

Mind the Gap: *How to Succeed Worldwide through Global Competency*

In today's highly connected world, we're all competing in the global marketplace.

Workers don't even need to leave the office in order to face different cultures, languages and ways of working -- cultural differences are found at the other end of the phone, in every email and are as close as the next cubicle.

What do the world's top 1000 CEOs believe is most lacking in their organization today?

Global competency or the ability to recognize and bridge cultural differences that impact performance and customer satisfaction.

In today's ever shrinking world, we all must be able to identify, discuss and adapt to different cultural styles in order to achieve peak business results as quickly as possible. All employees must be able to work across time, space, culture and organizations to meet global customer and team member needs. Building global competency is a process that requires an integrated approach and a comprehensive global human performance improvement solution.

And it starts with creating global thinking and behavior in a way that allows leaders to practice global competency skills and apply them directly to real multicultural business situations.

Working Worldwide: How to Maximize Business Success through Global Competency is a highly interactive workshop where participants practice using a "global competency survival kit" to unlock their biggest business challenges.

Participants will:

- Identify the most challenging issue present in their global workplace and related communication challenges
- Practice using proven **tools** to increase cross-cultural understanding, minimize costly misunderstandings and eliminate expensive rework
- Pinpoint cultural **best practices** that make global teams work best
- Create a multicultural team development **action plan** to maximize global team performance.

Working Worldwide

Program Outline

Participants will:

- Learn why it's critical to build global competency to perform in a global marketplace, team and organization.
- Identify six key cultural differences that most impact global business.
- Develop and practice using a "global competency survival kit" to increase global productivity and improve results.
- Identify the top two global communication barriers, and learn how to overcome them
- Acquire five key business communication skills to improve virtual and face-to-face communication, meetings and global team results.
- Leverage best practices in global leadership, virtual teaming, negotiation and cross-cultural conflict resolution
- Create a measurable action plan linked to business objectives that will improve individual, team and global organizational performance.

This session will help you identify and bridge cultural and language barriers so you can:

- Build global trust and cross-cultural relationships that work,
- Increase commitment to worldwide objectives and customers
- Increase innovation
- Decrease mistakes, slippage and conflict
- Maximize global return on investment

About Stephanie Reynolds Consulting

Stephanie Reynolds Consulting is a premier provider of breakthrough executive coaching, team facilitation, organizational development, and training solutions. We offer a successful track record working with clients ranging from start up to Fortune 500 such as Amazon, Genie, Microsoft, Philips, and T-Mobile. We specialize in designing and delivering programmatic solutions to scale individuals, teams, and organizations. We are respected for our client commitment, business acumen, trusted advice, and remarkable results.

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