

Successful International Assignments

The Role of Cross Cultural Training

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Jackpot of Stress



Stress Factors	Weighting
Moving country	39
Changing jobs/both partners	36
Changing schools	36
Unfamiliar environment	39
Working and/or living in another language	35
Loneliness/ social disconnection	39
Unanticipated changes	32
Unfamiliar cultural cues	?
Other	

Adapted from Holme-Rahe Stress Inventory

Score of 300+: At risk of illness

Score of 150-299: Risk of illness is moderate (reduced by 30% from the above risk)

Score <150: Only have a slight risk of illness.

SIRVA Assistance for Clients

The physical move is only one part of what SIRVA does...

Moving house and contents

Organising paperwork

Liaising with local HR and Government agencies

Destination services deal with the myriad of other transition challenges involved

Cultural awareness and language training

How Does Knowing About Culture Help Your Employees?

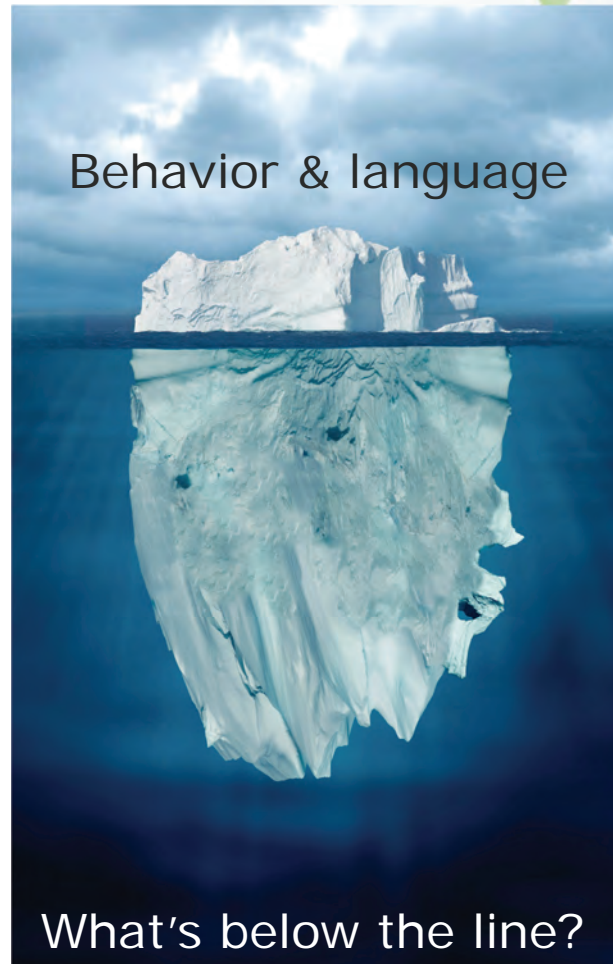
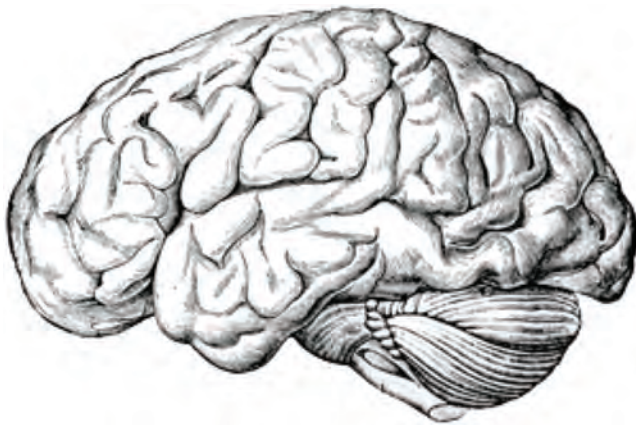
- Understanding their own views
- Developing strategies to build bridges between different perceptions of a situation

To avoid culture shock





What do they need to know?



Below the line are -



Cultural Lens



How can we try to see it from
the other side?

Some Common Traps

- Communication style
- Internal focus of control
- Evaluation – direct feedback
- Persuasion mode

“The way we form business relationships, our communication styles, and our methods for handling conflict are all culturally grounded. Failing to understand and prepare for these differences is a major risk, even for the most experienced manager.”

“Car and the Pedestrian”, Trompenaars Exercise

Scenario: You are riding in a car driven by a close friend. He hits a pedestrian. You could see his speedometer and know he was going at least 50 km per hour in an area of the city where the maximum allowed speed is 30 km per hour. There are no witnesses. His lawyer says that if you testify under oath that he was only driving 30km per hour it may save him from serious consequences.

What do you think you would do in a view of your obligation as a sworn witness and as a friend?

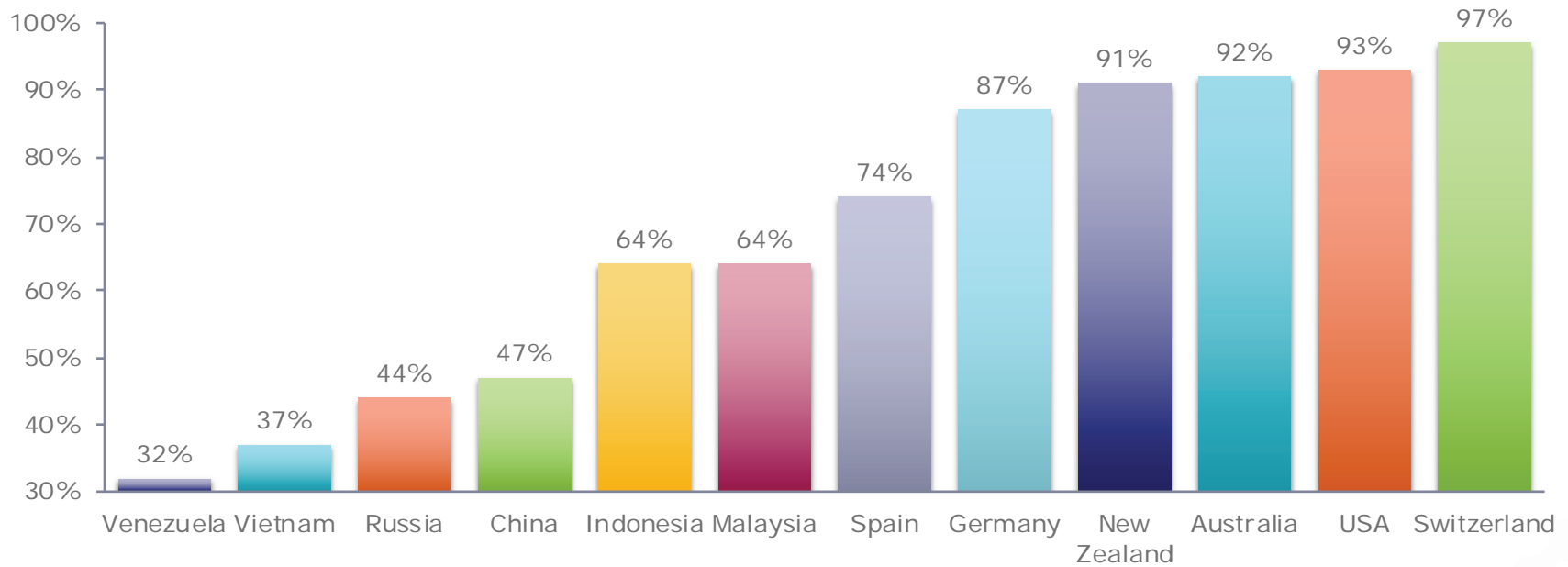
- A) Testify that he was going 30 km/hour
- B) Not testify that he was going 30km/hour



Results

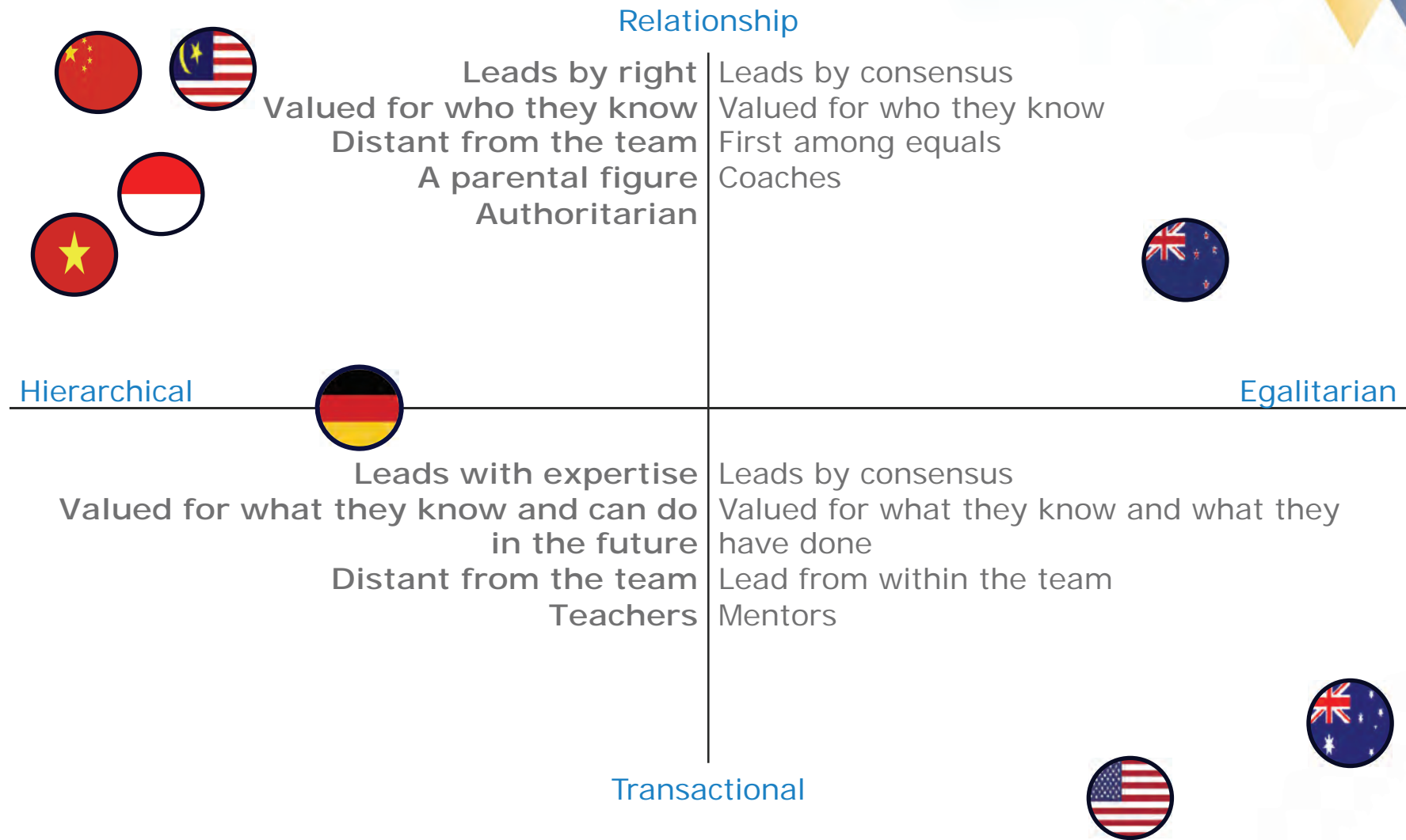


Percentage of respondents who would be more inclined to state the facts



Adapted from Trompenaars, F. and Hampden-Turner, C., *Riding the Waves of Culture*, 2nd ed., McGraw-Hill 1998

Title



Specific Higher Education Challenges

Incoming academics

- Engage with local students and create rapport with colleagues and staff

International students

- Staff interaction with them determines our reputation abroad as a study location of choice*



Onboarding of Both

- Incoming academics
- International students



Are You Doing Enough to Protect Your Organisation's Investment?

42% of overseas assignments are cut short!

Why?

- Family doesn't transition well
- Employee cannot deliver the same level of skill in the new environment



<https://www.shrm.org/resourcesandtools/hr-topics/global-hr/pages/fail-train-managers-overseas-assignments.aspx>



Can you really afford to blow the lot by saving on that small percentage?



Q & A

Thank you!

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