*Matthieu Kollig*  
**Global Pilots**