INVESTING IN LANGUAGE TRAINING IN UNCERTAIN TIMES

How Employers Can Help Assignees and Families Manage Time, Stress and Readiness

For international assignees who already face immense relocation-related stress, the global pandemic currently disrupting our world’s sense of normalcy adds an extra layer of uncertainty. Research indicates that key sources of psychological pressure around international assignments are linked to fear of the unknown, lack of control, and fear of mistakes—all of which are exacerbated in the current environment.

With many assignments on hold, time pressures have been replaced by an excess of free time. This can be a problem for future assignees who are already prone to obsessing about their upcoming assignment and associated checklists. Simultaneously, many assignees will be responsible for children at home who are in need of guidance, entertainment, and structure.

One way that future or current assignees can constructively manage these sources of anxiety and prepare to meet the challenges of life in their host country is by building new language and cultural skills with support from their Cartus team.

Learning a language is a fun and engaging way for any employee or their family to spend time while we weather the current storm. Second (or third or fourth…) language skills create opportunities for adults and children alike, and build confidence for those who use multiple languages on a daily basis already.

Remote Language Learning

New languages are an excellent remote-learning activity. Cartus’ Online Language Training curriculum offers a safe and effective environment in which to pursue the study of a language, whether for future assignees who want to get a head start on their assignment readiness or current assignees who want to continue advancing their language skills.

Here is how companies are using language training to support assignees during this difficult time:

<table>
<thead>
<tr>
<th>Starting Early</th>
<th>Training on Leave</th>
<th>Youth Training</th>
<th>Sheltering In Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delayed assignments are seen as welcome opportunities to get a head start on learning the language of the future host country.</td>
<td>Those who have returned home temporarily are continuing lessons remotely until they can return to their host country.</td>
<td>Parents welcome language training as a structured activity while children are stuck at home. Language coaches can provide much-needed support with online homework.</td>
<td>Assignees and global employees are taking advantage of time at home to gain greater confidence in their language abilities.</td>
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</tbody>
</table>

Cartus’ Online Language Training programs are unique in their level of customization. Focusing on what matters most increases motivation and, in turn, quickly results in learners feeling empowered and confident. Our lessons can also provide a much-needed break from worry, keeping the training light and fun.

Our Online Language programs allow learners to:

- Negotiate flexible schedules with their coach and even opt for shorter lessons, as needed. A bonus is that lessons can be taken from any location, provided internet access is available.
- Focus on the real-life language goals most important to each learner by establishing personal goals in partnership with their coach. This is the cornerstone of the Cartus Language Standard research-based delivery framework, which aligns with the Common European Framework of Reference.
- Solve critical communication problems relevant to the current environment, covering topics such as navigating school e-learning websites, food delivery, or other essential services; learning medical terminology; understanding COVID-19 information or announcements; helping children with learning assignments; etc.
- Develop broader skills required to successfully navigate new cultural environments and cultural behaviors.
- Provide practice opportunities for any activity, including many business activities that are currently happening in a remote environment.
Cartus’ Online Language Training Packages

Choose from one of two unique packages designed to support assignees or other global workforce personnel during the next few months of social isolation practices and shelter-in-place:

1. **20 hours** of customized 1:1 Online Training
2. **30 hours** of customized 1:1 Online Training

Program Details

Comprehensive language skill development for **all languages** and **all levels**. Learners are matched with a language coach with the background to address linguistic requirements and to engage the learner in specific areas of interest.

- Coaches conduct **starting level assessments**.
- **Flexible scheduling** can include shorter or longer sessions, scheduled at the convenience of the learner.
- **Coaches** build language skills and act as ongoing **mentors** for day-to-day and work-life adjustment to the new location.
- **Industry-leading materials are custom-selected per learner**: 30-50% of content is driven by the learner and their personal language goals, not pre-planned by the trainer.
- **Business English programs** provide comprehensive and targeted English language development for the workplace for all levels. Common goal areas chosen by learners include Greetings, Developing Relationships, Small Talk and Networking, Phone Calls, Meetings, Emails, Idiomatic Expressions, Understanding Accents, Influencing, and Presentations.
- **Youth lessons** build local language skills and offer critical homework support, which is even more essential when children are engaged in remote learning.
- **Test prep for immigration requirements** can be met through our global trainer network.

Our Cartus Language Coaches are ready to support you and your family in a variety of ways in the coming months and beyond. Please contact your Cartus representative or email us at intercultural&languagesolutions@cartus.com to discuss how we can help deliver the best experience possible to your assignees.