

Unleashing Every Voice

The assignment of critical talent around the world involves high risks and potentially higher rewards. Language skills are often overlooked in the onboarding process, and yet, the power of communication cannot be underestimated for driving increased collaboration, accelerating productivity, and building confidence.

For 30 years, it has been the Cartus mission to provide talent with the needed language and intercultural communication skills to adapt, perform, and reach their full career potential.

We are unique in our holistic focus on preparing global employees and their families for engagement and success in new environments. Let us support you to ensure the voice of all global talent is heard and valued.



Solving Real-World Language Problems for Your Global Talent

Cartus Language programs are unique in their level of customization. Focusing on what matters most increases motivation, and in turn, quickly results in learners feeling empowered and confident. Cartus Language Programs allow learners to:

- **Choose how, when, and where they want to learn** – in-person or coach-led online lessons, at home or in the office, pre-departure or post-arrival.
- **Focus on the real-life language goals** most important to them by working through a personalized learning plan designed in partnership with their coach – this is the cornerstone of the **Cartus Language Standard** research-based delivery framework aligned with the Common European Framework of Reference.
- **Develop broader skills** required to successfully navigate new cultural environments and cultural behaviors.
- **Access alternative learning options** as needed through our suite of Global Business Communication programs for advanced speakers and self-paced content.

Solving Local Language Problems Worldwide for Your Organization

Unlike most relocation management companies, language and intercultural communication solutions are in-house core competencies at Cartus. By partnering with Cartus, your company benefits from:

- **Ongoing language policy guidance and solution recommendations** to ensure talent readiness and to support with onboarding, engagement, and retention.
- **Access to a carefully selected and trained best-in-class, GDPR-compliant, global network of 7,000+ language coaches spanning 100+ countries** – ensuring training capability for all local languages and dialects around the world.
- **Local expertise positioned to respond quickly** to ever-changing immigration-related language requirements.
- **Comprehensive language training data tracking and analysis** to optimize your language program and talent development initiatives.

Cartus Language Solutions – Learner Testimonials

*“I liked the fact that it was **totally adjusted to my needs** in all terms (time, location, periodicity, content).”*

*“The program is **customizable** to my level and to achieve my personal goals, and **flexible** to work around my busy schedule. **Each lesson was adapted** to what I wanted to achieve that day. The program is also **comprehensive** which **enabled me to integrate** into my community quickly.”*

LANGUAGE SOLUTIONS

Language Training

Comprehensive language skill development for **all languages, all levels**. Learners are **matched** with a language coach with the background to address linguistic requirements and to engage the learner in areas of interest.

- **Starting level assessment** conducted by the coach.
- **Flexible scheduling** at either home or office provides **convenience** for busy assignees.
- **Coaches** build language skills and also act as ongoing **mentors** for daily- and work-life adjustment to the new location.
- **Industry-leading materials are custom-selected** per learner, and **30-50% of content is driven by the learner** and their personal language goals, i.e. not pre-planned by the trainer, **captured in a personalized learning plan**.
- **Live practice** in the community, with and without the trainer, is built into the plan.
- **Youth lessons** build local language skill and offer critical homework support.
- Test prep for **immigration requirements** can be met through our global trainer network.

Business English

Comprehensive language skill development for the workplace for all levels. Learners are matched with an experienced corporate language coach familiar with the local business culture.

- **Starting level assessment** conducted by the coach.
- **Flexible scheduling** at either home or office provides **convenience** for busy assignees.
- **Industry-leading materials are custom-selected** per learner with **40-70% of content driven by the learner** and their personal language goals, i.e. not pre-planned by the trainer, **captured in a personalized Learning Plan**.
- **Commonly targeted goal areas chosen by learners** – greetings, developing relationships, small talk and networking, phone calls, meetings, emails, understanding accents, influencing, and presentations.

Global Business Communication Coaching

Intensive programs designed to address **specific skill** gaps for **C1+ advanced level English speakers**. Programs focus on preparing for immediate business tasks or high stakes situations. A specialized corporate communications coach incorporates relevant work content to promote the ability to confidently engage and influence local and global audiences.

- Results of a **gap analysis** conducted by the coach are presented to key stakeholders.
- **Flexible scheduling** and online delivery provides **convenience** for busy assignees. Programs can take place in a Cartus-hosted Zoom classroom or on any virtual platform.
- **60-80% of content is customized to the learner and their language goals**, i.e. not pre-planned by the trainer, **captured in the learner's personalized Learning Plan**.
- Target areas include:

✓ Presentation Skills Coaching	✓ Accent Modification
✓ Business Writing	✓ Global Leadership Communication Coaching

Language Assessment

For administrators and/or English speakers who wish to understand an employee's English proficiency level, Cartus offers oral communication proficiency testing and skills mapping using the Common European Framework of Reference. The test assessment results in a report of level by skill with recommendations for needed training to reach a desired level.

Self-Paced Language Support

For highly motivated and disciplined learners who have learned a second language before, Cartus has carefully reviewed and offers a number of leading self-paced solutions. These programs can also be used to complement coach-led training.

In addition to the above programs, Cartus Intercultural & Language Solutions also offers Language Program Design and Consulting. For more information on how Cartus can support your organization and global talent, please contact intercultural&languagesolutions@cartus.com.