Global Support and Readiness Service

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:

1. **Candidate Selection and (On) Boarding.** We use validated assessment tools such as the IAP (International Assignment Profile) 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.

2. **Pre-flight Preparation.** A dedicated GSRS support team is available throughout the preparation process to answer any questions or address any concerns before departure -- indeed, this team supports the expatriate and his/her family through all phases of the assignment.
   - **Program Orientation:** This includes a discussion of the Family Support Service, its purpose, how it works, the “call” schedule, the various program offerings, and how to access help in time of need.
   - **Cross-Cultural Coaching:** Helping expatriates to better understand their own and other's motives and emotions better, enables them to both assimilate and manage more effectively. The coaching process we offer is on-going and begins soon after the initial introductory interview has concluded.
   - **Pre-Departure Call – First Contact:** The purpose of this call is to identify (any) personal or family needs that may require further planning and/or resources. The dedicated support team also helps to prepare expatriates and family for the normal emotional adjustments and cultural adaptation they are likely to experience during an assignment.

- **In Country Contact:** Each expat receives an initial call after they've been in-country for 30-days, and regular follow-up over the length of the assignment based on a pre-arranged schedule. When problems arise and an employee or a family member needs professional attention, we can respond quickly thanks to our global network of mental health professionals.

- **Mental Health/Family Counseling Services:** Our global service coordinators oversee referrals to and follow up any international provider in order to assure service appropriateness and quality.

- **Emergent Need/Critical Incident Services:** Our response team provides rapid expert guidance and assistance and in-person professionals to help employers and employees to deal with crisis with a quick return to normalcy.
  
  - 24/7 worldwide response
  - Individualized planning
  - On-going consultation
  - Post-event review and report
  - Follow up (to assure service efficacy)

- **Kidnap and Ransom Consulting and Family Assistance:** For more than three decades, Leidos has helped to solve mission-critical problems to ensure the safety of America and the world. We've helped the U.S military, Department of Defense, and federal law enforcement agencies to respond successfully to some of the biggest threats to national security. We put these global capabilities in the service of expats and their family members who need to be successfully and safely extricated from dangerous and/or life-threatening situations.

4. **The Return Home:** Our service facilitates a phased, smooth transition back home, while alleviating the reverse culture shock many face upon their return. Repatriation is, in short, a difficult process and the importance of knowing about and being prepared for the challenges and concerns often faced can greatly reduce repatriation failures. Work, family and one’s personal life and experience offshore, and reverse culture shock are among the many topics we address.

The GSRS program is available in three Service Levels:

- **Level 1. Self-Directed:** access to the IAP website for assessment, self-help tools and guidance.
• **Level 2. Coach/Mentor-Directed:** this includes Level 1 service, as well as a dedicated coach through the pre-departure phase.

• **Level 3. Coach/Mentor-Directed, In-Country Follow and Support:** the complete program, including the support of a dedicated team throughout the assignment, including the repatriation phase.

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.

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