

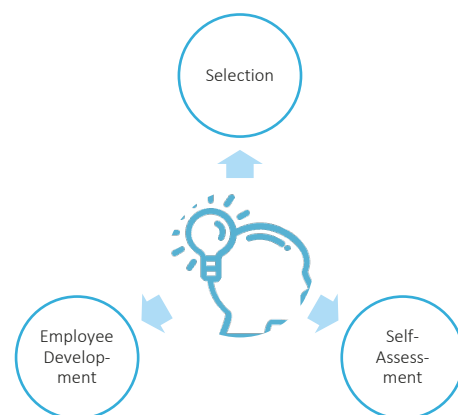


CLIENT CERTIFICATION WORKSHOP

Sirva Intercultural Group's Client Certification Workshop is tailored for those seeking to integrate the Overseas Assignment Inventory (OAI), a cultural adaptability tool, into internal processes around selection, assessment and development. It can be used by client human resource professionals, talent management leaders, and managers.

What are the goals of the workshop?

- Understand the development of the OAI, its underlying research, and the profile of the culturally adaptable individual
- Gain a solid understanding of the context factors and personal attributes that are measured by the OAI
- Review interpretation issues, and how to utilize the OAI Profile in the evaluation of expatriates
- Develop necessary skills for conducting an effective behavioral interview based on the OAI
- Discuss options for integrating the OAI into clients' internal processes



How are workshops delivered?

- **Flexible delivery:** Two-day face-to-face session delivered onsite at client locations worldwide for small groups; workshops for individuals are also available. Includes access to the OAI online tool, debrief of participants results and practice behavioral interviews. In preparation for the workshop, each participant is required to take the OAI.
- **Global trainer network:** Workshops are delivered by intercultural trainers in our network who are specifically trained and certified in our assessment tools

What is the Overseas Assignment Inventory (OAI)?

- Proprietary assessment tool designed to evaluate cultural adaptability as it pertains to expatriate assignments
- Measures nine personal attributes essential for successful adaptation to another culture and six context factors that can either support or deter expatriates from having a successful assignment

Once certified, the client can receive the following guides for each individual being assessed:

- **OAI Development Guide:** Primary guide explaining participant results; includes context factors and personal attributes; designed to be given to the employee (and partner) to aid them in understanding their results.
- **Interview Guide:** Designed to aid the certified staff with the behavioral interview; provides a full overview of the candidate's results, as well as questions to ask regarding each factor and attribute during the interview based on the candidate's score

CLIENT CERTIFICATION WORKSHOP SAMPLE AGENDA

Session	Components
Day 1 Morning	<ul style="list-style-type: none">• Welcome and introduction• Program goals• Key competencies for a successful assignment• OAI history, background and attributes• Debrief participants individual OAI profiles
Day 1 Afternoon	<ul style="list-style-type: none">• Traditional vs. emerging expatriate profiles• Traditional corporate practices and assumptions• International assignment challenges – how can the OAI be used to benefit your organization?• Introducing the behavioral interview:<ul style="list-style-type: none">- Components of the behavioral interview- Guidelines for an effective assessment interview• Preparation for practice interviews<ul style="list-style-type: none">- Distribution of interview guides- Sample questions- Question and answer session
Day 2 Morning	<ul style="list-style-type: none">• Review of day one• Interpretation issues• Conduct practice interviews• Debrief practice interview sessions
Day 2 Afternoon	<ul style="list-style-type: none">• “Selecting the right candidate for the job” exercise• Best practices in selection and development of expatriates• OAI applications options• Action plan for implementation into corporate processes• Sirva Intercultural Group resources and support• Conclusion and program evaluations