



Global Bureau & Net

El Mundo Esta En Tus Manos

Among executives who fail overseas, most do so because of the stresses on the family. The most problematic issues are spouse's career, children's education and the family resistance to moving...”

Source: *The Wall Street Journal*, *Career Journal.com*





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The Business Council for International Understanding estimates that international personnel who do business abroad without the adequate cultural training have a failure rate of 49%, in contrast to less than 2% of those who had the benefit of such preparation.

Our Cross-Cultural Training Seminars offer the expatriate a solid insight into the Mexican culture and aim to assist participants in developing adequate intercultural skills.



Surveys developed by the National Foreign Trade Council of the United States (NFTC) have also pointed out family adjustment problems and lifestyle issues as the major hurdles for acceptance of international assignments. Thus, the correct training of expatriates concerning cross-cultural communication, their host country's culture and its business ideology has a direct impact on their performance.

When moving to a new country, transferees have to deal with much more than their job's issues. Struggles in matters such as the lease/purchase process of their new home, utilities and services' contacting and hiring and area acclimation are especially troublesome for the family.

The lack of help in the relocation process represents an uncomfortable anxiety for the expatriate, as well as important time and money damages for his/her company.



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At Global Bureau & Net we know this. That's why our services aim to assist our clients in all their relocation needs.

The goals of our relocation services include finding an appropriate housing that meets the family's requirements, helping them to smoothly settle-in, providing key local knowledge and being a helping hand for them to start living and interacting in their new community. When moving to a new country, transferees have to deal with much more than their job's issues. Struggles in matters such as the lease/purchase process of their new home, utilities and services' contacting and hiring and area acclimation are especially troublesome for the family.

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Serving the main Mexican cities (Mexico City, Monterrey, Saltillo, Guadalajara, Tampico, Toluca and Querétaro), the goals of our relocation services include finding an appropriate housing that meets the family's requirements, helping them to smoothly settle-in, providing key local knowledge and being a helping hand for them to start living and interacting in their new community

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Do's and Don'ts

1. Do observe! Describe what you see without judgment, interpret what you see (you may need a local to help with this), evaluate how you feel about what you see to understand your self better, not to judge the others you observe.
2. Don't ever assume you understand what you are seeing. To be sure, you need a local trusted advisor to interpret for you.
3. Do be curious. Ask clarifying questions so that you can understand.
4. Don't react or allow your impatience to drive your behavior. Over reactions are alienating and distracting from achieving business results. Never join with your countrywomen to criticize a colleague from another country.
5. Do allow space for conversation. Many cultures like to discuss things in great depth in contrast to the kind of bulleted thinking done in the US.

6. Do check in with yourself. Remember that your reactions and responses are most often culturally determined. They are not universal.

7. Do notice your tendency to think that your way is "the way" that business should be conducted. Remember that everyone else will be thinking the same thing.

8. Do find ways to make covert cultural differences overt and find agreement about how those in the work group or team will conduct business.

9. Do be respectful by listening and feeding back to make sure that you do understand before making agreements.

10. Do remember to laugh at yourself and keep your sense of humor. We all make mistakes and a smile or laughter creates connection

Global Leadership: Coaching Programs

Cross Cultural Transition Coaching

Transitioning cultures provides rich opportunities for growth and learning about language and culture and all the ways of being human. However, without realistic expectations and proper planning, it can be an extremely stressful experience that extends into an assignment and pollutes the whole experience.



This program is for the employee or group of employees transitioning to a new culture to perform time limited work there. The program is designed to minimize down time during the acculturation process by preparing employees with realistic expectations of their experience and coaching them during real time to use the challenges of working with another culture into learning opportunities that benefit the employee, the group of employees, and the organization.



Expected benefits to the individual

- Less down time spent in stress related to relocation
- Less time spent in wondering why people from the other culture behave the way they do.
- Connections with other parts of the work system maintained throughout the assignment
- Group members become a community supporting each other and the accomplishment of the goals of the assignment.
- Time spent in action building good working relationships with local workers and speeding the work process.
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- Time spent in action building good working relationships with local workers and speeding the work process.



Expected benefits to the organization:

- Chances less likely employees will do something that may cause them to be sent home and cause embarrassment to the organization
- Focus will be on accomplishing the work and assignment objectives
- Competency in handling cultural business interactions that might otherwise create conflict and interfere with smooth business process
- High potential employees may be identified through the process of coaching.

Program components include:

- Cultural assessment and coaching related to a quick cultural adjustment at work
- Goal setting for the achievement of the assignment and for personal goals
- Team or community building



All organizations that relocate their personnel face the financial and human costs of the relocation. At Global Coaches Network, we know the impact of family problems on executive performance. We also know the impact of the demands of the job on the family. We want to support organizational leaders and their families pre assignment, on assignment, and when they are repatriating or moving on to the next assignment. For these reasons we have designed coaching and counseling programs to support the leader, the leader's spouse or significant other, the leader and spouse as a couple, the children, and the family as a whole



A premature ending to an assignment results in financial losses, and the inability of the organization to gather a wealth of information as they would from a completed assignment after objectives have been achieved. There may also be a high cost of failure for the employee and family. The premature ending of an assignment may be the result of poor performance on the part of the relocated employee.



However, premature endings are often the result of a spouse who has not acclimated to the new environment and wants to go home, pressure on the couple's relationship, the needs of a child or children, or family problems in general. Even if the assignment is not terminated prematurely due to these family issues, the quality of the work of the relocated employee is likely to suffer if there are distractions related to family stress

Our programs support families through all stages of the relocation process including:

- Pre-assignment: to help families develop realistic expectations for living in a new culture
- and help the organization to go beyond the usual kinds of qualifying processes
- On site: Supporting spouses and children, the couples relationship, and the family as a whole to use the assignment to develop as they choose.
- Repatriation or next acculturation: to prepare to move on with realistic expectations
- of what they will experience coming home and when they are in the process of repatriating



It is our belief that families can become stronger as a result of working together and supporting each other through the challenges of an expatriate assignment. To fully support the families including the global leaders, we have developed the following programs:

- Coaching for the couple, the family team
- Parenting while on International Assignment
- Counseling for the leader, spouse, adolescent
- Counseling for the couple and family



Immigration

Increasing foreign investment in Mexico, as well as its being an attractive retirement destination, have increased the number of expatriates living in Mexico, both requiring compliance with immigration regulations in order to live and work here. The influx of expatriate employees affects most multinational companies operating in Mexico since most have at least some foreign nationals working in their Mexican subsidiaries.



The Immigration Practice Group is experienced in all immigration matters, from obtaining visas for expatriates working in Mexico to obtaining residency status and citizenship. The group is skilled in assisting expatriates in resolving any immigration problems during their stay in the country, including the temporary importing and re-exporting of household furniture and effects and obtaining visas for spouses and children. The group often works in close coordination with the Labor Practice Group to ensure that the complete employment needs of clients are met.

Immigration Services

The practice group offers the following services in this area, among others, advising on:

- Obtaining visas to work, invest, conduct business, attend business meetings, provide technical assistance, study or otherwise live and/or work in Mexico
- Obtaining permanent resident or citizenship status
- Importing household furniture and effects as well as motor vehicles
- Obtaining passports and visas for Mexicans travelling outside Mexico
- Transacting changes of nationality, marital status, domicile and authorized activities in Mexico
- Challenging decisions of the Immigration Service before administrative tribunals and federal courts





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Offers several seminars for the expats in Mexico or any other country since our coaches are trained to work Internationally to help expats in their process of :

Immersion, relocation, cultural shock, team work, leadership, intercultural intelligence, etc and the successful result as a consequence regarding positive transactions and less stress in the process of whichever is your personal need.

We have available our three day seminar on: "How to do business in Mexico".

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- Other services Global Bureau & Net offers: Cross-cultural training:
- Living in Mexico seminar
- Working and doing business in Mexico seminar
- Cross-cultural training for nationals
- Cross-cultural consultancy
- Intercultural communication skills development
- Specific city resource sessions



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- Relocation Services: Home search
- City tour and briefing
- Settling in assistance (schools, domestic services, utilities, leisure, etc.)
- Tenancy management (*)
- Visa & immigration assistance



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- SEMINAR ON HOW TO DO BUSINESS IN MEXICO(8hours)
Mexico's geography, history, politics and economy outlook
- Traditions and values
- Current issues
- Social structures, religion and education
- Culture Shock: stages and strategies
- Intercultural communication tools
- Cultural differences between Mexico and the participants' country
- Socializing techniques
- Mutual perceptions and stereotypes
- Overcoming cultural differences: tips and techniques
- Golden Rules for a successful adaptation



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SEMINAR ON LIVING IN MEXICO (8hours)

CONTENTS:

Mexico's geography, history, politics and economy outlook

- Traditions and values
- Current issues
- Social structures, religion and education
- Culture Shock: stages and strategies
- Intercultural communication tools
- Cultural differences between Mexico and the participants' country
- Socializing techniques
- Mutual perceptions and stereotypes
- Overcoming cultural differences: tips and techniques
- Golden Rules for a successful adaptation



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El Mundo Esta En Tus Manos

THE PARTICIPANT WILL OBTAIN:

Have a general notion about Mexico's geography, history, politics, traditions, values and current issues learn and understand the Mexican culture's elements and origins learn the region's specific lifestyle and cultural elements identify the main differences and cultural barriers he/she will be facing in the Mexican culture learn practical techniques to overcome such differences and adapt successfully



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SEMINAR ON HOW TO TO BUSINESS IN MEXICO

Mexico's geography, history, politics and economy outlook

- Man and Culture (Cultural Dimensions)
- Cultural dimensions, tools and analysis
- Mexican work related values
- The "objectivity" issue
- The Mexican worker's characteristics
- The Mexican manager's characteristics
- Mexican labor environment
- Mexican business etiquette and protocol
- Main problems that foreign executives face when working in Mexico
- Cross-cultural awareness
- Integration strategies
- Effective communication skills and techniques (verbal/ non-verbal)
- Golden Rules for a successful adaptation



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El Mundo Esta En Tus Manos

THE PARTICIPANT WILL OBTAIN:

Gain knowledge about the most relevant geo-political elements between Mexico and the foreign country in question along the history
Learn about the current Mexican economic situation
Learn about the Mexican business and labor ideology and its origins
Identify the main differences and problems that foreign executives face when interacting with Mexicans in the working environment
Develop effective negotiation and communication strategies for his/her interaction with the Mexican businessman, manager and/or worker
Mexico's overview (4 hours)
CROSS CULTURAL SEMINAR FOR FAMILIES

- Mexico's geography, history, politics and economy outlook
- Traditions and values
- Current issues
- Social structures, religion and education



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- **Module 2: Culture Shock** (2 hours)
 - Stages
 - Strategies
- **Module 3: Intercultural tools** (2 hours)
 - Cultural dimensions
 - Intercultural Communication Skills: definition and personal assessment
- **Module 4: The Mexican working environment** (3 hours)
 - Mexican work related values
 - The "objectivity" issue
 - The Mexican worker's characteristics
 - The Mexican manager's characteristics
 - Mexican labor environment
 - Mexican business etiquette and protocol
 - Main problems that foreign executives face when working in Mexico
- **Module 5: Cultural differences and integration techniques** (3 hours)
 - Cultural differences between Mexico and the participants' country
 - Mutual perceptions and stereotypes
 - Overcoming cultural differences: tips and techniques
 - Socializing techniques
 - Golden Rules for a successful adaptation



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THE PARTICIPANTS WILL OBTAIN:

have a general notion about Mexico's geography, history, politics, traditions, values and current issues learn and understand the Mexican culture's elements and origins learn the region's specific lifestyle and cultural elements identify the main differences and cultural barriers he/she will be facing in the Mexican culture learn practical techniques to overcome such differences and adapt successfully learn about the Mexican business and labor force ideology and its origins identify the main differences and problems that foreign executives face when interacting with Mexicans in the working environment develop effective negotiation and communication techniques for his/her interaction with the Mexican businessman, manager and/or worker receive useful information about their specific concerns



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