



OVERVIEW: TACT COACHING - LEVERAGE WORKPLACE DIVERSITY

Globalization has loosened cultural boundaries and has changed the way businesses operate. Increased amounts of cross cultural interactions created a need to develop leaders with capabilities to leverage workplace diversity. Developing abilities to manage cross cultural teams and cultural diverse personnel will dramatically improve productivity and create a more effective environment.

AIM Strategies'® **TACT CROSS CULTURAL COACHING** will help you to navigate through intercultural interactions with ease. We will equip you with a range of practical behavioral-based global tools which will enable you to create successful business partnerships where ever you go.

What is 'TACT'?

When working with people around the globe who have diverse cultural backgrounds, successful business results are contingent upon the ability conduct business in a tactful and respectful way. Culturally competent leaders can move nimbly in and out of diverse business environments. They do not have to be native to the country where they work, nor do they have to be experts in the country's culture, but they MUST show tact.

With **TACT** you can:

- Display cultural dexterity
- Operate with diplomacy
- Utilize good judgment in unfamiliar situations
- Develop adaptive communication skills
- Approach cultural differences with delicacy and insight

The Audience: Who?

TACT CROSS CULTURAL COACHING process is recommended for:

- Global Leaders
- Newly Merged Teams
- Recently Relocated Managers
- Potential Global Leaders

The Timing: When To Engage In Tact Coaching?

- There is an increasing need to communicate clearly across cultures, national boundaries, and time zones
- In preparation for new international client engagements
- During ongoing mergers and acquisition activity across cultures
- When cultural misunderstandings decrease team effectiveness
- Outsourcing to another country produces a ripple effect across the organization
- Promotion to a position that has increased contact with foreign partners, clients etc.

The TACT Coaching Options: How Long?

AIM offers three different itineraries to fit the specific needs of the participant and the organization.

Itinerary	Duration
Tour	1-3 Months
Expedition	3-6 Months
Journey	8-12 Months



Applied . . .
Practical Applications

Innovative . . .
Fresh Perspective

Management . . .
Focused on Results



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THE METHOD: HOW?

During the **TACT CROSS CULTURAL COACHING** process the AIM® team will first help you to **T**une into your current level of cultural awareness. Then we will use a series of **A**ssessments to determine your cultural orientation and level of intercultural sensitivity. You will then embark upon a series of rigorous **C**oaching sessions during which your coach will help you to develop cross-cultural communication skills and techniques. The process builds off of AIM's® **A**CT Coaching Model™, used in all of our coaching programs. Clients will experience a **T**ransformation in both abilities and attitudes. The ultimate goal is to help you develop the capacity to be a **D**iversa- Leader.

Tune In - Cultural Awareness

- Introductory meeting with Coach and Participant:
 - ✓ Discuss timeline and structure of process
 - ✓ Confirm goals of the coaching process
 - ✓ Schedule in-depth assessment sessions

Coaching tools:

- Business Landscape Questionnaire

Assess - Intercultural Sensitivity

- ✓ Data gathering
- ✓ Assess intercultural sensitivity
- ✓ Identify areas for areas for development

Coaching tools:

- Cultural Lens 1:1 Interviews
- Cultural Lens Orientation
- Cultural Dimensions Assessment

Coach - Cross Cultural Communication

- ✓ Develop using role plays and case studies
- ✓ Attune skills for increased comprehension during cross cultural interactions
- ✓ Explore technological innovations for easier-cross-cultural communication
- ✓ AIM's Communicating Through a Global Lens booklet and self-guide is distributed

Coaching tools:

- Apply LEARN™ to facilitate acceptance, appreciation and adaptation in cross-cultural contexts
- Utilize video session(s) to enhance communication style, non-verbals and gestures

Transform - Diversa-Leader

- Re-visit the Cultural Lens Orientation
- Adapt to current Business Landscape and prepare for future Business Landscape
- Display higher level of READY-ness to operate successfully in new business environments
- Create a 12 month development plan with coach to map out ways in which participant can sustain gains made during coaching phase

THE BENEFITS: WHY?

At AIM Strategies® we know that developing cross cultural communication skills, increasing inter-cultural knowledge base, and improving inter-cultural interactions are essential tools to have in your business repertoire.

TACT CROSS CULTURAL COACHING process will allow you the opportunity to explore your own cultural values, beliefs and assumptions. With increased self-awareness you will be ready to develop a greater understanding of others. By understanding where differences may lie, we will help you to learn how to succeed in a variety of cross cultural business settings.

The outcomes of the TACT Coaching Process for each business leader include:

- | | |
|--------------------------------------------------------|----------------------------------------------|
| More versatile cross-cultural communication repertoire | Better relationships with diverse colleagues |
| Increased cultural sensitivity | Greater tact in new business environments |
| Consistent goal attainment | Capacity for Diversa-Leadership |

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