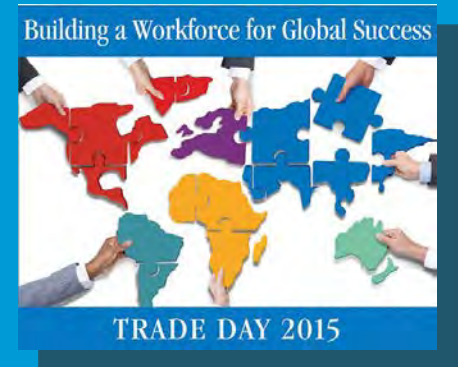




MAY 21, 2015

# BUILDING A WORKFORCE FOR GLOBAL SUCCESS

**JAMES P. PELLOW, ED.D.**  
PRESIDENT & CHIEF EXECUTIVE OFFICER





WELCOME!

# CIEE 1947



**CIEE MISSION:**

***“TO HELP PEOPLE GAIN UNDERSTANDING,  
ACQUIRE KNOWLEDGE, AND DEVELOP  
SKILLS FOR LIVING IN A GLOBALLY  
INTERDEPENDENT AND CULTURALLY  
DIVERSE WORLD”***



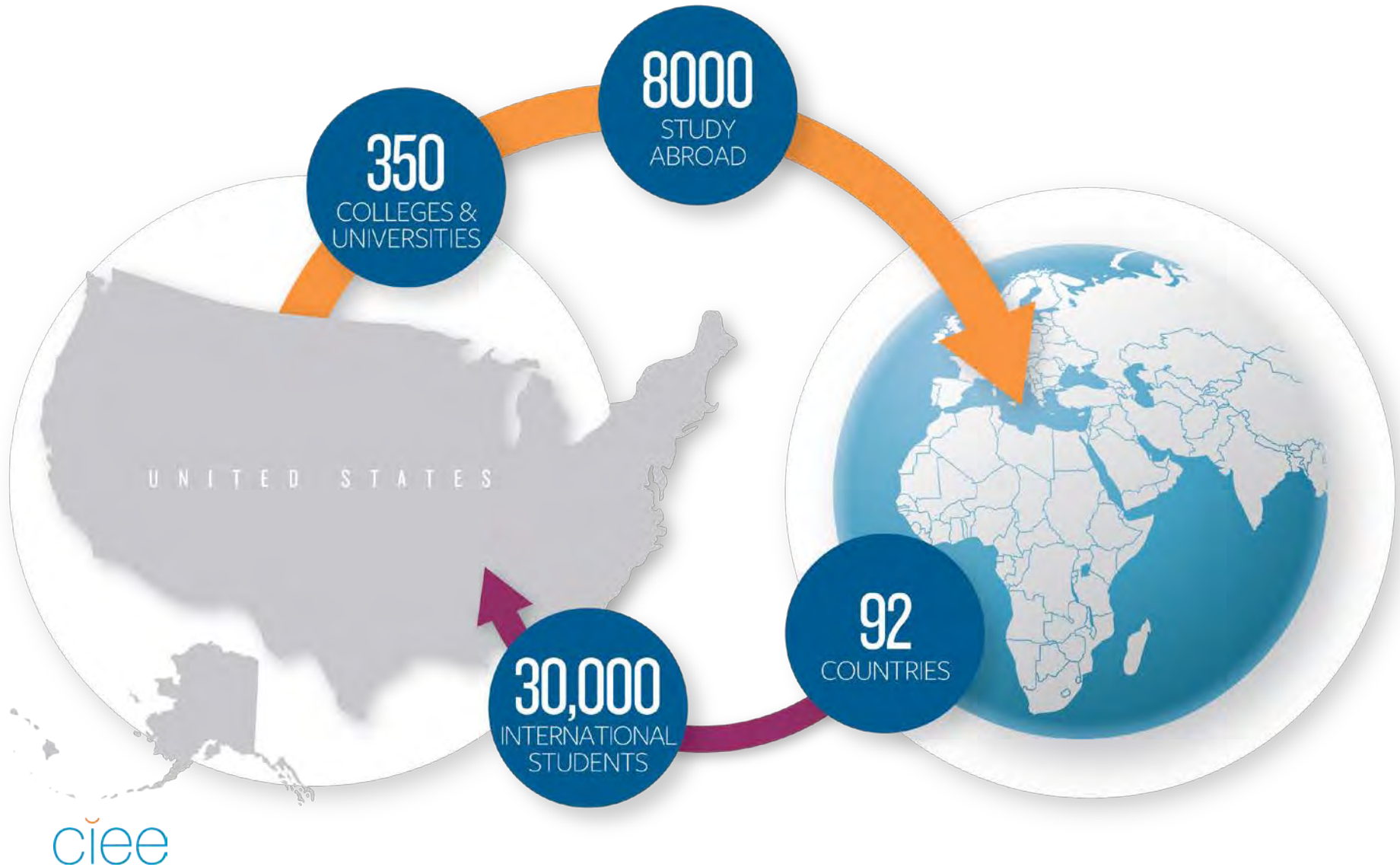
# CIEE

## 1961

***“EDUCATIONAL EXCHANGE CAN TURN NATIONS INTO PEOPLE, CONTRIBUTING AS NO OTHER FORM OF COMMUNICATION CAN TO THE HUMANIZING OF INTERNATIONAL RELATIONS. TO THIS PURPOSE I BELIEVE THE COUNCIL OF INTERNATIONAL EDUCATION EXCHANGE IS DEDICATED.”***

*SENATOR J. WILLIAM FULBRIGHT*

# CIEE Today



# What is globalization?





# ALIBABA

GLOBAL TRADE



# DUBAI

GLOBAL CROSSROADS



# BRAZIL

GLOBAL FASHION



*One World*

# GLOBALIZATION







# The WORLD as 100 PEOPLE



- Booz Allen Hamilton and Ipsos Public Affairs conducted a survey of HR managers at 367 large employers in nine countries
- Brazil, China, India, Indonesia, Jordan, South Africa, the United Arab Emirates (UAE), the United Kingdom, and the United States
- *“Our ability to engage successfully with other countries, organisations and people will depend to a large extent on whether we possess the necessary intercultural and foreign language skills to make fruitful connections, whether in trade and investment, charity/NGO programmes or as government and international organisations.”*

Organizations with workforces that possess strong intercultural skills experience:

- Greater efficiency
- Stronger brand identity
- Enhanced reputations
- Improved bottom lines



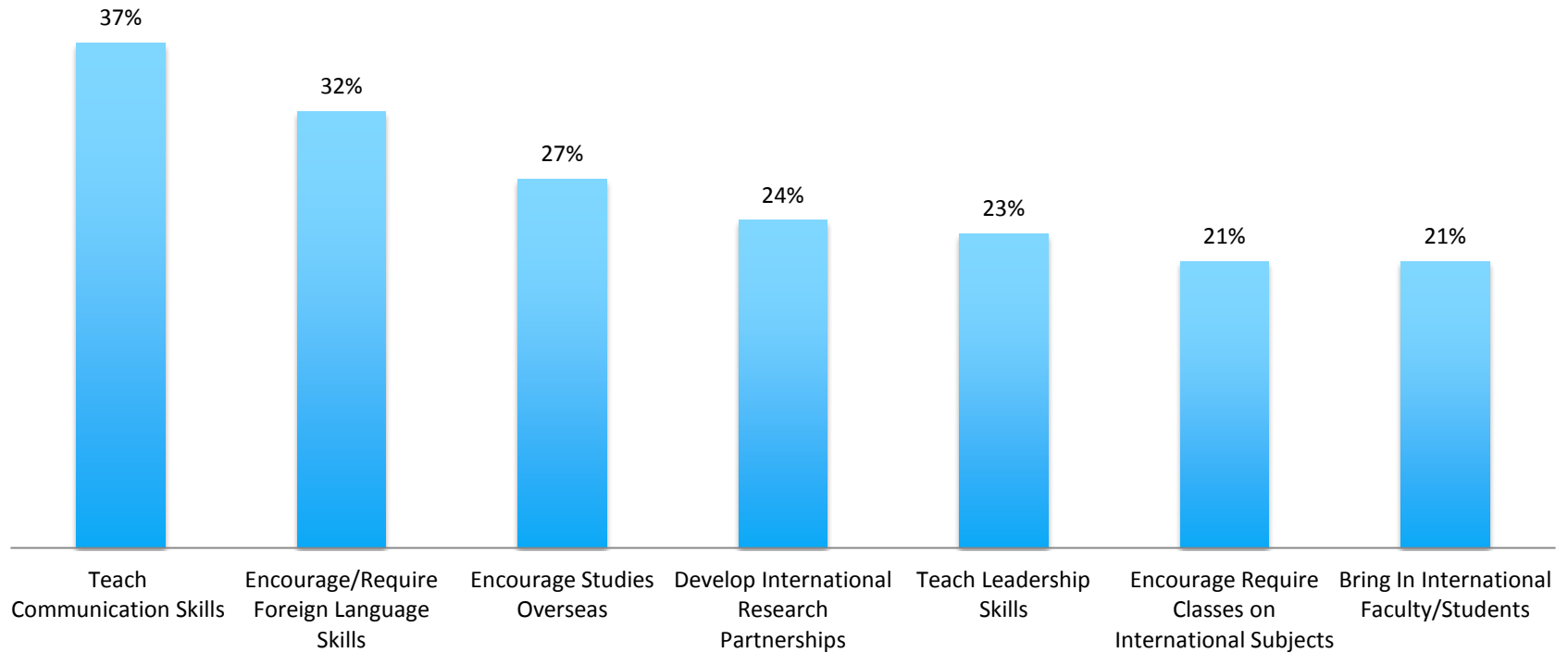
- Intercultural skills promote:
  - Smooth international business transactions
  - Develop long term relationships with customers and suppliers
  - Enhance team work
  - Foster creativity
  - Improve communication
  - Reduce conflict

Employers define intercultural skills as the ability to:

- Understand different cultural contexts and viewpoints
- Demonstrate respect for others
- Accept different cultural contexts and viewpoints
- Being open to new ideas

Employers reported that respect and teamwork ranked narrowly higher than qualifications related to the job and expertise as skills most valued by employers.

## Top Eight Educational Contributions For Improving Intercultural Skills By Employers



Source Telephone/face-to-face surveys of public sector, private sector and NGO employers responsible for employment decisions . "Culture at Work," British Council, 2012





**GLOBALLY  
SUCCESSFUL  
COMPANIES**

Key alumni of the online payment company have formed one of the most influential networks of entrepreneurs and investors that Silicon Valley has seen during the Internet age. These are some of the most prominent members.

SEQUOIA CAPITAL



Tesla, Space X  
co-founder

slide

Slide  
founder

CLARIUM

Clarium  
founder

500  
STARTUPS

500 Startups  
founder

yelp

Yelp  
CEO and  
co-founder

yelp

Yelp  
co-founder

Yammer

Yammer  
founder



LinkedIn  
co-founder

You Tube

YouTube  
co-founder

You Tube

YouTube  
co-founder

You Tube

YouTube  
co-founder

PayPal

James  
Kaskin  
Engineer

Steve Chen  
Engineer

Chad Hurley  
User-interface  
designer

Reid Hoffman  
Executive vice  
president

David Sacks  
Chief operating  
officer

Russel Simmons  
Engineer

Jeremy Stoppelman  
Vice president of  
engineering

Ronit Rubinfeld  
Chief financial  
officer

Elon Musk  
Co-founder  
and director

Max Levchin  
co-founder, chief  
technology officer

Peter Thiel  
Co-founder and  
chief executive

Dave McClure  
Director of  
marketing



# SUCCESS FOR MAINE



Maine Medical Center



The Jackson  
Laboratory

*Leading the search  
for tomorrow's cures*

**MAINE**  
UNIVERSITY OF MAINE SCHOOL OF LAW  
**LAW**



**L.L.Bean**

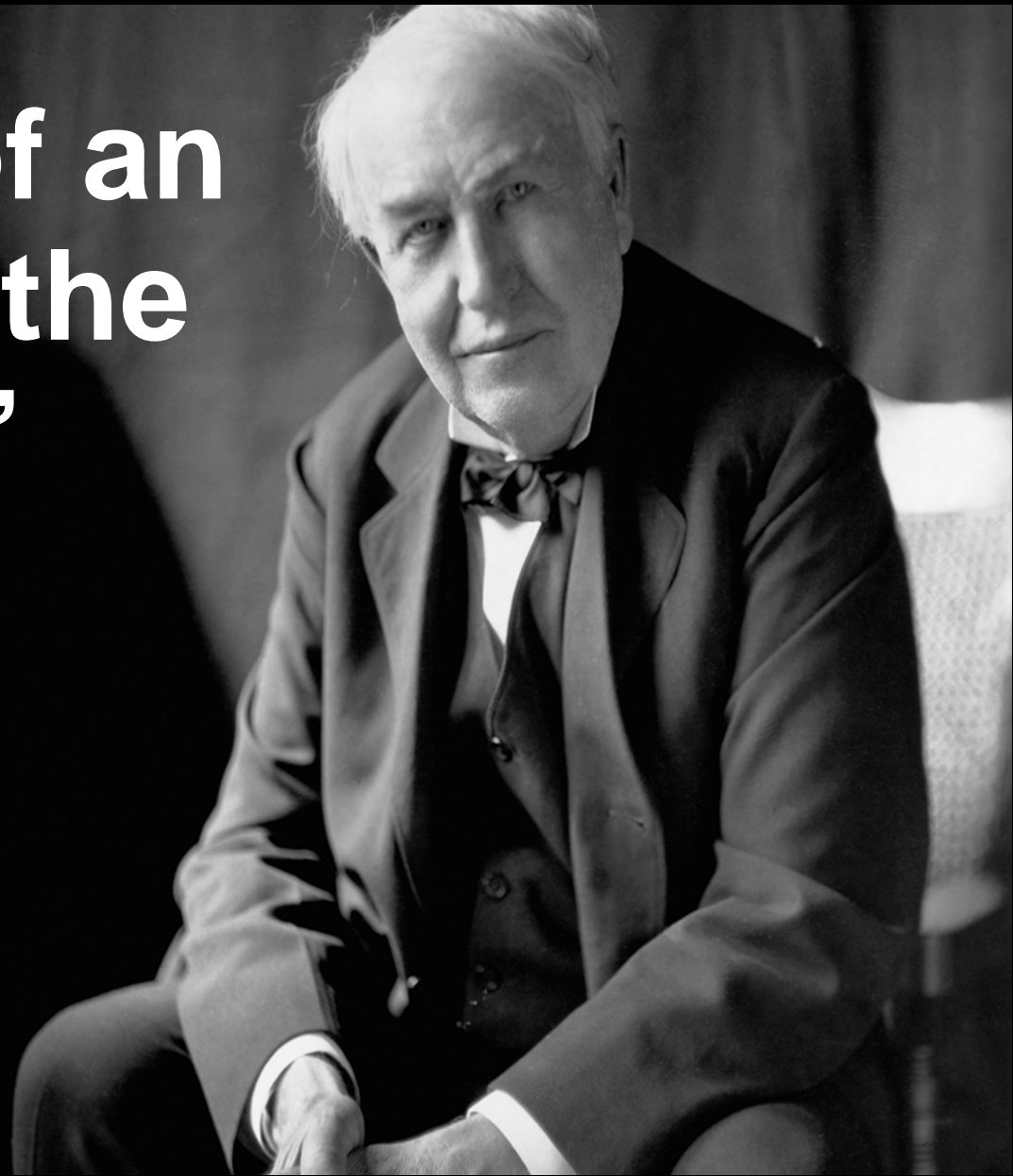
**unum**<sup>sm</sup>

**IDEXX**  
**LABORATORIES**

clee

**“The value of an  
idea lies in the  
using of it.”**

Thomas Edison



# CIEE

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## EMPLOYEE INTERCULTURAL DEVELOPMENT PROGRAM



# INTERCULTURAL DEVELOPMENT IS...

the holistic development of  
knowledge, skills, and attitudes  
needed to interact effectively and  
appropriately across different  
cultures

# our goal

- To train every CIEE employee worldwide on core intercultural skills providing a consistent, base level competency to advance CIEE's mission.

# Our approach

- We created a customized two day intercultural communication program with an intercultural consultant and the CIEE HR team.
- We selected 25 CIEE staff members as our training corps and conducted a train-the-trainers certification program.
- We committed to two year training series that integrates employees from all levels, all divisions, all countries.
- We conduct pre-testing and post-program coaching.

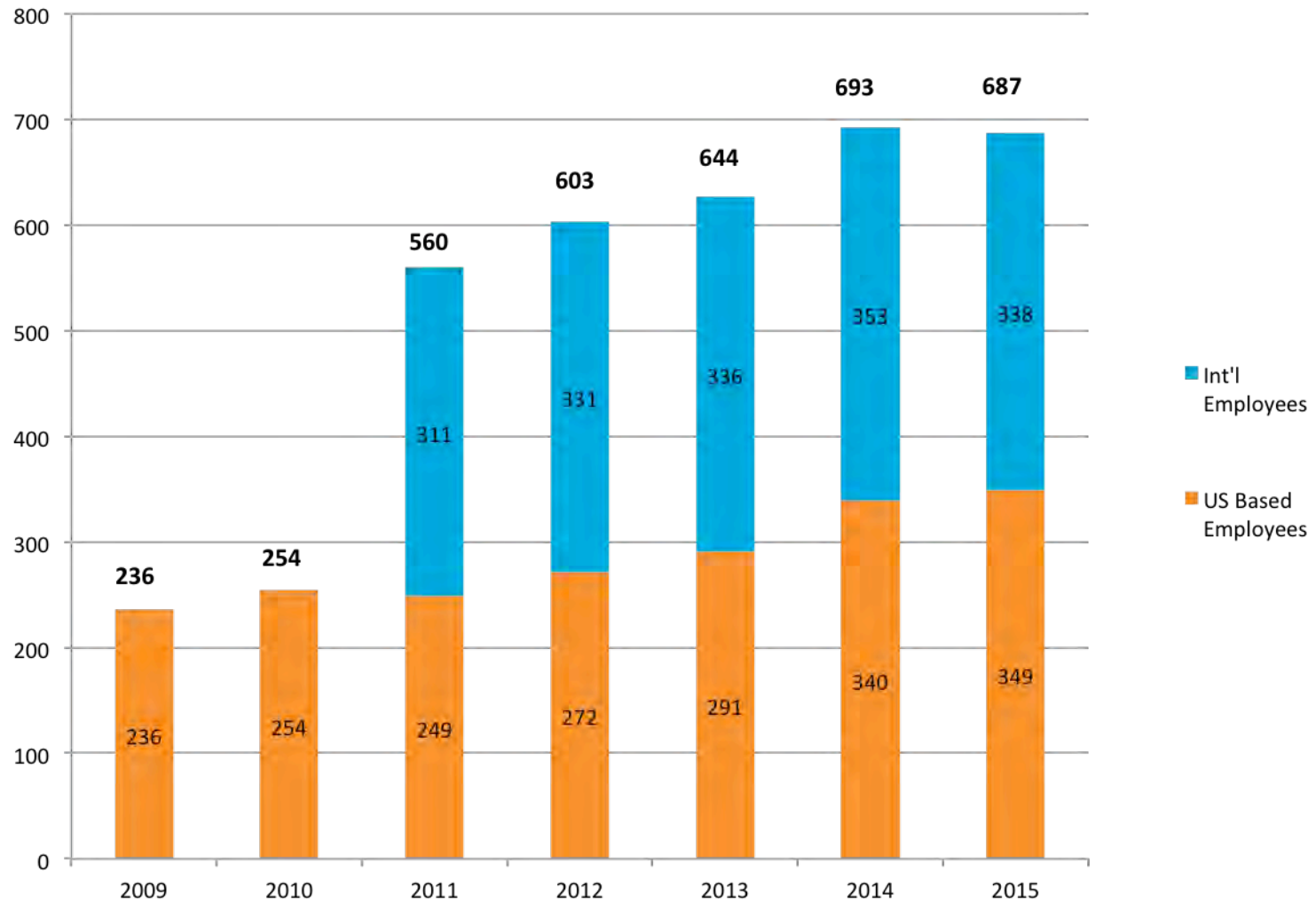
# Four Core Intercultural Competencies

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- Increasing cultural and personal **self awareness** through reflecting on our own experiences, past and present;
- Increasing **awareness of others** within their own cultural and personal contexts;
- Learning to **manage emotions** in the face of ambiguity, change, and challenging circumstances & people; and
- Learning to bridge cultural gaps – learning to **shift frames and adapt behaviors** to other cultural contexts.



# CIEE Global Workforce – 43 Countries



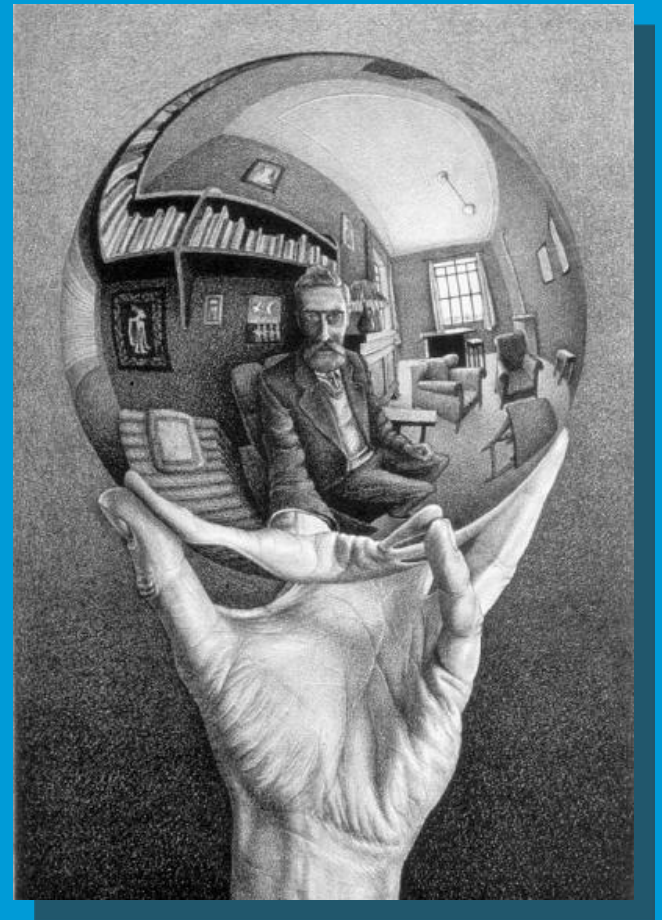


# OUR PEOPLE



**“WE DON’T  
SEE THINGS  
AS THEY ARE,  
WE SEE THEM  
AS WE ARE.”**

*Anais Nin*







cīee

Explore. Experience. Learn.

**2015 HIGH SCHOOL  
SUMMER ABROAD**



# High School Summer Abroad – Global Navigator Program



## 4 Service & Leadership Programs

- Public Health
- Children's Rights and Education
- Cooperative Solutions in Education

## 19 Language & Culture Programs

- Spanish
- French
- Mandarin Chinese
- German
- Italian
- Japanese
- Arabic
- ESL/EFL

## 7 Content Studies Programs

- Communication Arts
- Environmental Science
- Global Entrepreneurship
- Marine Science

# Global Navigators DEERING HIGH SCHOOL





# Global Navigators BOSTON LATIN SCHOOL



# CIEE EMPLOYEE INTERCULTURAL DEVELOPMENT PROGRAM

## Results-to-date:

1. Completed 10 cohorts of 24, 38% of our workforce
2. Trainings in Portland, Istanbul, Cape Town
3. Unifying, global team-building and skill-building experience
4. Better collaboration, better student service, linking our daily work with our founding mission

## Next Steps:

1. Complete 15 additional cohorts
2. Evaluate customer/student experience & long-term employee impact
3. Develop EIDP 2.0

Chile, Tokyo



Eastern Prom, Western Prom



# IMPACT

*“The exercises in the EIDP helped me to recognize some of my own assumptions, and challenged me to think and perceive in new ways. I learned a great deal about myself and my colleagues around the world.”*

*“I now find that when I am most present to my surroundings, I am more accepting and adaptable to what is in front of me.”*



## Local Intercultural Resource

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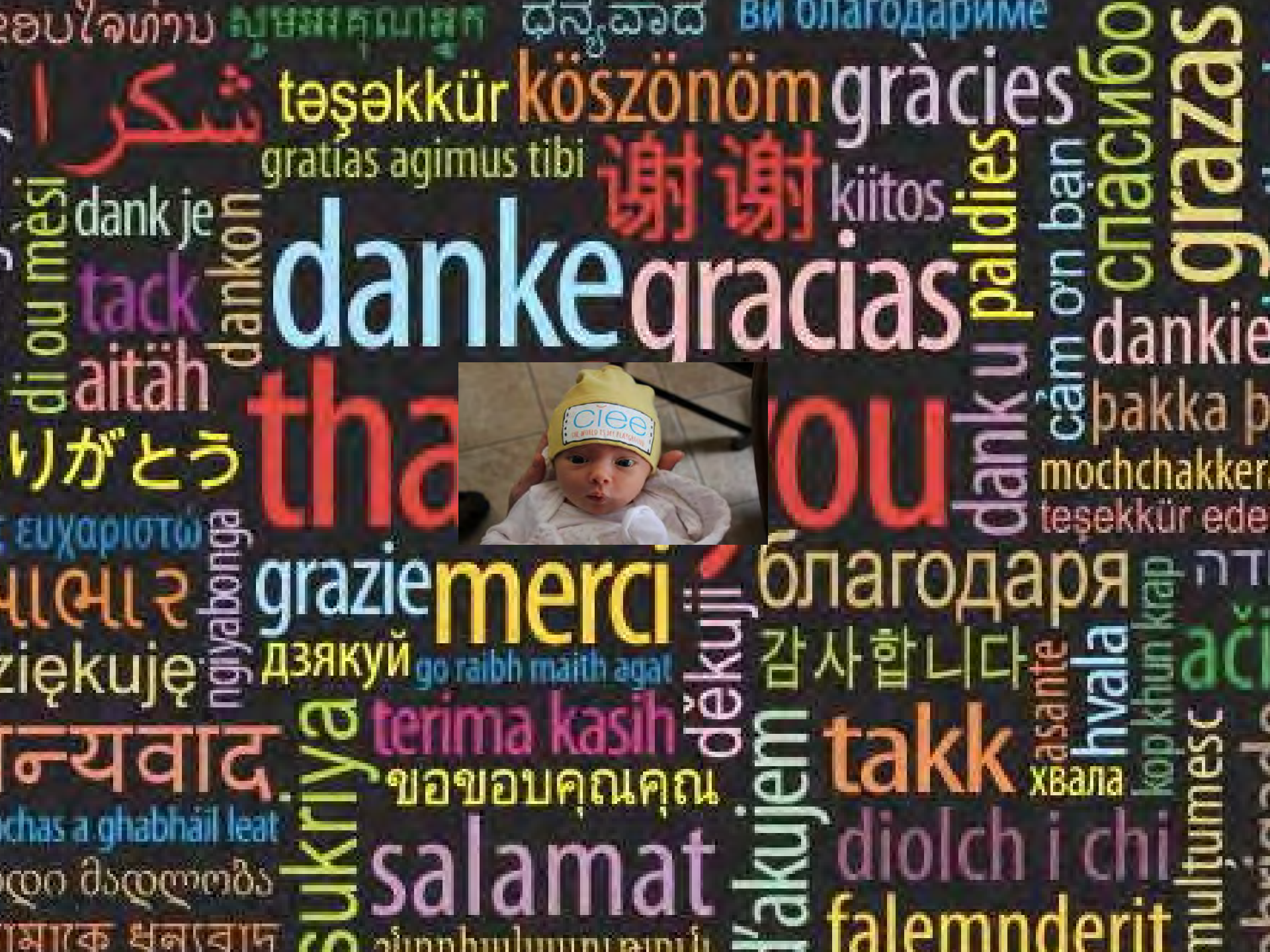


**Maine Intercultural  
Communication Consultants**

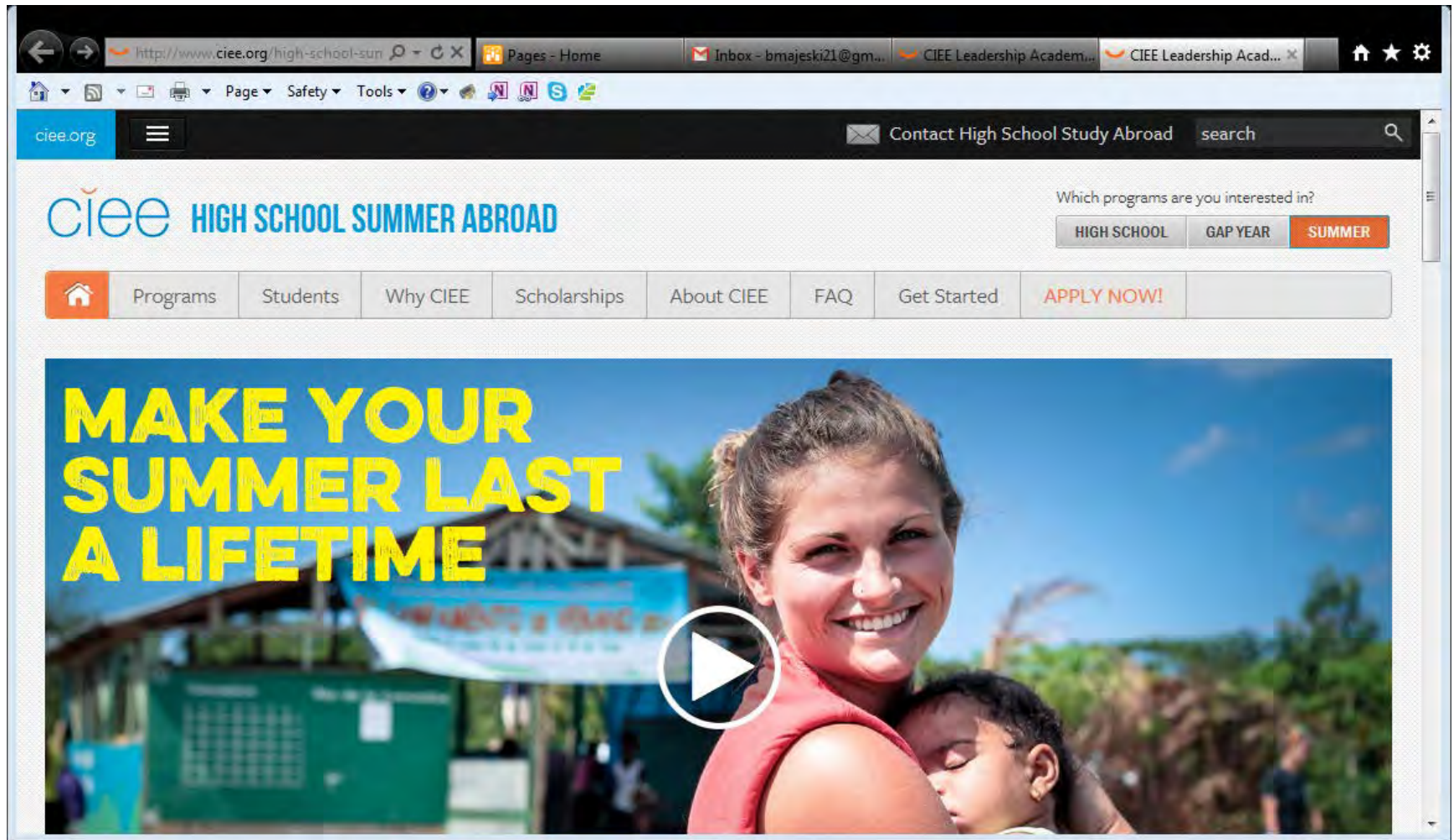
**Maine Intercultural Communication Consultants, is here today and Arian Giantris Clements would be happy to talk to you about a possible, scalable approach for your organization's needs:**

**<http://maineintercultural.com/>**

**For those in Southern Maine, MICC will host a free brown bag Lunch and Learn program at the Portland Regional Chamber of Commerce on Friday, May 29th from 12-1 that will give people a taste of intercultural communication training.**



# High School Summer Abroad – Global Navigator Program



# High School Summer Abroad – Sherry Long & Global Navigator

