

## Cook, Richard

### The 'One Team programme' for the UK and India for a leading global retailer - Presentation 30 mins -

Organization	Global Excellence
Address	3C Walpole Court, Ealing Green, London W5 5ED
Email	richardcook@global-excellence.com
Website	<a href="http://www.global-excellence.com">www.global-excellence.com</a>

#### Abstract

In this presentation we will explore the benefits and key lessons learnt in the 'One Team Programme' - Working' with India/ UK. This programme was designed for a leading global retailer headquartered in the UK. It will also look at the design of the workshop and how cross cultural issues impacted on the process.

Global Excellence delivered the 'One Team Working Programme' for the UK-based staff and the India-based staff over a two-year period. Over 650 UK-based IT, finance and in-store service staff underwent the training. The organisation was (and still is) in the process of transitioning its operations to India. It was, and continues to be, a period of intense change for the company and it was essential that this transition added value to clients and shareholders without any negative impact on the daily business operations.

The overall aims of the "One Team Programme" was to up-skill UK and Indian staff on practical skills for effective communication across cultures, gain an appreciation of the cultural differences and learn how to navigate knowledge transfer flow smoothly as part of the delivery of the business needs.

#### Learning outcomes for participants

- Explore the benefits and challenges of training at 'both ends' of a bi-cultural business programme
- How to adjust the training design and delivery to land consistent learning

#### Profile

Richard Cook is the founder and Director of Global Excellence Ltd, a UK based global provider of intercultural and diversity training and consultancy services for corporate clients. An international OD cultural management consultant, specialising in helping clients achieve success in global business environments, Richard has worked with international clients for the last twenty-five years and has lived and worked in North and South America, Japan, Africa, the Middle East and Europe for extended periods on international assignments.

Richard has considerable experience working with senior management and with managers responsible for international teams. He has worked with professionals in the field of Law, Finance, Retail, Telecommunications, Medicine, Insurance, Oil Production, Media, Engineering, Banking and Investment.

Richard's beliefs and values reflect a pursuit of excellence through delivering consultancy, training and coaching that is challenging, of optimum quality, and meets the specific needs of clients. Richard employs a wide range of skills in the design and delivery of his training programmes which have included Negotiating In an International Context; Managing International Meetings; Cultural Issues In International Business; Presenting Internationally; International Telephone Skills; Interpersonal Management Skills Across Cultures; International Teambuilding. Among some of the culture specific and relocation programmes he has produced are living and Working in - Japan; China; Russia, Latin America, Hong Kong & Singapore, the UK; France; Italy; and the Arab World. He is also a qualified Master NLP practitioner.