



EXPERIENCED *Worldwide*



CULTURAL
TRAINING



EXPATRIATE
DESTINATION
SERVICES



LANGUAGE
TRAINING



TRANSLATION
SERVICES



WORKFORCE
TALENT
DEVELOPMENT

GLOBAL LT

An Industry Leader for over 30 Years.



MICHIGAN'S TOP 50 COMPANIES TO WATCH
Global LT was recognized as one of the 2010 "Michigan 50 Companies to Watch," an awards program sponsored by the Edward Lowe Foundation and presented by Michigan Celebrates Small Business.

In 2011 we...

- Taught over 175,000 hours of language training
- Delivered 2,000 hours of cultural training
- Relocated over 500 international assignees
- Translated over 1.7million words in over 76 languages
- Provided services on every continent except Antarctica

Did you also know...

- We have over 2,000 employees, specialists, teachers and trainers ready to work with you and your employees
- Global LT is privately held but publically known as a leader in the industry
- Global LT is a service provider for over 250 Fortune 1000 companies

RECOGNITION.

Recognized. Authored. Growing.

- Contributed editorial on cultural training for RE:Locate and T+D magazine
- DiversityBusiness.com: Top 50 Hispanic Owned Businesses, Top 500 Women Owned Businesses
- Ernst and Young: Entrepreneur of the Year 2011: Hortensia Albertini
- Crain's Detroit: Entrepreneur of the Year 2011: Hortensia Albertini
- EMMA Award Winner 2010: Destination Services
- Michigan's Top 50 Companies to Watch



GLOBAL LT

Why Choose Global LT?



Hortensia Albertini



Lisette Poletes

- Certified by the MMSDC as a bona fide minority business enterprise
- Certified by the WBENC as a women owned, operated and controlled business
- Customized programs
- Single point of contact
- Worldwide delivery
- Multilingual staff



OUR PRESIDENT

Global LT was founded in 1979 by Hortensia Albertini. Born in Havana, Cuba, Hortensia relocated to the United States and started Global LT as a home based business, with Ford Motor Company being her first client. Her dedication to customer service and her understanding of managing a multicultural staff has created an environment of growth and stability.

OUR CEO

A graduate of Michigan State University, Lisette Poletes, joined the ownership team in 2009. Lisette has extensive experience in sales and marketing, and has positioned Global LT to grow within new markets, such as Europe and Asia. Her leadership and dedication to innovation has seen the continuance of her family's heritage.

"I just want to extend my greatest gratitude and appreciation for working with your team at Global LT with the new inbounds. They have all gone above and beyond in service, from super expedited responses to great money-saving ideas!!"

DELOITTE GLOBAL
EMPLOYER SERVICES

WHAT WE DO.



Our Services

- Cultural Training
- Expatriate Destination Services
- Language Training
- Translation Services
- Workforce Talent Development

"Global LT not only translated our patient information into Spanish, they accounted for dialect differences in five Spanish-speaking communities. Because of Global's expertise, we're confident our Hispanic consumers understood our message. I would definitely recommend Global LT."

CLINICAL STUDY
OPERATIONS MANAGER,
PFIZER GLOBAL R&D

GLOBAL LT

Our Services



Cultural Training

Cultural training is one of the most exciting services we provide. Our cultural training goes beyond the basic dos and don'ts to provide you with the necessary awareness and skills. Participants complete a detailed needs assessment that aids our cultural consultants in the customized development of your training program.

Your students can expect the following outcomes:

- Understanding the reasons behind stereotypes of the target culture
- Learning to ask the right questions when crossing cultures



DID YOU KNOW?

For some cultures, red is regal and a color for celebration. But, in other cultures, to write a person's name in red means that he/she is deceased.

"A truly excellent learning experience to help me understand India better on so many levels. I wouldn't make any changes!"

INTERNATIONAL
ASSIGNEE
DOW CHEMICAL

WHAT WE DO.

Expatriate
Destination
Services

Global LT's Expatriate Settling-In Services are designed to ease the transition of moving into a new country for international assignees and their families. Our comprehensive services include essential tasks in the relocation process such as:

- Cultural Training
- Home Selection
- Banking Services
- Language Training
- School Selection
- Utilities Set-Up
- Document Translation
- Furniture Selection
- Area Orientation

We strive to make the process of relocating a positive experience by offering:

- Customized Services – We tailor the destination services package we offer according to the unique needs of every family.
- Multilingual Staff – Our entire relocation staff is multilingual, allowing us to assist the family in their native language. Settling-in services for your employees help protect your company's investment. With the cost of a 3-year international assignment averaging \$1,000,000 for an expatriate family, relocation services cannot be overlooked.

Language
Training

Global LT employs the highly effective proficiency-based approach to language training. This method emphasizes personalized, student-directed instruction with the teacher as facilitator. Over 60 foreign languages are offered using this methodology.

Key features are:

- Customization – Every language training program delivered is based on the unique learning needs and goals of each student, with a focus on the practical tasks the student will be required to perform upon relocation to a foreign country.
- Convenience – Students can take lessons in the convenience of their home or office with a schedule accommodating their unique needs. As a complement to our instructor-led training, Global LT now offers e-learning solutions for several languages.



GLOBAL LT

Our Services



Translation Services

Global LT can help you overcome any communication challenge you may face with customers or employees with our Translation Solutions. Our professional translators/interpreters are native speakers and have expertise in a variety of areas including, but not limited to, engineering, information technology and law.

Translation Services

- **Customers** – Expand your reach locally and globally by translating and localizing (regionalizing) your website, business cards and marketing materials.
- **Employees** – Translate documentation such as driver's license, birth and marriage certificates, including notarization.

Voiceover

- **Customers** – Help your non-English speaking clients understand your product or service advantages by having your product videos voiced over into another language.
- **Employees** – Help your employees understand their rights and responsibilities and compliance issues through bilingual training videos.

Interpretation

- **Consecutive** – Use for meetings, interviews, telephone assistance and more.
- **Simultaneous** – Use for presentations when distractions and interruptions must be minimized.

Workforce Talent Development

Global LT and its Workforce Learning and Leadership Development programs now include both "ready to go" and custom solutions for your organization. Our interactive, classroom programs can include pre-and post class interventions such as assessment, application, and evaluation. Investment in learning and development will enable your employees to update their skills and re-tool for today's and tomorrow's challenges.

Leadership Development

- Custom and standardized programs for leaders at all levels.
- Updated programs to address today's and tomorrow's needs: strategic thinking, leading remotely and virtually, inclusion and engagement, change management.
- Outcome based programs centered on classroom learning, post class projects/applications, and coaching.

Career Development

- **Standardized programs:** For employee learning and skill development.
- **Customized programs:** To address specific organizational goals while improving individual performance.
- **Career Directions and Connections:** A customized organizational approach to employee career planning and management to support HR challenges of retention, job satisfaction, appropriate development and assignment.



DID YOU KNOW?

Avoiding conflict and telling people what you think they want to hear, instead of the bitter truth, is preferred in some cultures.

"I would like to reiterate my appreciation for the dedication and commitment you have demonstrated to provide Irish Language Lessons to assignees' children in the US. The quality of the materials, lessons and teachers are of a very high standard based on the feedback. I appreciate you going the extra mile to explore some of the logistical items in more detail. Go raibh maith agaibh! (Thank you.)"

INTEL

GLOBAL LT

Which Service Best Describes Your Current Needs?



In a study sponsored by SHRM, senior executives projected that by 2020, managers will increase short-term expatriation travel by 32% among overseas offices, placing local knowledge and a global perspective as two of the most important qualities of a modern manager.*

"We are already receiving some wonderful reviews from our employees attending the cultural training session today.... One of the Expats stated he has attended many cultural training sessions during his career, and the session he is attending today is by far the best."

EXPATRIATE ADMINISTRATOR, ARINC



GOING THE EXTRA MILE

A family that had just moved to the U.S. had to be repatriated due to an emergency. The moving company that had helped with the relocation was unable to repatriate the family's guinea pigs. Alas, all was not lost. With some quick thinking and creativity, our Coordinator was able to find a safe passage that reunited the guinea pigs with their family.

WHY CLIENTS LIKE US.

Why HR and Learning Corporate Professionals Prefer to Work with Us.

Training Experts with Global Expertise.



Single Point of Contact
With any service or delivery location.



Bilingual Service
Service delivery and customer support available in over 60 languages.



Global Resources
Trainers, Translators and Teachers throughout the world to support your program needs.



Trusted Experience
Over 30 years supporting Fortune 1000 companies with their Training, Translation and Expatriate needs.

"You, your client, and your company are our #1 Priority!"

Hortensia Albertini
PRESIDENT, GLOBAL LT



GOING THE EXTRA MILE

A company, having chosen a competitor, called Global LT in a state of panic. They informed us that the competitor was not able to apply for a social security number, nor, set up the utilities. Without the utilities the family had to move into a hotel. The situation was very stressful for the family. The same day that Global LT received the call, we were able to immediately set up all the utilities for the family and schedule an appointment for the social security application the very next day. Once again, our experience and network resolved the problem.

Referring Others in your Organization for Training, Translation or Expatriate Services is as Easy as 1-2-3!



1. Have them call or email your sales representative
2. Direct them to Global-LT.com
3. Contact the department that can best help you

HEADQUARTERS

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