

## MeridianEaton Global – Practice Groups

MeridianEaton Global assists clients to successfully implement their globalization strategies, focusing on faster growth, cost reduction, and global workforce competencies. We deliver a blend of services and web-based tools that enables customers to distribute global knowledge efficiently to large numbers of employees while also targeting key groups for strategic interventions. Our services include organizational consulting, one-on-one coaching, and classroom training. The web-based tools that we offer simultaneously provide instant, 24/7 access to information vital to international business travelers, expatriates, headquarters-based employees, in-country personnel, and multinational teams alike.

We serve our clients through five practice groups:

### ***Global Leadership:***

We provide customized leadership programs, web tools, and executive coaching that enable leaders to achieve their global business objectives. Our services include assistance with:

- Practical application in a cross-border context of common aspects of leadership: vision, strategy, communication, organizational alignment, coaching and motivating subordinates, implementation, and personal modeling of key behaviors;
- Acquisition of twelve global leadership skills on three levels: interpersonal, group, and organizational;
- Specific leadership tasks related to executive-level customer relations, organizational change, and innovation in a global context.

### ***Global Teams:***

Our approach provides a blended set of offerings -- including training programs, consulting services, and use of the Global Teams Online webtool -- that are all targeted at improving the productivity and performance of virtual and intact global teams.

For improving processes within teams, the Global Teams Online webtool enables:

- Rapid and useful assessment of the team's performance by its members;
- A clear, practically-focused display of team strengths, weaknesses, and priorities;
- Comparison with other teams inside and outside of the organization;
- Access to a rich database of global teams best practices;
- Development of action plans and follow-up procedures in an online format based upon assessment results;
- Recording and sharing of proprietary organizational information and materials.

Customized training programs cover key dimensions of global teamwork, including team startup, team systems, virtual team management practices, and skills for conflict resolution. Facilitation of team meetings and individual coaching for team leaders are also available.

### ***Global Functions:***

Our consultants support corporate functions that need to carry out specific global business activities. Through initiatives related their functional areas -- for example, Sales, Marketing, Human Resources, Manufacturing, R&D, or Purchasing --we support managers who seek to:

- Expand sales operations in new country markets;

- Conduct a global marketing analysis;
- Roll out global performance management systems;
- Implement cross-border technology transfer projects;
- Design and develop products based on input from multiple regions;
- Negotiate with subcontractors from another country.

### ***Global Partnerships:***

We offer processes and tools for creating dynamic partnerships across geographies and functions:

*Collaboration services* include consulting, training, and online tools for overcoming structural silos and building greater cooperation across organizational boundaries. The "Collaboration Toolkit" provides individuals, teams, and organizations with an online method for assessing their collaboration practices and identifying opportunities for business growth and increased productivity.

*Offshoring services* support initiatives that relocate business processes or functions abroad through the application of cross-border change management expertise and targeted human capital development. We typically work with people on all sides of the offshoring effort to promote the open exchange of information and mutual incorporation of offshoring best practices.

### ***Global Diversity:***

Our Global Diversity and Inclusion practice helps companies to create a truly global approach to diversity that reflects the unique combination of factors that exists in each country. We take into account a broad set of diversity dimensions such as race, ethnicity, gender, regional background, language, socioeconomic status, and religion that each have different kinds of significance in different country environments. We provide strategies and solutions for creating inclusion and leveraging diversity on three interrelated levels:

**Organizational:** Developing a strategic business foundation for inclusion and diversity that is relevant in a global context.

**Group:** Increasing the effectiveness of multicultural teams working on global diversity initiatives across geographic locations, divisions, and job functions.

**Interpersonal:** Building individual skills and strategies for working effectively with others in a way that both respects and leverages the various diversity dimensions.

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