Global Support and Readiness Service

Helping Organizations Achieve Their International Assignment Objectives

Successful expatriate assignments can expand an organization’s global footprint, increase international business, and enhance a company’s image in many parts of the world. A failed assignment, however, exacts huge costs -- from the initial cost of sending and supporting an assignee (and his/her family) abroad, to lost opportunity costs, to the loss of a valued employee upon her/his return.

Living and working in an unfamiliar environment, and "safely" and successfully navigating a new culture, is complex, tricky, and emotionally taxing, particularly when one is far removed from familiar resources or remedies. Our Global Support and Readiness Service (GSRS) reduces the risk of failed international assignments -- indeed, helps ensure their success -- by supporting all phases of the expatriate "journey:" These phases include:

- **Candidate Selection and (On) Boarding.** We use validated assessment tools and international staffing expertise to help organizations select candidates best suited to a particular overseas assignment. Additionally, because family support is critical to the success of an assignment, our assessments also take family dynamics and needs into account.

- **Pre-flight.** Insufficient preparation can derail an international assignment before the expatriate boards the plane. We provide thorough pre-departure orientation and cross-cultural coaching, helping expatriates adapt, assimilate, and manage more effectively.

- **In Country.** Expatriates and their families have ready access to our worldwide network of mental health/family counselors, a full complement of a mental health services via face-to-face, telephonic, and/or the Internet -- available at all times. Our Emergent Need/Critical Incident Response Team provides immediate guidance and assistance to address any crisis.

- **The Return Home:** Repatriation can be challenging, as a typical international assignment requires sweeping adjustment in the way one lives and works; our program facilitates a phased, smooth transition back home, while alleviating the reverse culture shock many face upon their return.
Our team of coaches, mentors, and support professionals have decades of international experience to assist international assignees with the preparation and support needed for a successful overseas experience. According to a study in the Harvard Business Review, "...expats are probably the single largest expenditure most companies will make on any one individual other than the CEO."

Think of the Leidos Global Support and Readiness program as an extended warranty on your expatriate workforce, mitigating risk, improving your global presence, and enabling your organization to realize its international business objectives and investment.

For more, contact Ken Burgess at kenneth.burgess@leidos.com