



## Workshop Topics

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## **The World is not Flat: Five Secrets to Turning Offshoring Headaches into Productive Teamwork**

**Is your offshore operation in India saving your company money but giving your team daily headaches?** Do you worry that your cost savings may be hurt by wasted time and blocked cooperation?

You are not alone.

For many offshoring professionals, daily frustrations have become a “normal” part of the workday.

You may like your Indian colleagues, but things just aren’t running smoothly. Perhaps you think that communication breakdowns, unmet expectations and delayed projects are “par for the course.” As a result, you never become a true team with your offshore partners, and neither side knows why. You worry that cultural differences might be interfering in your processes.

You probably work hard on your cross-border projects, so when you don’t see the results you want, you think the world isn’t so flat—that not everyone thinks and works and processes information the same as you do.

You are looking for a new way to save time and avoid frustration across borders. You don’t just want to get by—you want established processes in place that create productive communication and high morale. You want global excellence.

This session 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 Turning Offshoring Headaches into Productive Teamwork** you will identify two of the four biggest threats to revenue in offshore operations with India and then implement the five secrets that CEOs and CIOs all over the world have used to create highly effective offshoring teams. With specialized techniques you and your team will do the following:

- Implement strategies to bridge the cultural differences that waste the most time, money and energy
- Identify where your offshore operation has stalled and target ways to get it back to excellence
- Build work processes across borders that promote rapid and effective communication for consistently better results
- Design a strategy to build relationships with your offshore team and avoid lost revenue from failed cooperation

## **Seven Steps to a Happy High-Performing Global Virtual Team**

These days, global teams work together through virtual communication more than ever. Hypothetically you have a team in India, a team in the U.S. and a team in Hong Kong. **They have never met, and yet they are expected to produce great results and get along.**

Does this sound familiar?

Are you finding it difficult to coordinate projects across borders with your virtual team? Is it challenging to maintain a solid professional relationship with someone you've never met?

Perhaps your challenge is technology. Many virtual team members feel like they work for their technological systems rather than the other way around.

You may get your projects done but never have time to think about creating a team culture, setting overall goals or building relationships.

**Seven Steps to a Happy High-Performing Global Virtual Team** enables you to be proactive about your virtual team processes, create a positive team culture, establish consistency and rise above putting out fires.

You'll apply and implement tools that top-performing virtual teams use to stay energized and achieve excellent results.

### **Seven Steps to a Happy High-Performing Global Virtual Team is for you if...**

1. Your virtual team is successful with results but suffers from overwhelm
2. You spend all day "communicating" by way of virtual technology but get little done toward your goals
3. You have difficulty motivating and managing virtual team members
4. You feel that you have no time to build relationships on your virtual team
5. Your team members have never met face to face and you wonder how it affects team performance
6. Your virtual team functions, but you want them to soar

### **You will learn how to do the following:**

1. Identify the five biggest threats to a cohesive global virtual team
2. Clarify and establish your team goals and how to communicate them
3. Motivate virtual team members around the world
4. Set team norms that ensure proactive processes and consistent results
5. Apply the Super Specifics model to avoid wasting time because of miscommunication
6. Implement strategies to leverage cultural differences rather than fear them

## **Riding the Wave: Your Keys to a Profitable China Venture**

Everyone talks about how important the global economy is to their business. The media bombards us with more information than ever about China's role in the world and how we need to be reacting.

What do all those articles mean to your business? How do you take these larger issues and drill them down to meaningful strategies for your China venture?

Perhaps you have already faced challenges doing business in China. You might be wondering why you are not getting vital information you requested, or why your Chinese colleague has suddenly stopped responding to your calls.

You are working harder than ever on your China venture but not seeing the profits or results you want.

The time has come to look beyond the usual explanations about why China ventures fail and look into what is possible for *your* venture.

**Riding the Wave: Your Keys to a Profitable China Venture** gives you the tools you need to create a Chinese partnership that soars, so you shift your venture from good to great.

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

1. The biggest threats to China ventures and the four secrets to overcoming them
2. Seven questions you must ask before embarking on a China venture
3. How to proactively establish clear work processes that take cultural differences into account
4. Mistakes made and lessons learned from successful global companies in China
5. Hidden opportunities for doing business in China
6. How to ride the waves of Chinese culture without drowning

## **Excellence for All: A Proven Path to Globalizing Your Healthcare System**

Every healthcare system wants the very best for its patients. You want to understand patients' needs and gain the trust of your patients, as well as care for their physical health.

Not only has worldwide travel and emigration brought people from other cultures into almost all hospitals, but also many hospitals see the financial value of reaching out to attract patients from around the world, and they are embarking on bold initiatives to reach that global market.

Are you ready to globalize your healthcare system? Is your staff ready to care for patients from cultures they are unfamiliar with?

Perhaps you have great services in place, such as translators and team members skilled at conflict resolution, but you may not have an overall plan of how to ready your hospital for global patients.

Without a comprehensive plan, your goal of cultural competence will be fragmented and leave gaps in the readiness of the hospital and its staff.

Through lack of understanding, you could offend patients from various cultures or perhaps misunderstand their beliefs about healthcare.

**Excellence for All: A Proven Path to Globalizing Your Healthcare System** is an interactive session that shows you the key elements of designing a cultural readiness plan for your healthcare system. Even if you already have patients from around the world, now is the ideal time to build even more solid patient trust and staff confidence.

You will learn the following and more:

1. Five questions you must ask before implementing a global patient program
2. The four critical areas to consider when developing a cultural readiness plan
3. The keys to successful outreach and marketing across cultures
4. How to ready your staff to care for patients of all cultures
5. The core values every global healthcare system should know
6. Three vital steps to developing your cultural readiness plan

## About Your Speaker



**Vicki Flier Hudson**  
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Are you frustrated with the results from your offshore operation in India or your global virtual team? Are you worried that cultural differences might be holding your global business back from achieving the highest potential of excellence? Could you benefit from optimizing your international communication?

Imagine an international business where teams maximize and leverage cultural differences, where work processes across borders are clear and bring the best results, and where team members build relationships that lead to cooperation and faster project completion. This dream is possible with the powerful strategies and proactive plans that Vicki Flier Hudson delivers.

Vicki's programs take your international business from good to great and give you the tools you need to create a soaring global workforce. Her experience and real-world models give you immediate and easy ways to reduce your risk of hidden cultural costs and get your global team into high performance.

As an award-winning facilitator for international programs, a world traveler, and a former IT and distribution training strategist, Vicki Flier Hudson has the experience and ability to identify the cultural differences within your global workforce and turn individuals into productive teams.

Since 1996 Vicki has worked in China, Germany, India, Nepal and Thailand, and has traveled to other countries within Europe, Central America, and the Middle East as well. She publishes articles for the Society of Human Resources magazine, [Industrial Engineer](#) and multiple travel Web sites. Vicki has conducted cultural strategy training for companies such as Prudential Financial, The Home Depot, Intercontinental Hotels Group, The Carter Center, Philips Electronics, and Emory School of Medicine. She serves on the Board of Directors of the Georgia Indo-American Chamber of Commerce.

## 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)
- ❖ Conflict Resolution Academy
- ❖ Deloitte and Touche
- ❖ Emory Goizueta Business School
- ❖ Emory School of Medicine
- ❖ 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)