

Global Passport®

Your Passport to
Global Effectiveness



Crown Relocations is proud to deliver a unique intercultural training program: **Global Passport®**.

This program was developed to help transferees adapt to their new environments and quickly become productive in their new roles. Crown's services include specialized training for relocations, repatriations, group needs, young professionals, children, call centers and online assessments. These programs all offer a true global passport to global effectiveness.

Well Connected. Worldwide.™

BENEFITS

With intercultural training, professionals who manage international teams will:

- Have the ability to create and manage a culturally competent team
- Increase productivity worldwide
- Ensure a competitive advantage in the marketplace

Transferees will:

- Understand the cultural and emotional challenges they will likely experience
- Identify, anticipate and handle conflicts in their host location
- Adjust their verbal and written communications skills
- Settle into their new roles quickly and add value to their organization



TESTIMONIALS

"The tips on cultural behavior will be very helpful. The hand-outs and Internet references are good. Understanding and being aware of the existing differences will help me to understand the Malaysian behavior. The trainer has lots of personal experience that she shared."

- *Canadian Production Manager on assignment in Malaysia*

"After the training I feel more confident because I got a better awareness of 'how things are done here,' also more confidence for my personal life, which will help me to focus at work. The trainer was very knowledgeable and warm with her own intercultural experience."

- *Senior Manager on assignment in Switzerland*

"Very personal and effective style of teaching. The fact that the trainer had many examples herself helped with the authenticity of the training."

- *Swedish Regional Sales Manager on assignment in Dubai*

"Thanks to the training, I will be able to relate well with my colleagues and manager at work, and understand the whys of their behavior and be able to adjust."

"The trainer has in-depth knowledge of the subject, she was very well prepared, and able to address questions and issues raised, she also created a relaxed environment for the training. Plus, it was quite interactive."

- *Nigerian Operational Risk Manager on assignment in Mumbai*

"Understanding that communication styles are different in different cultures gave useful information for future deployment and how to interact with people in the office, internally and externally."

- *Taiwanese Relationship Manager on assignment in HK*

"The trainer did a nice job customizing the content and since it was one on one, we were able to really go into a lot of detail about my particular challenges."

- *American Senior Manager of IT Applications on assignment in Singapore*

"Presentation was to the point and very clear in terms of the subject. I received a lot of insight through this program which was very well articulated.

About the trainer, she was very well composed and had in-depth knowledge of the Indonesian culture."

- *Pakistan Asst. Manager Tea Buying on assignment in Indonesia*

Crown's Intercultural Services

Specialized training targets a variety of individual and group scenarios:



Relocation Program

The Global Passport® – relocation program provides strategies for all family members. Assistance to understand and cope with cultural changes - both the professional and personal aspects of an international assignment, while at the same time building upon their current abilities.



Repatriation Program

The Global Passport® – repatriation program is designed to assist transferees and their family with common repatriation challenges. The main objectives are to streamline the return process, motivate the transferee and increase assignee retention rates.



Working Across Cultures

In an ever-increasing global environment, it is more important than ever for organizations to equip themselves with tools and strategies to excel with an international workforce. Crown Relocations' experienced trainers are able to equip groups of employees and corporate executives with a global mindset to be able to interact successfully in multicultural environments.



Young Professionals Working Overseas

Assisting young professionals to cope with personal transition issues such as culture shock and homesickness, and teaching them to operate effectively and professionally in workplace situations are key aspects of this program.



Intercultural Training for Call Centers

Customized for each client's requirements, this program uses both the "native" and the "customer" culture to evaluate and demonstrate cultural and communication differences. It also looks at best practices in virtual communication and ways to avoid possible misunderstandings.



Children's Programs

Beneficial for families with children ages 7-11, this program uses a creative and interactive approach in providing support and playful preparation for the changes connected with living abroad. It invites children to not only question situations and identities, but to also reflect upon how they are affected by being uprooted. It also encourages exploring the opportunities as well as the challenges of the new environment.



Intercultural Readiness Check Online Assessment



Accurate Assessment

The Intercultural Readiness Check (IRC) is an internationally recognized tool in the field of intercultural online assessment. Based on a specifically created questionnaire, it explores four vital intercultural competencies: intercultural sensitivity, intercultural communication, building commitment and managing uncertainty.

To date more than 15,000 members of international organizations from 120 countries have filled in the IRC, making the database one of the largest sources of information on intercultural competencies worldwide. The IRC is available in English, Dutch, French, German and Spanish. It is accessible online from any computer anywhere and takes an average of 20 minutes to complete.

Strategies for Development

The results of the assessment offer a detailed analysis of how a person perceives their own culture and others, as well as the potential challenges their approach might pose in regard to an assignment abroad or when working and living in multicultural environments.

From the result of the assessment, they will get a clear understanding of the challenges they could be experiencing or what might lie ahead. Based on an individual competence-specific action plan, a Crown certified intercultural expert will provide in-depth personalized feedback during a debriefing call and constructively advise each person of their strengths and developmental areas for each competency.

As part of a pre-departure preparation, or a supplementary learning aid for intercultural training, Global Passport's Intercultural Readiness Check is the ideal tool to understand strengths and challenges when living and working in an intercultural environment.



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