

Getting ready for 2019

Quick wins to improve your
Global Mobility program in
the coming year





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Getting ready for 2019:

Quick wins to improve your Global Mobility program in the coming year



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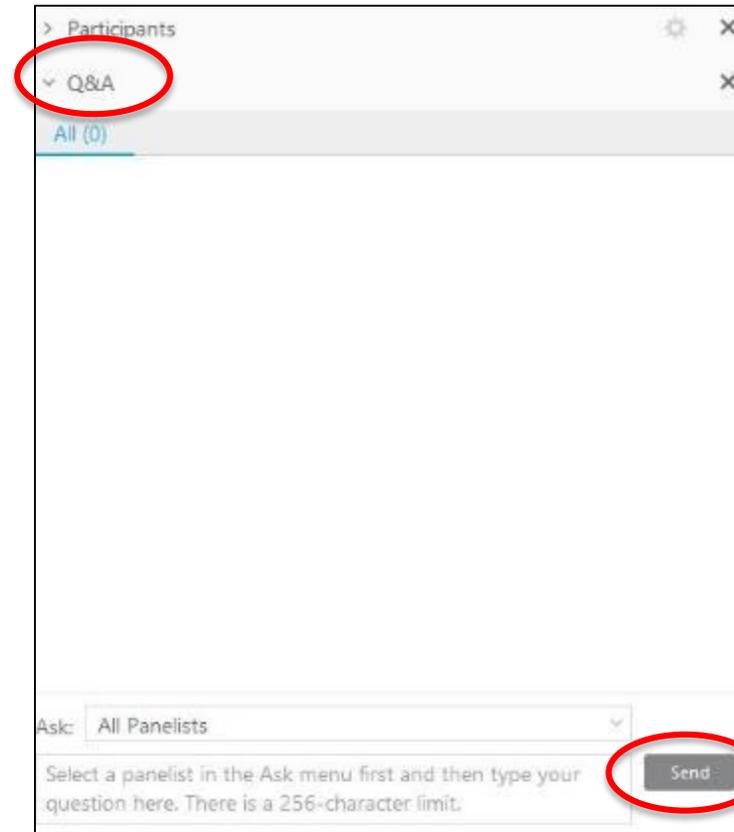
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- Submit questions through Q&A dialogue box
- Box is located in lower right corner of screen
- Do not use the Chat Box
- Be specific
- You may submit your question at any time

Q&A Dialogue Box:



Polling Instructions

- The Polling Box appears below Q&A Box
- Question will appear on slide and in the Poll Box
- Submit answer quickly
- Results will display in the same location

Polling Box:

> Q&A

▼ Polling

Time elapsed: 0:38 Time limit: 5:00

Poll Questions:

1. Are you enjoying this Learning Zone Webinar?

a. Maybe

b. Yes

c. Absolutely!

Submit



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Today's Presenter



**Lisa Johnson, ERC Distinguished Service Award recipient
Global Practice Leader, Consulting Services
Crown World Mobility**

Today's goal: get inspired!

1. Offer low-hanging fruit
2. Identify quick wins
3. Create some discomfort with your status quo
4. Celebrate your existing successes
5. Share my favorite learnings from 2018
6. Enter 2019 with creative ideas to enhance your program and move our industry forward



New challenges to reach new generations



- How information is presented and e-commerce behaviors have changed expectations
- In 2019, Gen Z and Millennials will make up 63.5% of the population (according to Bloomberg's analysis of United Nations' data)



What changes have you made to your policy format and communication options lately?



1. Innovations in policy format

- User friendly format changes to policy – **23%**
- Interested in making user-friendly changes – **27%**

What are the changes?



Simplified descriptions of
benefits and services

57%



Online guidelines

43%



Use of infographics; less
text

23%



Videos Chatbots

7%

3%

Source: CWM's 2018 Survey



2. Innovations in program communication



Email

83%



Intranet site

58%



Texts

30%



Social media community

23%



Apps

15%



Global Mobility blog/vlog

13%

Source: CWM's 2018 Survey



3. Mobility as an ally

Take a stand in 2019!



I support inclusion

Diverse and inclusive teams make the working world better. ey.com/differencesmatter



3. Mobility as an ally

How to get started?

- Never reinvent the wheel! Look for any existing D&I strategies in your organization and align
- Speak to current or repatriated Diversity Mobility populations about their experiences
- Identify exceptions that have been made for Diversity Mobility employees and assess them as flex options to add to policy
- Add Unconscious Bias training to selection managers' learning paths
- Identify a senior-level advocate
- Make your commitment visible
- Look at materials, Intranet, policy, and make sure D&I strategies are visible and available



Poll 1

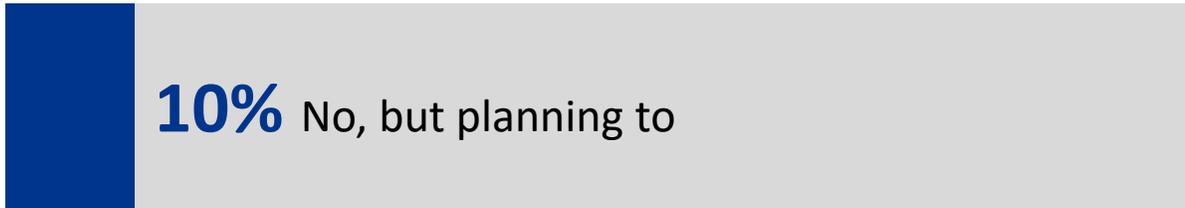
Q. To create a more inclusive mobility program in 2019, which diversity focus interests you the most?

1. Female assignees/transfers
2. LGBT
3. Generational
4. Disabilities
5. No interest



4. Guidelines and decision-maker support

Companies with flexible policy:



“Flexible policy needs a higher skill set of consulting than standard policy, to ensure stakeholders understand choices and apply accordingly.”



Source: CWM's 2018 Survey

4. Guidelines and support



What are your options?

- ✓ Technology tool to manage decisions/choices
- ✓ Guidelines to rationalize choices
- ✓ Global Mobility teams with advisory skills
- ✓ Simple infographic explanations
- ✓ FAQ lists
- ✓ Videos



5. Employee choice benefits



- **29%** of companies have employee-choice options in their policies today
- **10%** of companies plan to add employee-choice options in the next 12 months
- **62%** of companies with employee-choice options added them in the past two years or less

Source: CWM's 2018 Survey



Why give choices? To empower! To delight!



5. Employee choice – ideas

What employee choices can I give?

- HHG shipment vs. furniture allowance
- Give “Select 1” options
 - Language training
 - Gym subscription
 - City bike membership
 - Local tour upon arrival
- Home leave or DIY cash
- Home-leave ticket or reverse home-leave ticket – invite a friend to visit instead



Poll 2

- Which best reflects your attitude towards employee-choice benefits in policy?
 1. We have employee-choice options in our policy
 2. We do not have employee-choice options but will consider them in 2019
 3. We do not have employee-choice options and will not in the near future



6. Strengthen your Global Mobility team

Infuse the team with new activities to improve and engage



1. Chair swaps – pilot a growing low-cost Talent Mobility trend
2. Organize training for multicultural teams
3. Virtual coffee schedules
4. Get input on onboarding new team members
5. Get to know the top five settling-in challenges about each of your assignment locations



6. Strengthen your Global Mobility team

Infuse the team with new activities to improve and engage



6. Improve your regular team meetings – what best practices do you have in place; what are the opportunities for improvement?
7. US\$ 100/monthly team activity budget; rotate who plans it
8. Reverse mentor program – upskill on social media
9. Get 100% of the team certified in an unconscious bias training program
10. Decide on a team brand – what do you want to be known for in 2019?



7. Audit your policy – pick a lens

- Policies are written with certain assumptions about the assignee/employee profile. Has that changed? What can you add or improve to support these changes?
- Policies are written with a certain tone of voice – is it still aligned to your company’s tone?
- Geographic priorities change – is the policy changing with these shifts? In what ways?
- Is the policy HQ centric? Does that matter?
- Does your suite of policies reflect Talent strategies?

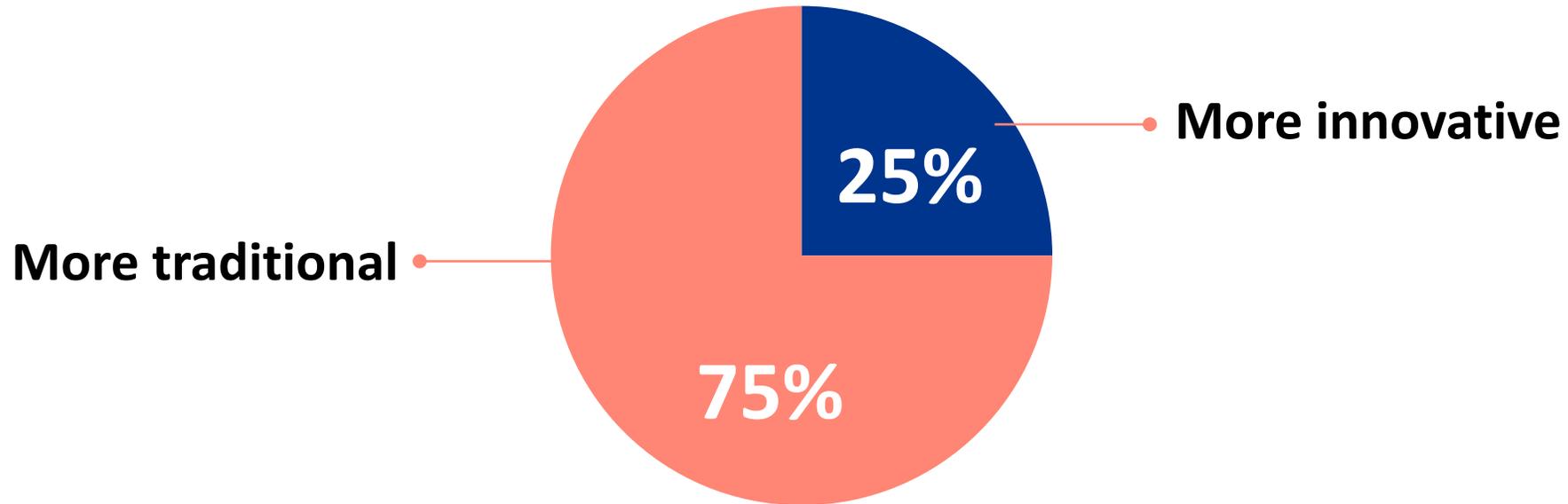


8. Global, regional, local



9. Traditional vs. innovative?

Which term best describes your company's Global Mobility program today?



Source: CWM's 2018 Survey



Poll 3

- Which term best describes your company's Global Mobility program today?
 1. Traditional
 2. Innovative

Think of one example that supports your choice and share this with a team member, colleague or industry friend today.



10. Common ground in 2019



Happy holidays from the Crown family!





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