



**Interglobe Cross-Cultural Business Services**

**Winter 2016**



**Dear Readers,**

I invite you to take a moment to reflect on the New Year so far: What does it feel like to you? What qualities come to mind? Which resolutions have you forgotten about already? Which ones are you working on? And what do you want 2016 to look and be like for you, your family, your work, your community, the world? We have certainly had our share of "extremes" over the past few months -- including weather, politics, and society - both here in the US as well as in other parts of the world. There are violence, threats and fear as well as hope, inspiration and optimism. 2016 feels like a "big year" to me.



In my mind, a big year requires paying attention. That's why I have decided to choose "deepening" as my motto for the year -- after "possibilities" last year and "bold moves" the year before. Deepening of WHAT, you might ask. How about these for starters: my awareness of self and others; my relationships with family, friends and colleagues; my relationship with myself; my commitment to get sufficient sleep, eat healthily and exercise; and my meditation practice. I'm sure there are other things I will delve into more deeply. What's on your list of things you want to deepen?

Here's to a happy and healthy BIG 2016 for all of us - and for the world,  
Rita

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**What's Coming Up  
at Interglobe**



Feb 1 -- French-  
American Chamber of  
Commerce 9th  
Women's Series  
[Women in  
Entrepreneurship](#)  
Atlanta, GA (speaking  
engagement)



Feb 9 -- German  
Cultural Center &  
German-American  
Chamber of Commerce  
of the Southeast,  
Atlanta, GA

[Working with  
Germans.German-  
American Intercultural  
Workshop](#)  
Download flier [here](#).

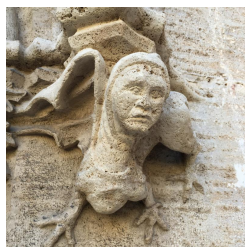
Feb 18-20 -- SIETAR  
Forum, Bonn, Germany  
[Culture, Conflict,  
Collaboration:  
Intercultural Challenges](#)  
Presentation on  
"Personal Leadership: A  
Reflective Approach to  
Solving Conflicts from  
the Inside Out"



April 1-3 -- Intentional  
Couples Retreat in  
Minneapolis, MN  
Download flier [here](#).



June 6-7 -- Dalhousie  
University  
[Personal Leadership:  
Leading the Self Before  
Leading Others](#)  
Halifax, Nova Scotia,  
Canada



## Silence Is Golden

I ended 2015 in silence. Absolute silence. Four days of it. I attended a silent meditation retreat with 50 fellow meditators in upstate New York led by Canadian Zen teacher [Michael Stone](#) whose "sangha" (community, in Sanskrit) I was introduced to when I lived in Toronto. The first thing the teacher said when we gathered for brief introductions was, "Welcome to monastic life!" I had no idea how true that sentence would ring as time went by and how much I would appreciate the simplicity of this type of lifestyle. Here are some lessons I learned and insights I had while on retreat:



**Device detox is delicious.** We were asked to switch off (or hand in, if you didn't trust yourself) our electronic devices while on retreat. Believe it or not, I loved not having to check emails, texts or phone messages. It helped, of course, that the retreat took place over the New Year's holiday when most people were on vacation. My challenge to myself and to you: can you do a device-free day once a week/once a month? What would it take? What would that feel like?

**Being silent is not that hard; sitting is harder.** I was surprised that I didn't miss speaking all that much. Or reading. Or writing (we were asked to do away with any source of distraction). It felt refreshing not to have to talk to anyone and just BE. However, sitting in meditation in 30 minute increments for several hours a day is no cake walk. Your body seems in constant agony -- at least at first, until you get more used to sitting and you develop muscles in your back you didn't even know you had.

**Just be yourself -- there's no one to impress.** Because we knew we would most likely NOT see many of our fellow meditators ever again, most of us did not seem to care what anyone thought of us. What a huge relief!

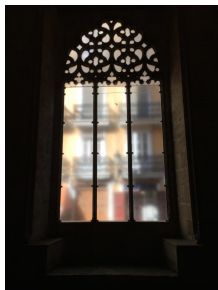
## Quotes and Sayings

"Nothing happens  
unless first we dream."

-- Carl Sandburg

"Knowing is not enough;  
we must apply. Willing  
is not enough; we must  
do."

-- Johann Wolfgang von  
Goethe



"I believe that we learn  
by practice. Practice  
means to perform, over  
and over again in the  
face of all obstacles,  
some act of vision, of  
faith, of desire."

-- Martha Graham

"Whether you think you  
can, or you think you  
can't -- you're right."

-- Henry Ford

"To exist is to change,  
to change is to mature,  
to mature is to go on  
creating oneself  
endlessly."

-- Henri Bergson

No constant measuring up to others' (perceived) expectations, no gossiping, no talking about others -- just being myself. My question was: why can't I do this back at home? Actually, I can... I just have to choose to do it!

**Developing a sense of community is possible -- even in silence.** I was surprised about the strong sense of community our motley group of 50 people developed in four days being together in silence. We did not know each other's backgrounds or professions -- not even names in most cases. However, sharing similar intentions, sitting and eating together and following a simple daily schedule created a deep sense of belonging during our time together -- without any words being spoken.

**Bowing rocks.** "It's really a bowing retreat," the teacher told us on Day 1. We bowed many times a day -- in the dining hall during our three daily communal meals, in the meditation hall, and when passing one another in the halls. At first, I felt like an impostor bowing all the time but after a while I began to appreciate the practice of honoring something or someone by bowing to it/them -- so much so that I'm missing my bowing now.

## Intentional Couples Retreat

Another type of retreat I was involved in this past year took place in Atlanta in October. My Chicago-based colleague Tatyana Fertelmeyster and I facilitated an Intentional Couples weekend retreat where we introduced a variety of intercultural and relationship tools to five couples in long-term relationships. No, we have not gone into the business of offering couples' therapy -- far from it (even though Tatyana happens to be a Licensed Professional Clinical Counselor). We simply had the novel idea of applying the tools that we use with our clients every day to the arena where differences matter the most -- our personal relationships!



The retreat was a huge success. The feedback we received from the participating couples was outstanding -- so much so that we decided to take the show on the road offering a second retreat in Minneapolis April 1-3, 2016. Click [here](#) to download a flier with all the details.

## A New Germany

Cities, towns and communities all over Germany welcomed over a million refugees from war-torn areas in Syria, Iraq and Afghanistan, as well as migrants from Eastern Europe and Northern Africa in 2015. The German federal government's "open door policy" has led to a huge influx of people from diverse ethnic and religious backgrounds whose future status will now have to be determined. The face of Germany has been changed forever.







"Do you have the patience to wait till your mud settles and the water is clear? Can you remain unmoving until the right action shows itself?"

-- Lao Tsu

"Our business is to be happy."

-- Dalai Lama

For the first time since the influx began, the conviction that integrating these large numbers of migrants into German society can be achieved ("We can do it" -- "Wir schaffen das schon" according to German Chancellor Angela Merkel) is shifting to something more doubtful. In many communities, people are still determined to keep their doors and hearts open. However, the integration challenges remain huge -- and only the future will tell what the final story will be and how it will end. Positively, I hope. I look forward to finding out more next month when I attend the next [SIETAR Germany Forum](#) in Bonn.

Here's a [link](#) to a recent New York Times story on the intercultural resources the German government provides to migrants -- some helpful and some not so helpful.

## Coach's Corner

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"Coaching: a conversation that supports the client in cultivating greater self-awareness, making new and more refined distinctions and building new behavioral competence."

*Coach's Corner is a new regular feature highlighting a particular aspect of coaching.*

## Selecting the Right Executive Coach

A Stanford University study on Executive Coaching states that nearly two-thirds of all CEOs do not receive regular coaching but that nearly 100% of CEOs responded that they actually enjoy the process of receiving coaching. It's lonely at the top. And getting an outside view of oneself and one's challenges is helpful. This feeling is probably shared not just by other C-level leaders but also by senior and mid-level managers.

Everyone has blind spots, and good leaders constantly look for ways to improve their performance and their leadership skills. Working with an executive coach is a highly effective way to do so. However, finding the right coach is challenging. Here are some things to look for when selecting a coach.



### Client Testimonials

#### PERSONAL LEADERSHIP

"Rita is an amazing instructor. She covered a lot of material over the two days without losing the interest of the group! She is an expert in the field and this comes across. Very humble as well."

-- Aboriginal Affairs

#### A good coach must have:

Formal coach training. You wouldn't hire a lawyer or doctor who didn't go to law school or medical school, right? Coach training ensures -- at least on some level -- that the coach is trained in the process of coaching as well as adheres to a certain "code of ethics" for coaches.

A clearly-defined coaching approach. Every serious coach provides potential or new clients with a concise description of their coaching style, philosophy and process at the beginning of the coaching engagement. Ask for it.

Experience with what you want to work on. If you are aspiring to become a more strategic manager or work more effectively with your global team, choose someone who knows about strategic thinking or has an intercultural background.

Deep skills in listening and asking "probing" questions. Good coaches

Advisor, Government of  
Canada

Rita presents in a clear and methodical manner through a variety of engaging activities. She kept my full attention throughout the two-day course.

-- Director of Student  
Services, East Coast  
School of Languages

"Rita is an excellent instructor. She's very warm and engaging and is a wealth of knowledge. She not only teaches Personal Leadership, she practices it."

-- Sr. Project Manager,  
Province of Nova Scotia

"Rita has a lovely presence. Very engaging and knowledgeable. Great temperament for encouraging and creating an environment for self-reflection."

-- Participant in  
Personal Leadership  
class at Dalhousie in  
Dec. 2015

"She was calm,  
knowledgeable and  
funny."

-- Participant in  
Personal Leadership  
class at Dalhousie in  
Dec. 2015

practice and hone these skills. It usually takes time to develop them.

### Nice to have:

Credentials. The world's largest professional association of coaches, the [International Coach Federation](#) (ICF) offers levels of accreditation that require the coach to have completed a certain number of coach hours, continuing education credits, supervision, etc., depending on the level of accreditation. While this is not a guarantee that the coach will be effective working with you, it provides you with a certain "baseline quality control."

Industry expertise. It's helpful if your coach knows your field or has experience coaching others in your field and knows what your challenges are. However, sometimes a fresh view from "the outside" is also helpful.

A systemic/holistic approach. Unless the executive is paying for the coaching him- or herself and doesn't want management, peers or reports to know that he/she is getting coaching, I usually conduct informal 360 degree interviews with 3-4 stakeholders before starting the coaching process. This ensures that the coaching process is part of an overall development strategy supported by the client's organization.



I have been serving as Treasurer of the GA Chapter of the International Coach Federation since January of 2015 -- to learn, network and give back.

If you want to find out more about my coaching approach and style, please [email](#) or call me at (404) 915-2340.

## A New Version of Cultural Detective Germany

Spring of 2016 will see the launch of a new version of [Cultural Detective Germany](#) co-authored by my Hamburg-based colleague Dr. Heike Pfitzner and me. This new CD package (plus online version) contains an updated and slightly expanded list of German core values as well as five brand new critical incidents highlighting interactions between Germans and their colleagues and counterparts from other cultures. There is also an updated introduction to Germany and German culture and new resources. The recent changes in Germany have also been incorporated in this new version.



## COACHING

"Rita's coaching style is collaborative and practical which is a very effective combination."

"Rita listens attentively, repeats what she heard me say, guides me sensitively away from my distractions and towards a positive thought process to achieve my goals."

"Rita's coaching style is gentle yet firm. Her generous presence keeps me focused on the essentials of my life while inspiring me with her own calm intentionality."



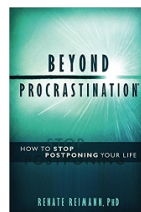
## Interglobe

Visit Our Website  
Email Us  
(404) 915-2340

Drumroll, please!

## Resources

### Coaching Resources



#### [Beyond Procrastination: How To Stop Postponing Your Life](#)

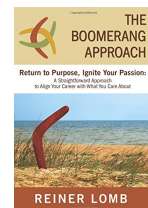
(2015) by Renate Reimann

A practical and "forgiving" guide to turning procrastination into possibility combined with a thorough analysis of why we procrastinate.

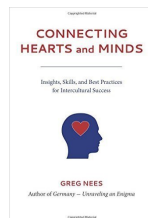
#### [The Boomerang Approach: Return to Purpose, Ignite your Passion: A Straightforward Approach to Align your Career with What you Care About](#)

(2014) by Reiner Lomb

A structured process guiding you through self-discovery around your passion, strengths and "world needs," aligning what you do with who you are.



### Intercultural Resources



#### [Connecting Hearts and Minds: Insights, Skills, and Best Practices for Intercultural Success](#)

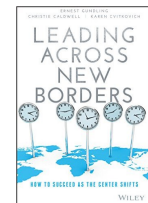
(2015) by Greg Nees

An integral approach to managing diversity and building trust across cultures using new science findings focusing on the interaction of cultures, minds and communication styles.

#### [Leading Across New Borders: How to Succeed as the Center Shifts](#)

(2015) by Ernest Gundling, Christie Caldwell and Karen Cvitkovich

An exploration of leadership success factors in today's shifting and changing global economy including global talent, mindset, teams, inclusion, M&As, innovation and ethics.



INTERGLOBE Cross Cultural Business Services

*Connecting Through Differences!*



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