

## About FGIworld...

- **Established in 1981**
- **Global Headquarters located in Toronto Canada**
- **Accredited by EASNA; Safe Harbor and HIPPA compliant**
- **550+ employees**
- **5,000 associates worldwide for global services**
- **2,200 public and private corporations served**
- **4 million lives covered around the world**
- **Global EAP services for expatriates and local nationals in 80+ countries world-wide**
- **Holistic approach to expatriate support on a global basis, including:**
  - **Assessment and preparation services**
  - **Destination Services in 500+ cities worldwide**
  - **Customized Cross-cultural Training in over 80 cities**
  - **Repatriation programs in over 70 cities**

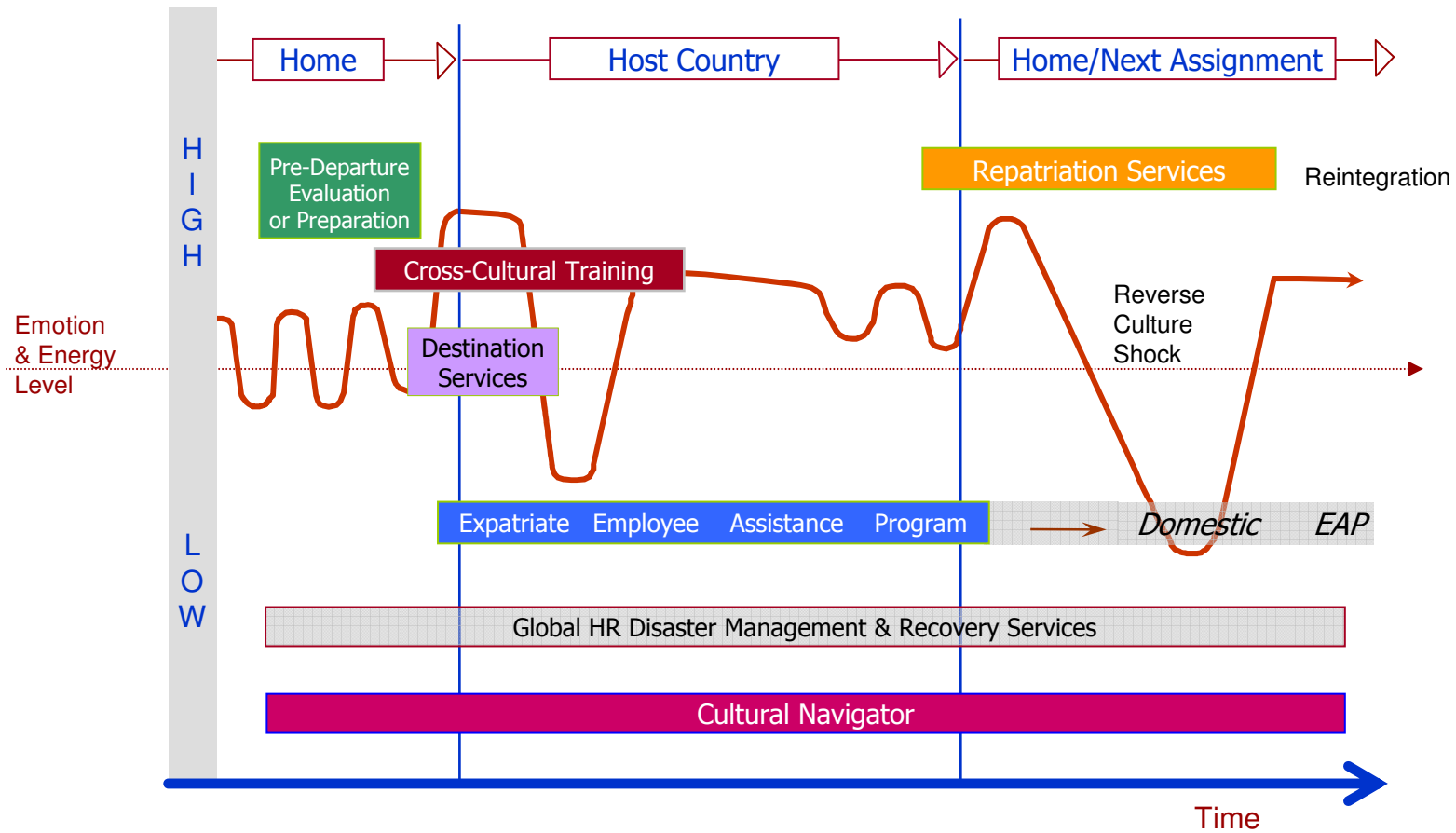
## Problems Addressed by Expat EAP

- Wrong candidate family
- Culturally inappropriate behavior
- Family adjustment issues
- Workplace performance issues
- Culture Shock and adaptation
- Settling in issues
- Marital & family conflict
- Concerns about family left behind
- Isolation & loneliness
- Substance abuse
- Work stress
- Safety and security concerns
- Re entry issues



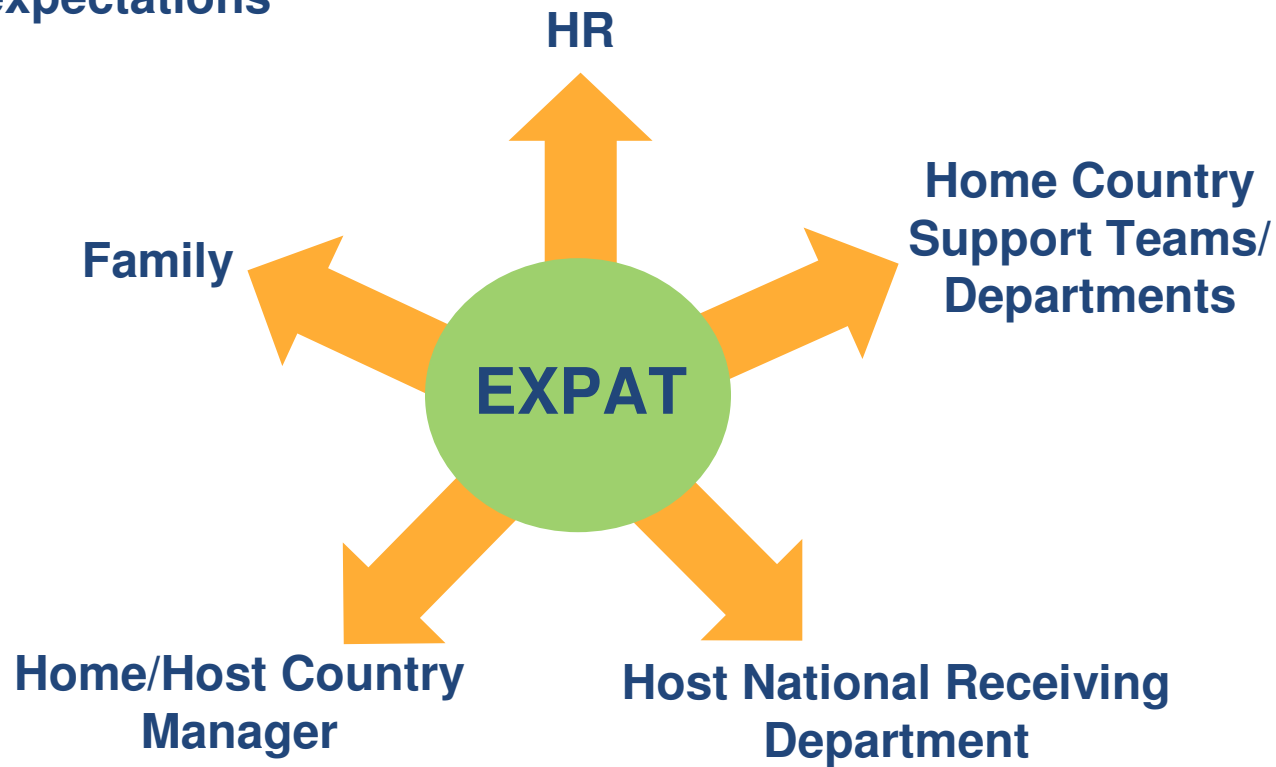
# Managing the Cycle

A Holistic Approach



## Philosophy and Approach

- Train all stakeholders to recognize cultural issues
- Manage expectations



# Selection and Preparation\*

## Service Options

### Personal/Family Evaluation & Preparation

- Up to 10 hr evaluation & preparation
- Management selection tool - *Suitability Outcome with recommendations*
- Follow-up

## FLEXIBILITY

### Personal/Family Preparation

- Up to 6 hr preparation & education to facilitate adaptation & manage risk
- Confidential service
- Follow-up

### Telephonic Preparation

- Up to 3 hr telephonic interview
- Education around:
  - Culture-shock
  - Common Risk Variables
  - Tips for successful adaptation
- Referral to more comprehensive service for identified risk factors

\* Up to 6 hr Validity and reliability studies published in the Journal of Applied Psychology (August 1998)

# Building Blocks for Global Competency

**Executive Coaching:  
Strategic Global Support**

**Expatriate Country Specific Training:  
Adaptation and Business Success**

**Country Specific Group Training:  
Conducting business with one culture**

**Becoming WorldWise:  
Training for Global Teams dealing worldwide**

**Communicating Across Cultures:  
Developing the Foundation for a Global Mindset**

## Destination Services

- **Welcome Service**
- **Area Preview**
- **Housing**
- **Schooling**
- **Social Security**
- **Transportation**
- **Utilities**
- **Health Care**
- **Licenses & Registration**
- **Shopping**
- **Banking**
- **Social Networks & Recreational Facilities**
- **Cultural Activities**
- **Spousal Support**
- **Other Special Needs**

# Repatriation Services

- **Easing potential difficulties associated with “Coming Home” issues such as:**
  - Work Adjustment
  - Perceived Loss of Status
  - Disillusionment of Country of Origin
  - Lack of Appreciation for Overseas Experience
  - Change in Values and Attitudes
  - Sense of Being Different
  - Lack of Closure on Expat Experiences

**‘Culture Shock’ is the expected confrontation with the unfamiliar.**

**‘Re-Entry Culture Shock’ is the unexpected confrontation with the familiar.**

# Global Domestic EAP

- **Benefit of ‘One World’ GDEAP through FGI**
  - GDEAP and Cross-Cultural expertise
  - Expertise in organizational support
  - Accreditation by EASNA
  - Worldwide consistency & “Quality Assurance”
  - Central and localized organizational support
  - Corporate values applied globally
- **Design & Deliver Variables:**
  - Political/cultural sensitivity
  - Central and localized reporting
  - Local counselors
  - Local language capability
  - Local HR issues & sensitivity