

# Caterpillar Spirit Program Guide



BUILDING CULTURAL FLUENCY & INTELLIGENCE



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## Table of Contents

<b>About Caterpillar Spirit</b> .....	<b>7</b>
What does Caterpillar Spirit stand for?.....	10
Client Feedback.....	12
Jamie Müller - Owner and Founder of Caterpillar Spirit.....	13
Program Policies & Registration.....	16
Registration Form.....	17
<b>Program Offerings: Assessment &amp; Selection</b> .....	<b>18</b>
Successful Expatriate Assessment & Selection: Getting It Right Before It Goes Wrong .....	20
Expatriate Skill-Building: Cross-Cultural Adaptability Inventory (CCAI):.....	21
Expatriate Skill Building: Cultural Orientations Indicator (COI): .....	22
<b>Program Offerings: Expatriation &amp; Repatriation</b> .....	<b>24</b>
Ready, Set, Go! Expatriation Training .....	26
Ready, Set, Go! Global Kids Expatriation.....	28
Ready for Repatriation: Coming Home .....	29
Ready for Repatriation: Coming Home for Global Kids.....	30
In-Depth: Daily Living in Germany / USA.....	31
Expat Plus: Long-Term Expatriation.....	35
<b>Program Offerings: Intercultural Trainings</b> .....	<b>36</b>
Caterpillar Spirit Breakfast Series.....	38
Communicating Across Cultures: The A-B-C-'s and 1-2-3's of Culture.....	39
Business Across Borders .....	40
Developing Intercultural Competence .....	41
Doing Business in Germany.....	42
Understanding the Can-Do Culture: Doing Business in the USA.....	43
Effective Presentation Skills .....	44
Understanding Negotiation.....	45
Successful Global Virtual Teams .....	46
Intercultural Know-How for Global HR Managers & Team Members.....	47
<b>Program Offerings: Country Briefings</b> .....	<b>48</b>
Country Briefings.....	50
<b>Program Offerings: Culturally Correct English</b> .....	<b>52</b>
Culturally Correct English.....	54
Translation Services.....	56
<b>Program Offerings: Coaching</b> .....	<b>58</b>
Coaching .....	60
<b>Program Offerings: Time Management</b> .....	<b>64</b>
Busy but Balanced: Time Management .....	66



## About Caterpillar Spirit



## Caterpillar Spirit

Jamie Müller is the owner and founder of Caterpillar Spirit. Personal and professional experiences have led her to support people through transition and change with a focus on intercultural topics. We provide the opportunity to learn, experience, reflect and grow through our various and diverse programs. Our areas of expertise include:

- Expatriation and Repatriation
- Intercultural Competence
- Country Specific Information
- Business English
- Coaching - Intercultural, Life and Transition
- Change and Transition Management

We provide customized services for all of our clients. We offer exceptional experience, expertise, patience, and trust.

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## Expatriation/Repatriation Training

Intercultural training reduces the chances of expatriate assignments going wrong. It aids the employee and family to better approach and deal with the relocation, ensuring that the negative consequences of 'culture shock' are greatly reduced. Our trainings provide participants with the necessary information to effectively adapt to their new environment and ease the transition process in both their professional and personal life. Trainings are designed for adults and youth.

## Intercultural Training / Workshops

Our intercultural trainings and workshops focus on working across cultures in a variety of spaces—doing business, negotiating, presentations and more. Trainings/ workshops include modules specific to understanding communication styles, thought-process and practical tips to increase and build intercultural competence.

## Country Briefings

Do you need specific cultural information to prepare you for your next business trip? Team meeting? Project assignment? Country Briefings provide an introduction to a particular country and culture in a format which fits a busy schedule. While it is impossible to learn everything about a particular country and culture in a short amount of time, Country Briefings provide key information necessary to start understanding a culture.

## Business English

Our Business English programs are customized and flexible to meet your specific professional needs and goals for English in the workplace as well as increase your confidence in speaking. We provide 'Culturally Correct English', so you learn how to use the language in a culturally appropriate manner. In addition, we also offer translation services.

## Coaching

We specialize in three areas of coaching: Intercultural, Life and Transition. Coaching provides intelligent, practical and adaptable strategies to accomplish your goals. Using specific tools and coaching models, we help you move from being 'stuck' to a place of action and change to move you forward.

## What does Caterpillar Spirit stand for?

Caterpillar Spirit was created to express three key ideas:

1. **Change & The Transformation of a Caterpillar:** A caterpillar can represent a stage in your personal and/or professional development. The butterfly is a symbol of growth and it represents a level of individual change and achievement. In addition, a caterpillar can indicate that you are on your way but have not yet reached your goal.

You may be in the early stages of accomplishing a goal. A caterpillar may represent a specific area of your work, your life or may be symbolic of the 'larger you' and your undiscovered potential. With change, comes growth. But there are growing pains. Support through this process is essential.

2. **Spirit:** Spirit is the essential principle influencing a person. What influences you? Who inspires you? Are you living the life you desire? Find and define your own spirit principle and learn how to live it in your personal and professional life.
3. **The Color Green:** Green symbolizes growth, harmony, freshness and fertility. It has a great healing power. It is the most restful color for the human eye and can improve vision. Green stands for stability, endurance, and hope.

## Training Design

Based on your specific needs, our programs are designed for foundational learning, skill building or long-term growth and development.

Our training design includes key elements to ensure intercultural understanding, learning and application, including:

- Various learning methods to accommodate participant's needs - lecture, discussion, case-studies, role-plays, simulations, group work, etc.
- Flex-Structure: While our programs are structured and include key objectives, the agenda remains flexible to accommodate the pressing and immediate needs of the participant.
- Inclusion and understanding of culture at the personal, national and corporate level

## All programs include:

- Pre-Training:
  - ✓ Needs assessment(s)
  - ✓ Customized training design & materials
- Training delivery and facilitation
- Post-training:
  - ✓ Action planning check-ins
  - ✓ On-line resources and follow-up exercises
  - ✓ Evaluation, summary and Next Steps report

Companies we have worked with (a partial listing):

Honeywell	Merck	Bosch
Abbott	Wacker / Siltronic	Continental AG
The Toro Company	General Electric	Volkswagen
3M	Schering Plough	Ticona GmbH
General Motors	Universität Ulm	SGL Group
Huntsman	DeLaval	German-American Institute
Unilever	Shell Deutschland Oil	Universität Tübingen
Procter & Gamble	W.L. Gore & Associates, Inc.	DHBW Stuttgart
Pfizer	Rockwell Collins	Avery-Dennison

Countries & Cultures we have worked with:

USA	Germany	England
Canada	Poland	Russia
Mexico	Switzerland	The Netherlands
Brazil	Austria	Belgium
China	France	Serbia
		Slovakia

## Client Feedback

- Thank you very much for talking to us about cultural differences. Having been to Poland, I can see how helpful your tips are. **I wish that I had known them before leaving.** It is important to humble yourself and lower your expectations. I especially enjoyed the 'airplane' activity.
- Today's event was so well done. You amaze me on a continual basis. It is a genuine honor to work with such a **first class professional.** I have much to learn from you.
- The training was unbelievably helpful. I feel **very empowered** now.
- **Very competent** trainer. She did a lot to really cover special needs and specific questions.
- Jamie was great! She addressed everyone's opinions and ideas and turned it into a very **interactive** experience. It helps that she also understood where we were coming from. She made it very interesting and presented things in an understandable way.
- I want to thank you for your **excellent** presentation, service and **follow-ups.** You are certainly a terrific presenter of your programs.
- I really enjoyed the day today and I can't wait to learn more about my culture, my decisions and myself as well as the German culture. **This new perspective is amazing!**
- Jamie is very insightful and knowledgeable. Discussing different cultures can be a sensitive subject and can many times lead to criticism and/or judgments. She did a great job of **balancing the issues.**
- I just wanted to say hello and thank you. I love your **Culture Bumps** when they come out and look forward to reading them! I find **your perspectives so refreshing,** and help me to look at things in a different light!
- Thank you for your **flexibility, openness and honesty.** Thanks also for providing a **safe, non-judgmental environment** in which to work through complex issues. I feel that I have succeeded in making a number of difficult transitions since I came to Germany- your wonderful support and encouragement have made the path smoother and clearer for me.
- First of all, my extremely positive experience had a lot to do with my instructor, Jamie Mueller. Her **enthusiasm,** professionalism, knowledge of the subject matter, and extraordinary communications skills were exceptional. She is truly a **gifted and talented individual.** The course **exceeded my expectations** and I received a lot of insights.
- I would suggest this course be provided **not only to expats** and families, but a modified version of the material would be **useful for the management of, and colleagues working with the expat.**
- This was the **best training** I ever had! So many things I need for my professional and personal life I never learned before!
- Jamie was a very pleasant person to have around. She **listened very well** to our personal stories and emotions.



### Jamie Müller - Owner and Founder of Caterpillar Spirit

Jamie Müller combines more than 10 years of experience in personal development training and international human resource management with a strong focus on intercultural relations.

Her background includes program administration and planning for the University of Minnesota, consulting and advising for the US Foreign Commercial Service, as well as intercultural program development and delivery for companies, organizations and universities around the world.

In addition, she has extensive experience in account management and business development working with international human resource and training departments in developing programs and policies appropriate for their global workforce. Jamie has a broad knowledge of intercultural issues relating to teams, expatriates and their families. Successfully managing change and transition in an intercultural setting is her area of expertise as well as her passion.

Jamie received her degree in German and International Relations from the University of Minnesota-Twin Cities and the University of Hamburg, Germany. As well, she has completed graduate coursework at the University of St. Thomas. She regularly attends conferences and seminars to continue her learning. Currently, she is completing her studies to become a certified ICF Coach as well as attending classes at the University of Ludwigsburg with a focus on Adult Education. She is the Secretary of the German-American Business Club in Stuttgart. In addition, Jamie is a certified COM / COI practitioner.

Jamie currently lives in Gärtringen, Germany, a small city close to Stuttgart and the Black Forest. Prior to this, she lived in the United States, Italy and Hungary and has traveled and worked throughout the United States and Eastern and Western Europe. She is fluent in English and German and has basic knowledge of Spanish.

She works with individuals, teams, families and students addressing topics such as cultural understanding and adjustment, working and communicating across cultures, effectively managing transition and consulting on effective expatriate support policies for multinational corporations.

Her passion for the intercultural world and assisting others experiencing transition extends beyond her professional life. She is married to a German and surrounds herself with friends from around the world. Cultural differences and life's transitions continue to motivate her to learn more about how we can manage change better.



## Professional Experience

- Consulting and advising for the US Foreign Commercial Service (USFCS), US Consulate Hamburg, Germany
- 10+ years in training & program development and delivery for organizations and companies worldwide
- Broad experience in account management and business development working with HR and OD departments in developing programs and policies to fit the specific needs of their global workforce
- Program administration and planning for the University of Minnesota, Office of International Programs, Minneapolis, Minnesota
- Extensive knowledge of intercultural issues relating to teams, expatriates and their families
- Work with hundreds of individuals, teams and couples in preparing them for their transition to a new work environment, country and culture
  
- Assistant Professor, International Language Program, Intercultural Communication, University of Tübingen, Tübingen, Germany
- Assistant Professor, University of Cooperative Education, DHBW, Stuttgart, Germany
- BA degree in German and International Relations from the University of Minnesota-Twin Cities and the University of Hamburg, Germany
- Graduate International MBA classes completed at the University of St. Thomas, St. Paul, Minnesota, USA
- Certified Professional Coach, ICA - ICF Accredited
- COM / COI Practitioner
- Regular attendance at industry specific conferences and seminars
- Recipient of the Rotary Ambassadorial and Youth Exchange Scholarships
- Active Membership:
  - SIETAR
  - Young SIETAR
  - German-American Chamber of Commerce
  - IHK Stuttgart / Chamber of Commerce Stuttgart
  - Secretary of the American German Business Club - Stuttgart
  - International Women's Club - Stuttgart

## Program Policies & Registration

### Payment Terms

Upon registration, you will receive a formal confirmation and an invoice.

Invoices are due upon receipt and payment must be made prior to the start of the program.

### Account Information:

Jamie Mueller / Caterpillar Spirit  
Account Number: 1000446106  
Routing Number (BLZ): 60350130  
Kreissparkasse Böblingen

For those clients in the United States, payment can also be made via check. Please ask us for further information.

### Minimum / Maximum Number of Participants

Caterpillar Spirit programs have a minimum and maximum number of participants required. This is due to be sure the program objectives, design and activities can be met for all participants.

As such, should the minimum number of participants not be met, it is possible that the program will be cancelled and / or rescheduled for a later date. Participants will be notified of cancellation 10 days before the program as well as options for alternative programs and / or program dates. Should it not be possible to find an alternative program or an alternative date and the program fee has been received, 100% refund of the program is provided.

Caterpillar Spirit is not responsible in this case for additional costs or expenses which may be related to above stated rescheduling / cancellation.

### Cancellation Terms

If you need to cancel your registration, please note the following cancellation fees. All cancellations must be made in writing.

Cancellations made up to 4 weeks before program begin	No cancellation fee
Cancellations made up to 2 weeks before program begin	50% of program fee
Cancellations made up to 1 week before program begin	75% of program fee
Cancellations made less than one week before program begin	100% program fee

For all seminar registrations, current German law is applicable. The court of jurisdiction is Böblingen, Germany.

**Registration Form**

This form may be copied as needed. Please return via fax or e-mail upon completion.

Fax: +49 (0) 7034 149 619 // E-mail: <mailto:jamie@caterpillarspirit.com>

I would like to sign-up for the following program:	
Name	
Company / Position	
Street	
Zip Code / City	
Telephone	
E-mail	
<input type="checkbox"/>	I have read and understood the policies & cancellation terms and hereby register for the above stated program.
Date	
Signature	
<input type="checkbox"/>	I am interested in learning more about Caterpillar Spirit Programs.
<input type="checkbox"/>	I would like to receive the Caterpillar Spirit e-newsletter, Culture Bumps.
E-mail (if different than above)	

## Program Offerings Assessment & Selection



## Successful Expatriate Assessment & Selection: Getting It Right Before It Goes Wrong

Happy Expat Family = Happy Expat = Happy Company? Sound familiar?

Inadequate or even worse - non-existent - expatriate assessment and selection can lead to assignment failure and leads to financial and human capital loss on many organizational and personal levels.

Selecting the right expatriate before the start of an assignment reduces this risk of failure. Knowing the selection and assessment tools available, ways of delivering such tools and issues to consider is key if you are selecting and preparing expatriates.

Find out what you need to know and what you can do before it's too late.

### Program Goals:

- To identify the challenges and constraints of expatriate assessment and selection
- To understand the benefits of assessing and selecting in the beginning before an assignment fails
- To provide tools and assessments to be used in the assessment and selection of expatriates

### Who Should Attend:

- Expatriates and family members who are deciding whether or not to accept an international assignment
- HR managers and team members working with expatriates
- Host / Home country managers managing teams with expatriates

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are included.

**Language:** English (instruction & materials language) Trainer speaks German and English fluently. Discussion, questions and answers may be in German or English

**Date / Time** Varies - based on open seminar schedule and client request  
1-day training 9.00-17.00

**Location:** Varies and based on participant need  
Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.

**Cost:** 325€ + 19 % MwsT / VAT per participant  
Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Expatriate Skill-Building: Cross-Cultural Adaptability Inventory (CCAI):

The Cross-Cultural Adaptability Inventory (CCAI) is an assessment tool used to address one's ability to adapt to a new culture. This tool is designed to respond to practical concerns which are often found in culturally diverse and intercultural environments.

### Program Goals:

- To understand the factors or qualities which can enhance intercultural effectiveness
- To become self-aware regarding these factors and qualities in which one is strong and those which need improvement
- To decide whether to work in a culturally diverse or multinational company and / or whether to live abroad
- To prepare for expatriation
- To improve skills in interacting with people from other cultures

### Who Should Attend:

- Business travelers living and working abroad
- Expatriates and family members deciding to accept or have accepted an international assignment
- Repatriates returning from abroad and readjusting to their home culture
- Intercultural team members and managers who are working in diverse cultural environment

At the core of the CCAI, is the well-researched individual self-assessment instrument. This tool helps individuals identify their current strengths and weaknesses within **four critical skill areas** important for effective intercultural communications and interactions. These include:

- Emotional Resilience
- Flexibility/ Openness
- Perceptual Acuity
- Personal Autonomy

<b>Language:</b>	Assessment: English / Debrief: English or German
<b>Date / Time:</b>	Determined by client as requested. / Assessment: 30 minutes Debrief: 60 minutes
<b>Location:</b>	Online or paper assessment. Debrief is conducted via phone.
<b>Cost:</b>	125€ + 19 % MwSt/ VAT per participant Program costs include assessment as well as a 60-minute debriefing via telephone. Client is responsible for telephone expenses.

This tool can also be delivered and debriefed for groups. Ask us for more information.

## Expatriate Skill Building: Cultural Orientations Indicator (COI):

The Cultural Orientations Indicator®, or COI® is a web-based self-reporting tool for the development of culturally competent managers and leaders.

### Program Goals:

- To assess an individual's cultural preferences based on a number of cultural dimensions
- To build awareness and knowledge necessary for working in an intercultural environment
- To understand what types of behavioral adaptations may be necessary



### Who Should Attend:

- Business travelers living and working abroad
- Expatriates and family members
- Intercultural team members and managers working across cultures

Individuals access the COI® via the internet. The resulting individual cultural profile enables a comparison with other individuals, group/team aggregates and national norms. Similarities and differences are indicated and potential culture-based risk and success factors identified.

The COI® indicates an individual's areas of potential cultural difference for which behavioral changes might be considered. The tool also generates targeted comparisons and analysis of cultural gaps by comparing COI® profiles with national and regional cultural profiles.

The COI® assessment and individual cultural profile reports are available in Chinese, English, French, German, Italian, Japanese and Spanish.

<b>Language:</b>	Assessment: Various (see above) / Debrief: English or German
<b>Date / Time:</b>	Determined by client as requested. Assessment: 30 minutes Debrief: 60 minutes
<b>Location:</b>	Online assessment. Debrief is conducted via phone.
<b>Cost:</b>	175€ + 19 % MwsT/ VAT Program costs include assessment as well as a 60-minute debriefing via telephone. Client is responsible for telephone expenses.

This tool can also be delivered and debriefed for groups. Ask us for more information.



## Program Offerings Expatriation & Repatriation



## Ready, Set, Go! Expatriation Training

Caterpillar Spirit Expatriate trainings are designed to increase the level of readiness for the expatriate and family to successfully live and work in the host country - be it the first or fifth time moving abroad.

The number one reason for failed assignments is a lack of family adjustment in the host country. Investing time in expatriate training greatly reduces the chance of a failed assignment through education, knowledge and realistically managing expectations.

All trainings are customized to meet the specific needs of the expatriate and family.

### Program Goals:

- To identify the objectives and priorities of the international assignment
- To understand the concept of culture and its impact on day-to-day living and business
- To identify personal value sets and communication style
- To understand key intercultural competency skills necessary for successful expatriation
- To learn about culture-specific business and daily living practices
- To understand the cultural adjustment cycle and healthy approaches to manage it

### Who Should Attend:

- Expatriates who will be embarking on an expatriate assignment or have recently arrived in the host country
- Managers, teams and employees working with expatriates

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Ready, Set, Go! Expatriation Training

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### Expatriation Training Modules

**Communication:** We examine our own style of communication (direct, indirect, affective, neutral, etc.) as well as our communication process, or in other words, how we have been educated to think (analytically, theoretically, independently, within a group, etc.) We then compare and contrast those to what we may encounter in the host country, identifying areas of needed adaptation for enhanced communication effectiveness.

**Stereotypes:** We examine the perceptions the host country nationals may have, the perceptions we have of them, where these perceptions come from, the importance of recognizing them and how to move beyond them for increased intercultural adaptability and effectiveness.

**Values:** We look at the cultural values (personal, national and corporate) that we carry with us and how they impact the way we view the world. Quite often our cultural values are out of awareness, and it is not until we are confronted with a new value set different than our own that we become aware of ours and cling to them. How we view and value time, for example, is quite particular and can be a source of confusion and frustration when working across cultures. By exploring our own values and then comparing and contrasting them to the values of the other, we identify areas of potential challenges, begin to know where our boundaries lie and build strategies for managing the differences.

**Cultural Adaptation:** We help expatriates look at themselves in terms of their flexibility and openness, emotional resilience, perceptual acuity and self-autonomy and then identify areas where they may struggle in adapting to a new culture and help them create a plan for increased intercultural adaptability. We educate them on the symptoms of culture shock and give them the tools to manage the cycle of adaptation.

**Doing Business in the Host Country:** We discuss their job and the potential challenges that may arise in the host country. What to expect from a business perspective, and when and how to adapt their mode of operation and management style to be successful in the host country is the key outcome of this module.

**Daily Living in the Host Country:** We provide daily living information to discuss the practical everyday issues of living in their new home.

## Ready, Set, Go! Global Kids Expatriation



Adequate expatriate support not only includes support for the employee and spouse, but for the accompanying youth as well. Providing youth a separate training session provides them with the time and space to process the upcoming move, thus providing a smoother landing for all involved in the relocation.

The Global Kids Expatriation program is customized based on the youth age with three different sets of curricula. The session is interactive and provides the opportunity to better understand the move and get to know the host country through music, arts and crafts, language, games and a workbook.

### Program Goals:

- To provide an opportunity to share fears, worries and excitement about moving to another country
- To learn about the host culture, customs, language, people, and holidays
- To prepare for the adjustment to a new school, home, friends, environment and way of life

### Who Should Attend

- Expatriate youth (age 5-18 years) who are accompanying their families on an upcoming move or have recently arrived in the host country

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Ready for Repatriation: Coming Home

In a New York Times article, more than half of all employees returning home said their companies did not communicate clearly about what they would face at home. Ready for Repatriation: Coming Home does just that. Clearly communicate what a returning expatriate can expect.

Repatriation is the process of returning to one's home culture after completing an expatriate assignment. Upon returning home, many of the new skills, behaviors and attitudes gained while abroad may not be accepted or understood by others, leaving the expatriate feeling disconnected with a once familiar environment.

Addressing the repatriation concerns of an employee and their family is an important means to insure a smooth transition and insure the success of the expatriate assignment.

### Program Goals:

- To evaluate the impact of the international assignment - personally and professionally
- To identify skills and competencies gained while abroad and ways to leverage this experience
- To look at cultural adjustment and reverse culture shock - personally and professionally
- To identify transition challenges, typical repatriation issues and strategies to help

### Who Should Attend:

- Expatriates who will leave or have left their host country and will return to their home country or a 3rd country
- Managers, teams and employees working with repatriates

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 1-day training 9.00-17.00
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Ready for Repatriation: Coming Home for Global Kids



Just as with expatriation, youth require individual and separate time and space to process their time living abroad and understand what it means to be returning home.

The Global Kids Ready for Repatriation program is customized based on the youth age with three different sets of curricula. The session is interactive and provides the opportunity to better understand the time spent abroad as well as prepare them for repatriation to their home country.

### Program Goals:

- To provide an opportunity to share fears, worries and excitement about moving back home
- To reflect through various mediums on the time spent abroad - experiences exchange
- To prepare for the re-adjustment to school, home, friends and social culture - how to best manage pop culture 'black holes'

### Who Should Attend

- Expatriate youth (age 5-18 years) who are accompanying their families on an upcoming move back to their home country or a 3<sup>rd</sup> country

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 1-day training 9.00-17.00
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## In-Depth: Daily Living in Germany / USA

This program is an extension of our expatriate training with a focus on specific daily living issues and concerns. Practical information and solutions are provided to assist with adaptation of day to day life in Germany and the USA.

### Topics Included:

#### Housing

- Housing options available: single family homes, duplex, townhouse, apartments
- Locations: rural, suburban, urban - advantages and disadvantages
- What is or is not typically included in the dwelling: fixtures, appliances, closets
- Security concerns

#### House Maintenance

- Appliances needed: washers, vacuums, refrigerators, TV's, DVD player, clocks, toasters, oven, thermometers, etc.
- Servicing of appliances: availability, reliability, cost
- Electrical standards (voltage, cycles), transformers needed
- What furniture to bring and what to put in storage
- Availability of new and used furniture and appliances

#### Medical Systems & Medicine

- Quality of care, how the medical system works, insurance plans, payment
- Recommended physicians, hospitals, and clinics
- Availability of medications and personal care products, prescription vs. non prescription drugs
- Required or recommended immunizations and emergency release forms
- Area related problems (e.g., diseases & carriers - insects, etc.), water and food stuffs, precautions, prevention, first aid methods
- Emergency telephone numbers

#### Meals and Food

- Store / market hours and holidays
- Shopping in open markets as opposed to supermarkets
- What is unavailable and what should be taken with from home
- When, where, and how to get the best buys
- Conversion tables for local sizes
- What stores carry which products

## In-Depth: Daily Living in Germany / USA

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### Household Help

- How to locate, interview and check references
- Pay scale for various maids, nannies and gardeners
- Baby-sitting: who provides service - teenagers, professionals, maids

### Children

- Various school system options and their differences
- Pre-school activities: play groups, church, or private
- Special assistance - academic or disabled
- Clothing stores and availability of children's clothes, size charts
- English book and activities available
- Children's play and sports equipment
- How and where to play - children alone in the streets, freedom, mobility
- Activities: recreational and educational for children: music, ballet, sports, clubs, pools, volunteer programs, riding, scouts, and other organizations
- Availability and general cost of sports and play equipment & parts: bicycles and bike tires, in-line skates, electric games, etc.

### Socialization

- American and expatriate organizations, what they can and can't provide
- Language study programs
- Religions organizations: English-speaking services
- Business groups, associations and networks
- Business and social entertaining: typical venues, time of day or week, frequency; being good hosts or guests, casual vs. formal affairs

### Personal and Family Safety & Security

- General safety at home and in public (men, women, children)
- Less safe areas or activities; times of day, special precautions

### Recreation

- Family-focused recreation suggestions
- Local sports facilities (tennis, riding, golf, hiking, camping, water sports)
- Local and nearby short excursion suggestions
- Long-term planning for holidays at peak seasons

### Local Public Utilities and Services

- How to pay bills
- How to order phone service, how long does it take, what deposit is required
- Internet providers
- Garbage & Recycling service

## In-Depth: Daily Living in Germany / USA

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### Banking

- Recommended banks and how to open accounts for local and foreign currency
- How to conduct various banking functions in host country
- Currency exchange

### Postal Facilities

- Procedures and how to receive mail
- Postal rates
- Sending packages: companies, price and quality of service

### Transportation

- Reliability and safety of public transportation methods: trains, buses, cabs
- Renting cars
- Driving with unfamiliar roads, signs and rules, etc.

### Moving and Shipping

- Shipping a pet :regulations, quarantines, and veterinarian certificates
- Insurance: appraisal or valuables, extra insurance
- What to leave in your home country
- What to pack for flight: valuables, important documents, medical records, prescriptions, and special food for children
- Items to take: Toolbox, Christmas decorations

### Government Regulation/Procedures

- Police and/or military activity or procedures
- Alien registration
- Local police registration)
- Local driver's license: required in what period of time
- Multiple re-entry or other special visa requirements

## In-Depth: Daily Living in Germany / USA

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**Program Design:**

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

**Languages:** English & German, as needed by participant

**Date / Time:** Varies - based on open seminar schedule and client request  
1-day training 9.00-17.00

**Location:** Varies and based on participant need  
Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.

**Cost:** Varies based on number of participants and exact program design  
Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Expat Plus: Long-Term Expatriation



Are you an expatriate who has arrived on a one-way ticket?  
Did an original 3-year assignment turn into 5, 7 or 10 years?  
Are you in an intercultural marriage and living amongst cultures 24/7?

Expatriates living abroad for longer periods of time are often times presented with a different set of cultural challenges and adaptations than those who are abroad for a set amount of time. Sample topics include:

- Home purchase
- Social security
- Health Care
- Tax Issues
- Retirement options
- Children
- Language
- Long-term integration
- Building and sustaining a support network

Often times, during a short term expatriate assignment, such topics are not of concern or are taken care of by the hosting company.

The information is delivered in a variety of formats, including:

- Info-Sessions with subject-matter experts
- Workshops
- Career Coaching
- Monthly get-togethers
- One-on-one support via coaching and training sessions

For further information and to receive a calendar of upcoming Expat Plus+ events, send an e-mail to [jamie@caterpillarspirit.com](mailto:jamie@caterpillarspirit.com)

## Program Offerings Intercultural Trainings



## Caterpillar Spirit Breakfast Series



‘Bite-Size Bits’ of information  
to get the day going!

The Caterpillar Spirit Breakfast Series is a 60-90 minute weekly or monthly breakfast workshop conveniently held at your offices. Learning takes place in small, intimate groups with 5 to 10 employees. The series can last anywhere from 3-9 months, based on your needs and specific topics.

Choose from over 25 topics or determine the topics best for your team.

### Sample Topics:

- Are they still listening? Effective Presentation Skills for USA / Germany
- Business English - theme-based and conversational
- How was your weekend? Mastering Small Talk Conversations
- Understanding the Can-Do Culture: Working in the USA
- Busy but Balanced - Creating Healthy Work- Life Balance
- Developing Intercultural Competence
- Cross-Cultural Adaptability (CCAI)
- Cultural Orientations Indicator (COI)
- Effective Office Organization
- The Win-Win Culture: Negotiation Strategies for the USA
- Choosing Expatriation: Assessment & Selection
- Change & Transition Management
- International Office Communication
- Communicating Across Cultures
- Global Leadership Skills
- Culturally Correct English
- Business Across Borders
- Effective Time Management
- Effective Global Virtual Teams
- Building Community: An Expat Experience
- Ready, Set, Go! Expatriate Preparation
- Ready for Repatriation: Coming Home
- Effective Support for your Global Workforce
- A Journey of Culture Bumps
- Stepping Stones: Traveling Careers
- Intercultural Know-How for HR Managers

## Communicating Across Cultures The A-B-C-'s and 1-2-3's of Culture

Culture is about everything we do when we don't think we're doing anything.

So, what is culture? Can we define it? Just how well can we describe a national culture?

This program looks at the complexity of culture and offers explanations for why we do what we do. Knowing how to bridge our culture gaps and manage the inevitable culture bumps along the way can make all the difference when it comes to achieving success across cultures.

This program is not only about overcoming differences but also about leveraging those differences and seeing the similarities for the benefit of all - for the employee, the team and the organization.

### Program Goals:

- To understand how culture impacts our behavior, values, communication and thought-process
- To learn how to adjust one's communication style for enhanced effectiveness
- To identify and understand where differences and similarities lie
- To provide solutions, guidelines and techniques to better communicate across cultures

### Who Should Attend:

- Managers, teams and employees working in a global environment
- New and experienced expatriates looking for a foundation course on understanding culture

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 1-day training 9.00-17.00
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Business Across Borders

Today's business world is a constant environment of change. Many of today's factors around doing business across borders require employees to be more flexible, to better manage the unexpected, and to work at an increasing speed with advanced technology. The growth of globalization directly leads employees to interact, negotiate and work together with their counterparts in other countries, presenting an additional set of intercultural factors, opportunities and challenges to master.

Business Across Borders identifies these areas and provides practical tools and strategies to manage in this complex and ever-changing environment.

### Program Goals:

- To gain enhanced skills to effectively and efficiently communicate and do business across borders
- To develop an appreciation for the challenges of conducting business in a second language
- To understand how personal, national and corporate values affect the way we do business around the world
- To examine how we perceive ourselves in our own culture and how people from other cultures perceive us

### Who Should Attend:

- Managers, teams and employees working in a global environment
- New and experienced expatriates looking to increase intercultural business etiquette
- Business travelers working in various cultural environments

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Developing Intercultural Competence

Employees working across cultures and in diverse cultural environments need more than just facts and figures. More than the dos and don'ts of working with people of different cultures. It has become increasingly clear that a change in behavior is the fundamental element in creating successful intercultural environments.

As such, developing intercultural competence and creating behavioral change is the focus of this program. Intercultural competence is the ability to work across cultures with an understanding of communication and working styles resulting in style shift in behavior and attitude. The Intercultural Development Inventory (IDI), adapted from the Developmental Model of Intercultural Sensitivity, is also included in this program.

### Program Goals:

- To understand how culture impacts our behavior, values, communication and thought-process through self-awareness of strengths, prejudices and preconceptions
- To build confidence and trust in working in diverse intercultural environments by gaining knowledge and learning empowering strategies
- To think outside of the box and enhance listening and communication skills by developing sensitivity and empathy
- To create common ground space so to focus on the benefits of intercultural environments

### Who Should Attend:

- Managers, teams and employees working in a global environment
- New and experienced expatriates looking to further develop intercultural skill sets
- Business travelers working in various cultural environments
- Leaders and managers required to lead by example

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Doing Business in Germany

If you are doing business in Germany, developing successful business strategies and relationships are essential for your organization's success. The question is how to do this best. Understanding basic business etiquette is essential but only the beginning. It is essential to take into consideration a number of aspects of the German culture and not only dos and don'ts. Understanding the key concepts and values of German culture will bring true long-lasting success. Here are two key values included in the Doing Business in Germany program:

**Weltschmerz - World-weariness:** Germany was the birthplace of psychology. Deliberate, hesitant pessimism is often mentioned to characterize the German mentality. Germans place great emphasis on economic security. There is a tendency in Germany to go for the safest option and avoid risk at all costs. Germans are among the most insured nations.

**Sachlichkeit - Rationality:** Word and logical thinking are highly valued in German culture. Things should be a certain way and have a rule of reasoning. It is important to stay on task and stay focused - one often says 'bleiben wir bei der Sache'.

### Program Goals:

- To increase awareness of German business culture and etiquette
- To understand how culture impacts our relationships with German colleagues and partners in the way we make decisions, build relationships, communicate and take risks
- To use real-life examples of challenging work situations to better manage German relations
- To develop practical strategies to implement in everyday work with Germany

### Who Should Attend:

- Managers and employees working (virtual or F2F) with German teams and organizations
- New and experienced expatriates living and working in Germany
- Business travelers traveling to Germany for specific business projects

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Understanding the Can-Do Culture: Doing Business in the USA

Are you curious about understanding US American culture? Do you work with US Americans and are sometimes frustrated and confused by their work styles and decision making? This program provides you with detailed information on how doing business is understood and carried out in the United States.

Along with business etiquette, it is essential to understand the underlying key values of the American people and their business sense, including the meaning and importance of:

Persistence, Hard Work, the "Can-Do" Attitude  
Achievement, Action, Results, Goals  
Relationships, Small-Talk and Customer Service

### Program Goals:

- To increase awareness of US American business culture and etiquette
- To understand how culture impacts our relationships with US American colleagues and partners in the way we make decisions, build relationships, communicate and take risks
- To use real-life examples of challenging work situations to better manage US American relations
- To develop practical strategies to implement in everyday work with the USA

### Who Should Attend:

- Managers and employees working (virtual or F2F) with US American teams and organizations
- New and experienced expatriates living and working in the USA
- Business travelers traveling to the USA for specific business projects

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Effective Presentation Skills

Now you're talking! Effective presentations not only call for convincing and useful information, but also need to be entertaining and professional. This can be a difficult task for anyone - especially when combined with nervousness and a fear of speaking in front of groups.

This program focuses on both of these aspects - managing the emotional as well as informative elements of presentations and has three customized options: Effective Presentation Skills, Presenting with Germans or Presenting with US Americans. All options include two main themes:

- ✓ Working on Content - What are you going to say?
- ✓ Improving Delivery Skills - How are you going to say it?

### Program Goals:

- To understand the importance of presentation planning: audience assessment, organization and selection of content and appropriate style and delivery
- To identify personal strengths and to develop strategies to improve upon areas of weakness
- To learn how to use visual aids and tools appropriately to add value
- To increase confidence in delivering, including managing mistakes, objections and critique
- German / US American specific programs have similar program goals but also include a cultural comparative and analysis of presentation styles and expectations in the appropriate culture.

### Who Should Attend:

- Managers and employees responsible for presenting in small or large settings
- Employees presenting in diverse intercultural work environments with suppliers and customers

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Understanding Negotiation

We negotiate all the time, even when we don't realize we are. Understanding Negotiation focuses on using these existing skills and further developing those most needed to be effective in a variety of negotiations - domestic or intercultural.

Improving our skills in dealing with conflicting interests and opinions is a necessary asset in today's business environment. How can you best influence and manage your staff? How do you reach optimal results and maintain good working relationships? Understanding Negotiation teaches you in a practical and experiential way. Learn to negotiate by negotiating!

This program has three customized options: Understanding Negotiation, Understanding German Negotiation Style and Understanding US American Negotiation Style.

### Program Goals:

- To understand the principals and phases of negotiations and influencing styles
- To manage conflict and problem solve effectively in stressful situations
- To increase negotiation skills and strategies through practical experiences
- German / US American specific programs have similar program goals but also include a cultural comparative and analysis of negotiation styles and expectations in the appropriate culture.

### Who Should Attend:

- Managers and employees responsible for negotiations and resolving conflicts
- Employees negotiating in diverse intercultural work environments

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Successful Global Virtual Teams

Teams aren't what they used to be thanks to technology, globalization and new business demands and competition.

Employees working across cultures in virtual teams require specific support compared to those working and building relationships in face-to-face environments. A virtual team consists of employees who mainly communicate electronically. They may hardly ever see each other in person or perhaps they may never meet, except in the virtual world.

Building relationships and trust are key elements often times overlooked in virtual relationship building but essential for teams working across borders and time zones.

### Program Goals:

- To understand the fundamental principles of effective virtual intercultural teams
- To learn to use technology appropriately - What is available and when/how should it be used
- To develop appropriate strategies in managing effective e-mail correspondence, telephone calls, conference and video conferences
- To establish action plans of building and maintaining relationships and trust in virtual teams

### Who Should Attend:

- Managers and employees working in diverse environments with limited face time
- Project management teams working across borders in a virtual environment
- Expatriates responsible for managing relationships while on assignment with their home country

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.

## Intercultural Know-How for Global HR Managers & Team Members

Global HR Managers and Team Members working everyday with relocating expatriates and repatriates and their accompanying families may not be moving themselves, but this does not make them immune to the challenges of such a transition as the nature of their work requires them to also manage the challenges of a relocation, as well as new and different work and communication styles.

Often times, there is confusion, misunderstandings and a lack of sensitivity in understanding what a particular expatriate may be experiencing. Increasing intercultural competence and sensitivity and raising cultural awareness is key to create a positive and empowering relationship between Global HR employees and expatriates.

### Program Goals:

- To increase the understanding and impact of culture
- To identify the expectations and roles of all involved in the process - HR, expatriates and accompanying family members
- To enhance and increase intercultural competence, including sensitivity and empathy
- The enhance cultural awareness and competence
- To develop strategies in dealing with conflicts and misunderstandings with expatriate populations

### Who Should Attend:

- Global HR Managers and team members who regularly work, interact with and manage expatriates
- Regional and National HR managers working with expatriates and administration
- Managers leading and working on teams with expatriates

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, on-line resources, coffee breaks and lunch (if

This program can also be delivered in-house at your company or your specific needs.

## Program Offerings Country Briefings



## Country Briefings

Country Briefings provide cultural knowledge for those on the go. Briefings are compact, comprehensive, convenient and customized based on your specific need. While it is impossible to learn everything about a particular country and culture in a short amount of time, Country Briefings provide customized and key information needed to start working across cultures.

The briefing provides an introduction to a particular country and culture in a format convenient for a busy schedule. Country Briefings are structured as a question and answer session between the trainer and the client to be sure the information provided is what you need.

Although reading information about a country and culture can be helpful, it does not provide the opportunity to have a customized dialogue about your specific needs. Country Briefings provide you this dialogue opportunity leading to customized results for you.

### Who Should Attend:

- Business travelers preparing for an upcoming meeting in a new country and culture
- Team members, including virtual team members, working in a global environment
- Expatriates working and living abroad and need 'spot' tips on various topics

Topics are selected based on need and can include:

Doing Business in Country X	Meetings	Presentations
Negotiations	Decision Making	Communication Styles
Daily Living	Facts & Figures	Resources
Social Interaction	Entertainment	Relocation Tips

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

**Languages:** English & German, as needed by participant  
**Date / Time:** 90 minutes  
**Location:** Via phone or face-to-face  
**Cost:** 175€ + 19% MwsT / VAT



## Program Offerings Culturally Correct English



## Culturally Correct English

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### **Practice. Improve. Learn. Speak!**

Our Business English lessons are customized and flexible to meet your specific professional goals for English in the workplace. We teach **Culturally Correct English** so you know how to use the language in a culturally appropriate manner. Lessons include flexible and customized modules to practice and improve your English language skills.

### **Reading. Writing. Listening. Speaking!**

Our method includes all aspects of learning a language. We use free conversation, role-plays, text summaries and listening activities during our lessons. We can assess your current language level and customize the lessons to improve your English language skills and meet your specific goals.

### **Program Design:**

Everyone learns at a different pace using various learning methods. We customize your lessons so your time is well spent.

Our Business English lessons are customized to fit your needs and schedule. The lessons are focused on your day to day business needs and use real world examples from your work. This way what you learn is also exactly what you need.

For successful language learning, we suggest each lesson to be at least 90 minutes or 45 minutes via phone. Lessons are held at least once a week.

### **Program Themes:**

Based on your specific needs, we can customize lessons based on numerous themes and topics. Here is a snapshot of our modules:

- Negotiation
- Presentations
- Meetings
- E-mail Correspondence
- On the Telephone
- Business Idioms
- Communicating Across Cultures
- Conversation Classes
- Current Events
- Industry-specific vocabulary

## Culturally Correct English

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The pricing below is for individual lessons. Group lessons and pricing are also available. Each lesson is 45 minutes long.

**Cost:**

10 lessons = 500 €

20 lessons = 900 €

30 lessons = 1250 €

40 lessons = 1550 €

**Lesson costs include:**

- Initial lesson assessment & preparation
- Individual module customization
- On-site instruction & lessons via phone, as requested
- Materials & handouts
- Continued lesson development, as required
- 'Spot' English Coaching, as needed

Travel costs and 19% MwsT /VAT are not included in the above stated lesson price.

## Translation Services

Our translation services provide you with high quality, accurate translation of your documents in an efficient and timely manner.

We offer translation from English to German or German to English. All translations are completed by native speakers of the target language with quality checks from those are familiar with both the source and target languages to edit, proofread and ensure accuracy.

Source language:	English or German
Target language:	German or English

### Pricing Structure

Our pricing structure is based on the number of words to be translated.  
Below is a sample pricing structure for a translation project with 3,023 words.

Task EN-DE / DE-EN	Price per Word
0-1000	0,20€
1001-2000	0,18€
2001-3000	0,17€
3001-5000	0,15€
5001 +	Please ask for a customized quote.

### Sample Pricing:

Translation Fee	
3,023 words	453,45 €
Project Management	€45,34 €
File Preparation (2hrs)	103,00 €
Sub-total	601,79€
MwST 19%	114,34 €
Total	716,13 €

A project management fee of 10% of the total translation fee, before taxes, is also included as well as a file preparation / formatting fee of 65€ / hour.



## Program Offerings Coaching



## Coaching

Alice came to a fork in the road. 'Which road do I take?' she asked.  
'Where do you want to go?' responded the Cheshire cat.  
'I don't know.' Alice answered.  
'Then, 'said the cat, 'it doesn't matter.'

Coaching is a partnership formed to help people get from where they are to where they want to be. We look forward to the possibility of working together and helping you get to where you want to be!

All coaching relationships begin with a complimentary session to establish what you are looking for and if you feel comfortable. Not all coaches are for all clients, so this initial assessment is vital for the future coaching relationship.



Caterpillar Spirit Coaching focuses on:

- Life Coaching
- Transition Coaching
- Intercultural Coaching

### What is Coaching?

Coaching is a dialogue between you and the coach to establish your values, goals and beliefs and to identify a plan to meet these goals. A good coach asks the right questions and has the right tools and techniques to empower you to find the answers. Keep in mind the following key points in coaching:

- Coaching is grounded in the present and the future, not the past.
- Coaching creates action-oriented goals.
- A coach walks by your side and inspires you to stay in action.

### What can I achieve through Coaching?

- Create a road map for achieving what you really want
- Discover the answers within yourself
- Clarify your values
- Have a sounding board for new ideas, perspectives and fears
- Receive support in making life changing decisions
- Expand your views beyond your perceived limitations
- Receive Knowledge, resources and support to meet your goals

### What can I expect from my coach?

- Commitment & Reliability
- Support & Acknowledgement
- Honesty, Trust & Active Listening
- Compassion, Enthusiasm & Objectivity

## Coaching

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### Coaching Programs

Caterpillar Spirit offers a variety of different coaching programs so you can decide which program is best for you.

### ButterflyCoach

ButterflyCoach offers three (3) x50 minute monthly coaching sessions by telephone and a written summary and action sheet following each session delivered via e-mail. The fourth week in each month is used for personal reflection and recharging. It is easiest if our sessions are conducted at the same time each week. Clients call the coach directly.

### ChrysalisCoach

ChrysalisCoach offers one (1) x50 minute coaching session by telephone and a written summary and action sheet following the session delivered via e-mail. Also included are two (2) e-mail “check in and encouragement” sessions each month. These e-mails include feedback, questions, insight and encouragement. They also include your updates as to how you are doing. Clients call the coach directly.

### CaterpillarCoach

This program includes three (3) monthly e-mail sessions delivered once a week, designed to give you perspective, encourage you and help you stay on course. These e-mails will be tailored to challenge you to succeed based upon goals set in our first e-mail session.

### Changes and Cancellations

In the event that you need to change or cancel a scheduled session, I ask for 24-hour notice. In turn, I will extend the same courtesy to you, should I ever have to reschedule or change a session. It is also expected that we be prompt for our sessions. If I am late for a session, I will pro-rate the hour and refund the time lost. If you are late for a session, the time lost will not be made up. If you miss a session completely, that session will not be made up. Should I ever have to cancel a session in less than 24-hours, you will receive an additional session at no charge, in addition to re-scheduling the cancelled session.

### Extra Calls

It is often the case that so much of the coaching process happens in the time in-between coaching sessions. As such, I am happy to be available to you should you get “stuck” or are trying to break through an issue between scheduled coaching sessions. I will do my best to be available. I ask that we keep these calls to 10 to 15 minutes. An e-mail is also accepted during these times. I will try to respond within 24 hours. This is a great way to announce wins and accomplishments between sessions or a needed word of encouragement.

## Coaching

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Following our first session, the first month's fees are due. Following the first month, payment should be transferred by the 5<sup>th</sup> of the month. At this point, payment is made for 3-months at a time.

### Cost:

ButterflyCoach	450€ per month
ChrysalisCoach	250€ per month
CaterpillarCoach	150€ per month

Prices do not include 19% MwsT / VAT.



# Program Offerings Time Management



## Busy but Balanced: Time Management



Time management can be difficult. Managing stress can be overwhelming. Include an expatriate assignment on top of this and you may have hit your limit. Sound familiar? This workshop is designed for people who are living and managing a life abroad and who are looking for additional support and resources to live a more balanced and best life abroad.

### Program Goals:

- To identify which challenges exist in managing work-life balance
- To optimize current work methods and strategy
- To learn and implement various time management techniques
- To prioritize tasks and define what is really important
- To acquire tools to relieve stress and relax
- To learn how to say no- gently but firmly

### Who Should Attend:

- Expatriates living managing in a host culture
- Business travelers and Short-Term Assignees traveling and living abroad
- Managers and teams working in an intercultural diverse environment

### Program Design:

Caterpillar Spirit programs are well-balanced to work with all learning styles. Interactive lectures, simulations, exercises, discussion and experience exchange are always included.

<b>Languages:</b>	English & German, as needed by participant
<b>Date / Time:</b>	Varies - based on open seminar schedule and client request 2-day training 9.00-17.00 each day
<b>Location:</b>	Varies and based on participant need Programs are held at a corporate office, home or carefully selected conference hotels to provide for an ideal learning environment.
<b>Cost:</b>	Varies based on number of participants and exact program design Program costs include pre-assessment design, materials, post-training on-line resources, coffee breaks and lunch (if applicable).

This program can also be delivered in-house at your company or organization and designed to meet your specific needs.





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