



Offshoring - effective people management

Benefits

This programme provides you with:

- The knowledge to make informed decisions when setting up offshore operations
- A greater understanding of the challenges and possible solutions of offshoring
- Awareness of the cultural influences and motivators when managing offshore operations
- An ability to manage both home and offshore personnel more sensitively

Who should attend?

- Senior management investigating your organisation's offshore potential
- Transition teams managing the initial transfer of knowledge and skills
- Project teams working remotely with offshore operations
- Managers working on the ground in offshore locations

Programme content

- The right location? The best supplier?
- Building relationships offshore
- Cultural drivers affecting work and communication styles in offshore locations
- Linguistic and cultural challenges facing offshore staff
- Perceptions and expectations of management styles in offshore locations
- Coping with challenges of virtual communication
- Change management for staff at home

Recent years have seen explosive growth in the offshoring and outsourcing of services to locations as diverse as India, the Philippines, South Africa and Eastern Europe. Whether it be customer service, technical support, sales or back office support, organisations across all industries are actively exploring how offshoring can benefit them and their customers.

While offshoring can deliver significant financial savings, business efficiency and improved customer satisfaction are not always guaranteed. 'Offshoring – Effective People Management' will provide you with a greater understanding of the challenges facing human resources and home country managers. It will provide the knowledge you need to effectively manage human capital during the offshoring process from initiation and transition through to management and expansion – including how to get the most from staff on the ground.

Locations, Dates & Fees

London

10 April & 9 September

Individual Fee: £550 per delegate

Group Booking: £495 per delegate

All sessions are from 10am - 5pm with
one hour for lunch

Lunch & refreshments included

Please note that local taxes may apply