

**GLOBAL
ADJUSTMENTS
ACADEMY**



Empowering Global Citizens

Table of Contents

Programmes for Expatriates

This India Business	3
Spouse Support Programme	4
Living in India	5
Taste of India	6

Programmes for Indians

Building Cultural Intelligence	7
Increasing Client Engagement	8

Programmes for all Audiences

P.R.O.U.D Communication	9
Global Citizen	10
Negotiations around the World	11
Global Leadership Styles	12
Inclusivity in Diversity	13
Sexual Harassment at the Workplace	14
Global Children	15

Programme for Women

Women on Board	16
----------------------	----

Programme for Returning Indians

Returning to Live and Work in India	17
---	----

Keynote Speeches

.....	18
-------	----

“

Outstanding job. Thank you for a great day, and I feel better equipped both as a leader and as a member of the family adjusting to the cultural challenges we will face in India.

Mathew Delly – Target

This India Business



Photo: Emmanuel Mançon

What's in it for the organisation?

- ▶ Improved business efficiency through enhanced and productive long-term business relationships

Modules could include

- ▶ Managing Indian teams
- ▶ Dos and don'ts of Indian business etiquette
- ▶ Indian communication styles
- ▶ Differences in management styles
- ▶ Solutions to the challenges of multicultural teams

Optional Additional Modules

- ▶ Negotiations in India
- ▶ Managing change
- ▶ Managing conflict
- ▶ Managing virtual teams

Outcome

- ▶ Greater understanding and effectiveness when working with colleagues from all over India (region-specific)

Duration

4 hours + Power Hour follow-up

Target Audience

Expatriates on business assignments

Minimum Batch Size

1 and above



A practical and comprehensive experience that will empower me in managing a home in India.

**Adria Bannoeks –
Spouse of Managing Director, Barclays Bank**

Spouse Support Programme



What's in it for the organisation?

- ▶ Family issues are the number one reason foreign work assignments fail. A supported and cared-for spouse translates into an employee that has more energy and motivation to be productive in and out of the office

Modules could include

- ▶ Prior to move – Pre-arrival advice
- ▶ Handling culture shock and relocation blues
- ▶ Guided tour around your new home to discover practical hidden treasures
- ▶ Maids and Madams – Handling domestic staff
- ▶ Monthly follow-up – Coffee mornings

Outcome

- ▶ Families that are prepared and equipped to enjoy their India experience and support their working partner

Duration

10 hours over 4 months

Target Audience

Spouses of expatriates on assignments

Minimum Batch Size

1 and above

“

I have attended cross-cultural coaching sessions in many different countries. They are usually PowerPoint slides and fluff. This was the first time that I had such a practical learning session, and I know it will help me live in India.

Anu Pires – HR Head (India), NOKIA

Living in India



Photo: Karla Kivlehan, UK

What's in it for the organisation?

- ▶ Successful relocation assignment

Modules could include

- ▶ Setting India expectations
- ▶ Interacting with India
- ▶ Managing domestic staff
- ▶ Social community structure
- ▶ Language help

Outcome

- ▶ Strategies for establishing a home and successfully managing daily life with Indians in social settings

Duration

4–5 hours

Target Audience

Expatriates living in India

Minimum Batch Size

1 and above

“

You have taught me more about India in the past 3 hours, than I have learnt in the past 3 days being in India.

Xavier Huillard – Chairman, Vinci France

Taste of India



What's in it for the organisation?

- ▶ Increased sensitivity resulting in successful business relationship with clients and counterparts in India

Modules could include

- ▶ Fragrance of India – A traditional welcome
- ▶ Know India – An overview of India with historical insights and Indian wisdom to interpret modern behaviour
- ▶ Indian beats – Dance and music appreciation as an Indian way of life
- ▶ Indian kitchen aromas – The SPICE trail
- ▶ The touch and feel of Indian fabric – Traditional Indian attire
- ▶ A taste of India – Regional cuisine and dining tutorial

Outcome

- ▶ Walk through the programme with five senses and walk out with a sixth sense – a wonder of India

Duration

3 hours

Target Audience

Visiting expatriate delegations

Minimum Batch Size

5 and above

“

There are two ways to get to know Americans and their culture: work in the United States for 5 years or go through the Global Adjustments' sensitisation programme.

Ram Srivatsava – HCL Technologies

Building Cultural Intelligence



What's in it for the organisation?

- ▶ Maximise the return on investment in interactions with a specific country by equipping teams to span the globe and synchronise corporate behaviour

Modules could include

- ▶ Understanding layers of culture
- ▶ Country-specific business communication
- ▶ Country-specific social behaviour
- ▶ Leveraging Indian roots to be on equal footing with target country
- ▶ Real-life solutions through interaction with a country expert

Outcome

- ▶ Enhanced Cultural Quotient to work more effectively with foreign clients, colleagues and customers

Duration

7 hours per country

Target Audience

Professionals invested in a particular country

Minimum Batch Size

1 and above

“

Great presentation and absolutely brilliant use of time. Did not realise I was in a training for a whole day, thanks to the meaningful topics.

K Chaitra – Mindtree

Increasing Client Engagement



What's in it for the organisation?

- ▶ The competitive advantage of sending equipped team members to engage with foreign clients, resulting in confident cross-cultural interactions

Modules could include

- ▶ Making the best first impression
- ▶ Executive presence
- ▶ Assertive behaviour
- ▶ Power dressing
- ▶ Dining etiquette
- ▶ Small talk and conversation skills
- ▶ Social and business networking

Outcome

- ▶ Empowered and effective team members who display worldwide business etiquette, in both social and business contexts to make a lasting positive impression on clients and stakeholders around the world

Duration

7 hours

Target Audience

Professionals interfacing with foreign clients and counterparts

Minimum Batch Size

8 and above

“

Awesome!! This is one session that I would always recommend to anyone in India working with the world.

Joe Joseph – Elsevier

PROUD Communication



What's in it for the organisation?

- ▶ Gain a competitive edge via global-mindset techniques
- ▶ Enhance proficiency in communication throughout the organisation

Modules could include

- ▶ Proactive – timeliness of your communication
- ▶ Respectful – tone of your communication
- ▶ Oriented to solutions – end result of your communication
- ▶ Understandable – clarity of your communication
- ▶ Direct – organisation of your communication

Outcome

- ▶ The ability to communicate efficiently and confidently with clients and stakeholders across cultures

Duration

10 weeks (instructor-led and virtual)

Target Audience

Professionals who communicate across cultures

Minimum Batch Size

15 and above

“

The two-day session run by Global Adjustments had minimal theory. It was truly meaningful and was the most practical learning experience. We could relate to the programme content and delivery with real-life situations, and it will have a significant impact on our approach to cross-cultural transactions across the globe.

Ayush Goenka – Deutsche Bank

Global Citizen



What's in it for the organisation?

- ▶ An inclusive mindset that is sensitive to all cultures and leads to a productive workforce

Modules could include

- ▶ Forces that drive the world
- ▶ Workplace expectations around the world
- ▶ Acing first impressions
- ▶ Managing client expectations
- ▶ Communicating across cultures

Outcome

- ▶ Participants equipped to successfully interact and communicate on global teams with colleagues and clients from various locations

Duration

7 hours

Target Audience

New management recruits going through a 'Boot Camp'

Minimum Batch Size

10 and above

“

We have learnt a lot more in a day than is possible. The concepts discussed are practical and easily implementable.

**John Nicholson – Air New Zealand
New Zealand Trade Enterprise**

Negotiations Around the World



What's in it for the organisation?

- ▶ Protecting value and increasing profits through intelligent negotiation

Modules could include

- ▶ How negotiations are affected by culture
- ▶ Pace and place
- ▶ Discussion style
- ▶ Humble arrogance
- ▶ Strengthening your alternatives
- ▶ Real-life negotiation practice

Outcome

- ▶ The ability to negotiate with skills across cultures

Duration

4 hours

Target Audience

Professionals who engage in internal and external negotiations

Minimum Batch Size

5 and above

“

Excellent learning; this session will help enhance my leadership qualities.

Kapil Kewali – NEXT

Global Leadership Styles



What's in it for the organisation?

- ▶ Building the leadership pipeline with a synchronised corporate culture and leaders capable of guiding teams in multiple cultural environments

Modules could include

- ▶ The four dominant styles of organisations and leadership
- ▶ Management across the globe and across generations
- ▶ Successful virtual teams
- ▶ Global meetings

Outcome

- ▶ Empowered leaders who hold a strategic tool to customise their own leadership style and best manage diverse teams as well as clients

Duration

7 hours

Target Audience

Leaders who shape corporate cultures

Minimum Batch Size

8 and above

“

After this programme in multiple cities, we have been successful in reducing attrition, which was our biggest challenge, by 9%. We have hired women in those functions or work areas like distribution and operations, which were considered a 'no-no' for women.

Richa Dubey – Praxair

Inclusivity in Diversity



What's in it for the organisation?

- ▶ Retention of women employees – they stay where they are valued
- ▶ Harnessing the power of harmony amidst diversity

Modules could include

- ▶ Leadership styles between genders
- ▶ Increase gender intelligence
- ▶ Supervise, negotiate and manage
- ▶ Negotiating with men and women
- ▶ Strategising gender diversity in meetings
- ▶ Conflict resolutions between men and women

Outcome

- ▶ Insights into gender relationships at the work place
- ▶ Gender-based leadership
- ▶ Equal, unique and shared roles for a healthy team

Duration

6 hours

Target Audience

Professionals of both genders

Minimum Batch Size

8 and above

“

I gained an in-depth knowledge about sexual harassment and the thin line which separates the professional and the hostile work environment.

Siddhartha Bose – Arris

Sexual Harassment at the Workplace



What's in it for the organisation?

- ▶ A safe work environment for all

Modules could include

- ▶ Introduction – What is sexual harassment and what it is not
- ▶ Types of sexual harassment at the workplace
- ▶ Reasons that contribute to sexual harassment at the workplace
- ▶ Prevent, prohibit and protect – A module on how to combat sexual harassment and understand the rights as an employee/employer

Outcome

- ▶ Awareness of what constitutes sexual harassment at the workplace and how to contribute to a safe work environment

Duration

5 hours

Target Audience

Professionals looking to gain an understanding of, and tackle, sexual harassment

Minimum Batch Size

5 and above

“

As an Indian, I was nervous about moving to South Africa with my children. Now I feel confident and they are excited.

Mr & Mrs Shah – Coromandel

Global Children



What's in it for the organisation?

- ▶ Well-settled families, leading to effective employee productivity

Modules could include

- ▶ Introduction – An exciting module with games that will help the participants learn about the history and geography of the host country
- ▶ Accept responsibility – Understand what role they would play, in the success of their parents' assignment
- ▶ School life – An interactive module on the education system of the host country
- ▶ Social life – Strategies on how to be socially active while maintaining relationships with friends and family from home country

Outcome

- ▶ Young adults (recommended age – 5 and above) to transition from India to a foreign country and from overseas into India to minimise culture shock

Duration

4 hours

Target Audience

Children accompanying parents on international assignments

Minimum Batch Size

1 and above

“

I was inspired in this workshop to recreate who I am, and today I am able to mentor other women on my team to succeed with self-esteem.

Gita Niketh – US Technologies

Women on Board



What's in it for the organisation?

- ▶ Loyal, productive and happy women workforce

Modules could include:

- ▶ Power – Assertiveness to achieve organisational and personal goals
- ▶ Identity – Recognise one's strength of character and leverage it to build credibility
- ▶ Confidence – Perform crucial tasks with equal ease and confidence in the professional world as well as in the home front
- ▶ Image – Build your style with first impressions and lasting executive presence, without giving up traditional values

Outcome

- ▶ Professional women who assume power, create and conform to their own identity, and stride ahead with confidence

Duration

4 hours/1 hour interactive speech

Target Audience

Professional women committed to career advancement, balancing key roles at work and home

Minimum Batch Size

10 to 20

“

I did not know that I would need a cultural sensitisation programme to return to my home city. But the 4 hours spent on retraining to live and work in India were of immense value for me at work and for my wife at home.

Ananth Narayan – McKinsey

Transitioning back to India



What's in it for the organisation?

- ▶ Preventing burnout and frustration for the participants
- ▶ Giving them a chance to look at India as a newcomer

Modules could include

- ▶ What has changed and what is the same
- ▶ Reverse culture shock
- ▶ Understanding India inside out
- ▶ A reintroduction into social and professional networks

Outcome

- ▶ Action plans for living and working in India and managing the repatriation process successfully
- ▶ An awareness of the change due to the expatriate experience

Duration

4 hours

Target Audience

Non-resident Indians returning to live and work in India

Minimum Batch Size

1 and above

“

Thanks to Ranjini for a great session on Indian culture at the Facebook India office. You had our employees enthralled! You are the best culture rep for the country!

Madan Nagaldinne – Facebook

Keynote Speeches



BMW Plant Chennai Leadership, 2014

Keynote

- ▶ My journey with cultural intelligence
- ▶ My journey with gender intelligence
- ▶ Indian footprints global strides
- ▶ Make it In India/Doing Business in India

Profile of Participants

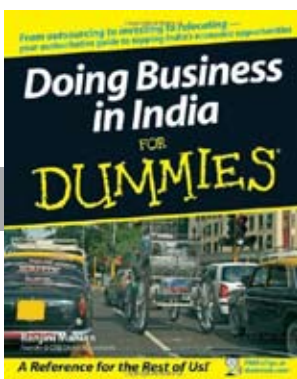
- ▶ Corporate gatherings
- ▶ International conferences
- ▶ High-level expatriate delegations

A Few Speeches/Public Presentations

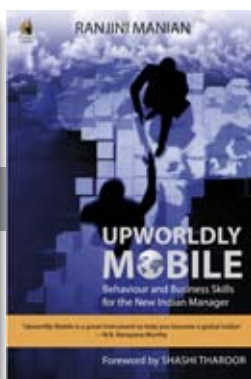
- ▶ “Why India Matters?” *New Zealand Trade and Enterprise*, Mumbai, India
- ▶ “Winspiration – Centennial Speech,” *IBM*, Bengaluru, India
- ▶ “Make it In India,” *Arcadis*, Bengaluru, India
- ▶ “Immersion into India,” *Jeff Bezos, CEO and Founder, Amazon*, Chennai, India
- ▶ “Welcome to India,” *McGraw-Hill – Crisil*, Mumbai, India
- ▶ “Multicultural Landing of Expatriates,” *Facebook*, Hyderabad, India
- ▶ “Doing Business in India,” *Vinci Worldwide Leadership Team*, Mumbai, India
- ▶ “Road Show for CEOs on India Business,” *KPMG*, Zurich, Stuttgart and Luxembourg
- ▶ “Strengthening Indian Roots, Flying on Global Wings,” *Warwick University*
- ▶ “This India Business”, *Stanford Graduate School of Business*, California, USA
- ▶ “TEDx Talk: The Space Between Estrogen and Testosterone,” *Indian School of Business*, Hyderabad, India



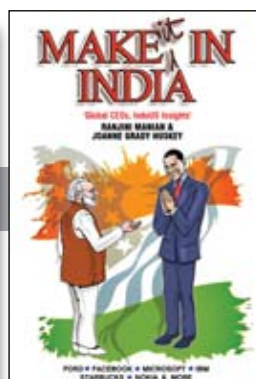
Author of books such as



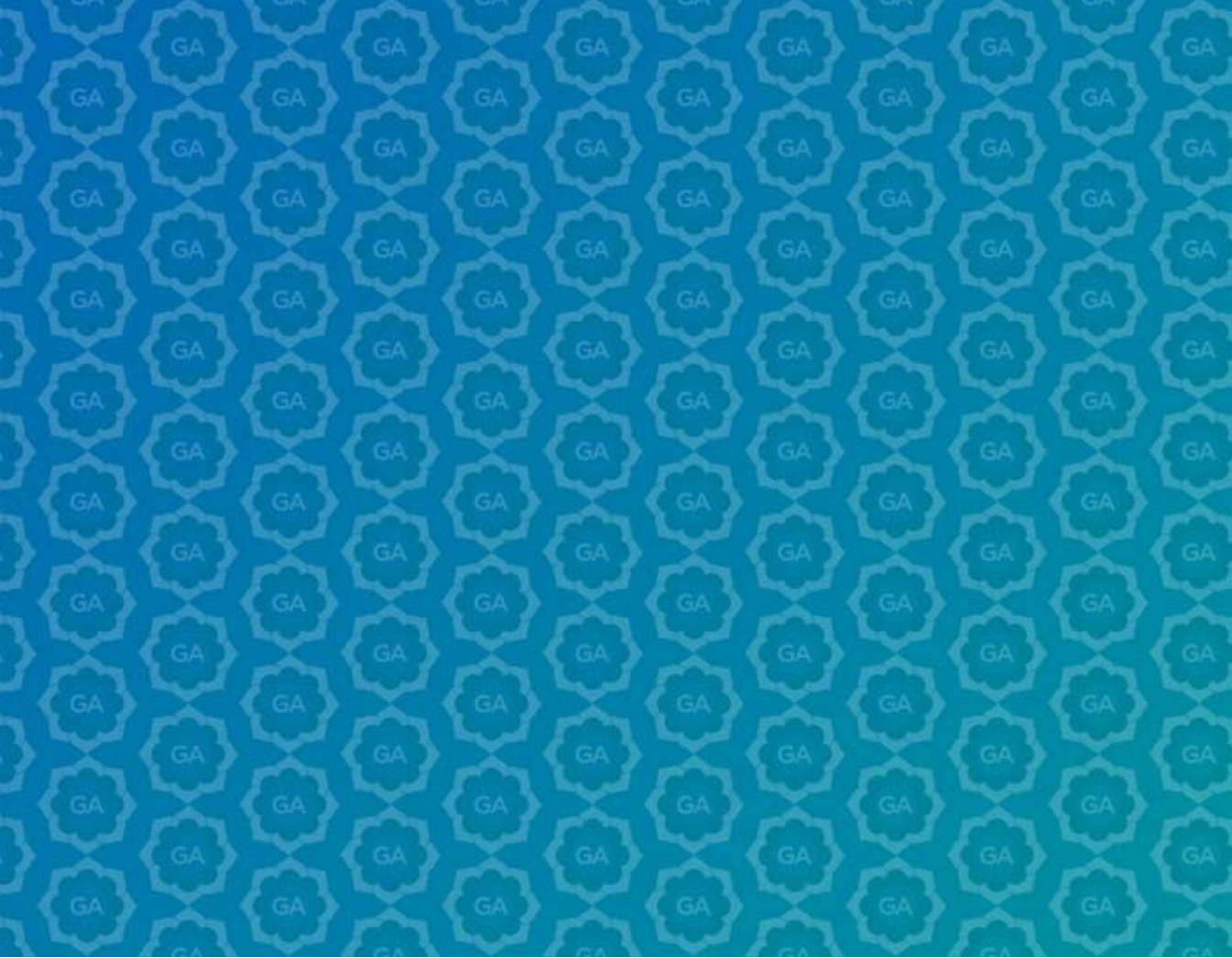
2007



2011



2015



Global Adjustments Academy is geared towards empowering Indians to succeed in the global business world and leading expatriate business people to absorb the real India.

Global Adjustments Services Pvt. Ltd.

Chennai - Regd. Office

5, 3rd Main Road, R. A. Puram, Chennai 600028, India
Tel. +91-44-24617902/15

Delhi-Gurgaon-NCR Tel. +91-124-4354236 | Email: del@globaladjustments.com

Bengaluru Tel. +91-80-41267152 | Email:blr@globaladjustments.com

Mumbai Tel. +91-22-66104191/2 | Email: mum@globaladjustments.com

Also at: Pune ▪ Kolkata ▪ Ahmedabad ▪ Hyderabad ▪ Vizag

Contact us: info@globaladjustments.com

www.globaladjustments.com

Follow us on

