

# Training for Success in the Age of Globalization

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## Abstract

Globalization has caused businesses to operate across varying cultures. Proper cultural training will maximize efficiency and minimize mistakes. This paper examines the relationship between American and Chinese cultural practices within this context.

## Objective

The purpose of this research is to identify the most significant cross-cultural differences between the US and China and to mitigate potential inefficiencies by proposing solutions for American companies to properly train employees.

## Cross-Cultural Differences

- Direct vs. Indirect Communication
- Government
- American Individualism vs. Chinese Collectivism
- Guanxi

## Business Case for Diversity

- Communication Breakdown
- Supply chain issues
- Minimal employee cohesion
- Laws and Regulations
- Motivation/Discipline

## Implementation

- Virtual "E-learning"  
Rosetta Stone  
Duolingo
- In-Person  
Seminars/Classes  
Role Plays, Q&A,  
Simulations

