

● WORK EXPERIENCE

09/2016 – 11/2019 – Düsseldorf, Germany

CROSS-CULTURAL COMPETENCE TRAINING: USA-GERMANY, IN-PERSON FORMAT (PROJECT) – QVC

Situation:

"Cross-cultural Competence Training: USA-Germany, UK, Italy and France"

Coordinator People (HR) Learning desires a one-day, F2F intensive cross-cultural awareness and communications training with focus on key QVC partner national cultures (Delivered in conjunction with Merle & Sheppard, <https://www.language-consulting.com/training>)

Assignment:

- Assess needs of clients: Coordinator LEARNING | PEOPLE, Manager LEARNING | PEOPLE and participants
- Clarify overriding strategic goals of the project for the organisation
- Define objectives for one-day, intensive F2F training characterised by a friendly and open atmosphere
- Co-design and develop interactive elements and sequences of the training including learning objectives, timings, visuals and discussion segments
- Create a highly dynamic F2F experience with tangible take aways
- Implement the design F2F with clients and participants
- Gather feedback and evaluate performance in achieving overall strategic goals
- Liaise with clients for wrap up and next steps

Coordinator People (HR) Learning | Administrative and support service activities | qvc.de |

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