Intercultural, Communication and Leadership Skills Training

www.lsictraining.com
Did you know...?

50% of global virtual teams fail to meet their objectives
Zaharia, 2004

70% of cross-border M&A are said to fail, with up to 45% due to ‘people problems’
KPMG, 2011

58% of international assignments are deemed to be a success
Right Management, 2013

18% of international assignment failure is because assignees cannot adapt to the host location
Brookfield 2016 Global Mobility Survey

Organisations invest large sums of money in global expansion and people mobility but without investment in the right support and preparation the cost of failure can be much higher.

Our training and coaching programmes help prepare organisations and their people to be more successful internationally. We can develop the skills, attitudes and knowledge required to work more effectively – and reduce the risk of failure.

We help people to communicate more effectively across borders and cultures.

We are part of The LondonSchool Group which has been training professionals to communicate more effectively since 1912. LSIC provides a bespoke, personal service and benefits from the excellent facilities, international client base and experience of the Group.

We offer a wide range of intercultural, communication and global leadership training programmes all of which enhance the communication skills, cross-cultural expertise and leadership capability within your organisation.
Global skills for global success

Employees in most large organisations now engage with colleagues, clients or partners in other countries. Appropriate communication skills, cultural sensitivity and a global mindset are all vital for building successful international relationships.

Assuming what works well at home will be successful in another culture can be costly and cultural misunderstandings can be hard to recover from. We can help you to get it right first time and take advantage of the many opportunities that working internationally offers.

We can support:

Organisations
- Implementing cross-border M&A
- Hiring multicultural staff
- Expanding into overseas markets

Teams
- Working virtually
- Global HR
- Selling to international customers

Individuals
- Expatriates
- Regular business travellers
- Global leaders
International communication skills

We can develop your international communication skills whether you are working with specific markets or around the globe. Our popular courses include:

- **International Email Writing**
  - Make sure your message is understood by audiences around the world

- **International Presentation Skills**
  - Engage with international audiences and present with more confidence

- **International Negotiation Skills**
  - Win over your international partners and reach a successful outcome

- **Virtual Team Training**
  - Overcome the challenges and limitations of virtual working with practical techniques

- **International Meeting Facilitation**
  - Find solutions to the challenges and frustrations of leading international meetings

- **Essential International Communication**
  - Enhance your skills to communicate with impact across cultures

[www.lsictraining.com/courses/communication/](http://www.lsictraining.com/courses/communication/)

Intercultural skills

We design and develop intercultural training courses customised to your organisation, sector, function and the cultures you are working with. Our popular courses include:

- **Working across Cultures**
  - Discover how to work effectively with international colleagues and contacts

- **Cross-cultural Team Building**
  - Improve relationships and agree best practice in new and existing multicultural teams

- **Developing a Global Mindset**
  - Build on your strengths and develop new skills for effective global working

- **Culture Specific Training**
  - Develop in-depth understanding of your specific location – a wide range of countries available

- **Working with the British**
  - Understand British working styles and learn how to build more effective relationships

- **International Customer Service Skills**
  - Understand your customers’ mindset and learn how to adapt your approach

[www.lsictraining.com/courses/intercultural/](http://www.lsictraining.com/courses/intercultural/)
Global leadership

We can integrate our courses within your organisation's leadership development programmes or deliver stand-alone courses.

- **Global Leadership**
  Develop the global mindset and skills to lead international organisations through challenging times

- **Managing Virtual Teams**
  Improve the performance and reduce the frustrations within your virtual team

- **Communication for International Managers**
  Engage, inspire and influence employees, clients and partners worldwide

- **Intercultural Coaching**
  Challenge your assumptions and work towards targeted goals to improve your international performance

http://www.lsictraining.com/courses/leadership/

The International Profiler

The International Profiler is an online questionnaire and feedback tool that identifies and measures an individual’s strengths and areas for development when preparing them for work in an unfamiliar, cross-cultural environment.

Participants receive a detailed feedback report and then compile a personal development plan - an excellent starting point for intercultural coaching or training.
We take the time to understand your context, needs and objectives to be sure that we provide you with the right approach, mode of delivery and learning outcomes. We deliver training in a variety of formats to suit your needs:

**Customised training and coaching:** for groups or individuals delivered at your premises

**Public courses:** our most popular courses are also delivered on fixed dates at our training centre in Holland Park

**Virtual classroom:** bring your global teams together via our online training platform

**Webinars:** short live broadcasts for large audiences

**Guest speakers:** for conferences and company events

**Our trainers**

We work in close partnership with a trusted team of expert trainers and coaches who all combine first-hand experience of living and working internationally with solid business acumen and excellent facilitation skills.

Please see our public course schedule here: [www.lsictraining.com/courses/public-courses/](http://www.lsictraining.com/courses/public-courses/)
Our London training centre is in the Holland Park area of west London.

We also have training centres in Canterbury, Stockholm, Jeddah and Bangkok and we work with a network of trusted partners and independent trainers worldwide.
A return on your investment

Return on investment is a key factor in your decision-making process. Your time is precious so we ensure that our courses have a tangible impact on individual and organisational performance.

We measure the success of our programmes against clear objectives. Individuals and teams build an action plan so that they can monitor how they implement their learning and practise new skills. We stay in touch and follow up on this four – six weeks later.

Here is our proven process:

What our clients say

Great interactive session with good group discussion. Knowledgeable facilitator with good experience and analogies to draw on.

Julie Townsend, Head of Operations, ABN-AMRO ‘Managing Virtual Teams’

My coach is very easy to approach and gave me the confidence and trust to address all my concerns about my new job. She asked challenge and stretch questions to push me to think of new ways to solve problems and also offered some tips to remember how to work and manage my team effectively.

Tram Anh Tran, Managing Director, Coats Indonesia ‘Intercultural Coaching’

The cross-cultural seminar was an inspiring start to our programme and was very helpful in making us aware of the intercultural challenges we face.

Ornulf Daler, Lecturer and Programme Co-ordinator, BI Norwegian Business School ‘Working across Cultures’

Very professional. Insightful and valuable. Our trainer was very responsive to the needs of individuals and made everyone feel involved and valued.

Deborah Parfitt, Senior Learning & Development Consultant, Royal Borough of Kensington and Chelsea ‘Working across Cultures’