



Sample Presentation Topics

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When “Yes” Means “No”

Bridging the Cross-Cultural Communication Gap

In 2006 Accenture conducted a study that concluded that cross-cultural communication remains the biggest challenge to global business.

Have you ever been speaking to a colleague from another culture and you get the feeling that something got lost in translation, and not due to language? Have you ever had a colleague from another culture commit to something, and then not deliver, in spite of assurances to the contrary? Do you ever wonder when you're negotiating if you're getting the “truth” from your counterparts?

The issue of differing cultural communication styles continues to plague businesses the world over. While communication may seem like a soft skill, deliverables and project results are often negatively affected when each person thinks they know what the other is talking about!

When “Yes” Means “No” gives you the tools you need to ensure you have the best chance at mutual understanding. Don't risk your deadline, team morale or negotiation; get the inside scoop on what to look for and how to give cultural effective feedback.

In this interactive session Vicki Flier Hudson shows you this and more:

1. How to identify differing communication styles across cultures
2. How to know when you are getting an indirect message
3. Ten ways to say “no” without saying “no”
4. How to give criticism and feedback across cultures
5. Core cultural concepts like saving face and how they affect your workplace
6. How to give and receive instructions across cultures
7. Setting clear expectations
8. Coaching and mentoring communication

Don't get caught off guard by misunderstandings and risk your results. Get tuned in to cross-cultural communication styles, increase your skills and get your message across!

The World is Not Flat

Five Secrets to Navigating Global Diversity in the Workplace

Are you struggling with your company's decision to globalize their workforce? Do you recognize that global diversity is here to stay in the workplace but don't know how to meet the challenges that go with it?

You are not alone.

For many professionals in multicultural environments, daily frustrations have become a "normal" part of the workday.

You may like your colleagues from other countries, but things just aren't running smoothly. Perhaps you think that communication breakdowns, unmet expectations and delayed projects are "par for the course." You worry that cultural differences might be interfering in your work, but you aren't sure. You also worry that you might offend someone.

If you work on a global team, you probably recognize that not everyone thinks and works and processes information the same as you do, but you want to deliver results and exceed expectations.

Perhaps you simply want your company's personnel to become more aware of other cultures and begin thinking more globally.

This presentation is the first step to help you solve those challenges. Here's how:

In the interactive session called **The World is Not Flat: Five Secrets to Navigating Global Diversity in the Workplace** you will identify the most common cross-cultural gaps in the workplace and how to address them proactively.

After the presentation participants will:

- Discover how the "secret layers" of culture could be affecting your work
- Bridge the cultural differences that waste the most time, money and energy
- Learn the Four Steps technique for addressing cultural conflict
- Use three communication strategies for ensuring messages are sent and received the way they were intended
- Dialogue around ways to leverage cultural differences and inclusivity

Leveraging Cultural Differences Retain and Develop Your Best Workforce Talent

These days, people work together through virtual communication more than ever. You could work with people from India, the U.S. and Hong Kong without leaving your desk. Many of these overseas personnel rarely see their manager. As a result, professional development and retention of talent can take a back seat to working around times zone differences.

Does this sound familiar?

Are you finding it difficult to maintain a solid professional relationship with someone you've never met? Are you a manager or executive unsure how to deliver effective performance management across cultures?

Perhaps your challenge is leadership. You want to develop your international employees into leaders, but some of them don't seem to be taking initiative.

You may get your projects done but never have time to think about talent retention, until it's too late.

Leveraging Cultural Differences enables you to create a positive team culture, get the best out of all of your personnel and avoid becoming a victim to stereotypes that could cause poor performance.

You'll apply and implement tools that top-performing international companies use to stay energized and create a culture of positive development.

Leveraging Cultural Differences is for you if...

1. You spend all day working together but know little about your international counterparts
2. You want to offer professional development opportunities to your multicultural staff but don't know what motivates them
3. You want to develop leaders from different backgrounds but worry that some of them don't seem to take initiative
4. You face stereotypes or perception issues that challenge your professional advancement
5. You want a higher performing global team

You will learn how to do the following:

1. Identify the biggest threats to multicultural talent retention
2. Open a dialogue around what motivates people from varied cultures
3. Discover the value of each culture you work with and create positive relationships
4. Implement strategies to leverage cultural differences rather than fear them

About Your Speaker



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Vicki Flier Hudson, President of Highroad Global Services, helps global organizations turn cultural challenges into productive teamwork. She prepares people to live, work, negotiate and build teams across cultures. Vicki specializes in the continent of Asia, helping countless large-sized corporations have successful operations between India and the United States. She is a recipient of Kennesaw State University's Instructor of the Year award for International Programs.

Vicki is a certified administrator of the Intercultural Development Inventory (IDI), a statistically reliable, cross-culturally valid measure of intercultural competence for meeting goals. She is also certified to coach IDI guided development. Previously, in Atlanta, Georgia, Vicki supervised and conducted training for international and domestic Distribution and Manufacturing for Immucor, Inc., a worldwide blood bank automation company with affiliates throughout the globe. She spent several years in software development in the company's I.T. department, training staff in the U.S. and Germany, and working on a global team.

In the past, Vicki has lived and/or worked in Belgium, China, Germany, India, Nepal and Thailand. She has survived a fifty-five hour train ride across India and ridden a rickshaw, a camel, a cement truck and buses all over the globe. She has traveled in several countries including Austria, Costa Rica, Czech Republic, England, France, Greece, Israel, Jordan, Mexico and Panama. She has brought global excellence programs to United Parcel Service (UPS), The Home Depot, Cisco, Intercontinental Hotels Group, Prudential Financial, Emory University School of Medicine, Philips Electronics, Cobb County Public Schools and The Carter Center.

"From over 80 guests, representing countries including Singapore, France, Germany, UK, US, Japan, China, Brazil and Mexico, we received no greater positive feedback during the 3-day global meeting than at the close of the Cross-Cultural Skills workshop. The consensus of the group was that the training was a 'real need, not a perceived need' and that Vicki Flier gracefully delivered relevant information that would be useful in our day-to-day business interactions." -Damali Noel-Lockett, Marketing Communications Manager, Arch Chemicals

Partial Speaking Engagement List

- ❖ Atlanta Regional Commission
- ❖ Arch Chemicals
- ❖ Association of Interpreters and Translators
- ❖ Children's Healthcare of Atlanta
- ❖ CIBER (Georgia Tech Center for International Business Education & Research)
- ❖ The Coca Cola Co.
- ❖ Conflict Resolution Academy
- ❖ Deloitte and Touche
- ❖ Emory Goizueta Business School
- ❖ Emory School of Medicine
- ❖ Enterprise Software Conference, Century City
- ❖ Georgia Association of Women Lawyers
- ❖ Georgia Council for International Visitors
- ❖ Georgia Indo-American Chamber of Commerce
- ❖ The Home Depot
- ❖ International Business Association
- ❖ Mohawk Industries
- ❖ Society of Human Resource Management (SHRM)
- ❖ Southern Center for International Studies
- ❖ United Parcel Service (UPS)
- ❖ University of Georgia