

Linda Goodwin-Huber-Wilhelm
Altenhauser Str. 41
85356 Freising, Germany

PROFESSIONAL EXPERIENCE

- 1993 - present Business communications consultant
Corporate culture change process facilitation
Interpersonal consultant skills
Multi-cultural teambuilding
Global human resource integration
Customer orientation
- 1984-present Intercultural consultant
Course design and development
Supervision and facilitation
Guest speaker / lecturer
- 1975 - 1990 Management language and business skills training
Course design, material development and course supervision
- 1986 - 1987 WDR (National broadcasting corporation of Western Germany in
Cologne) Traveling reporter in the UK and studio commentary for a
thirteen-part semi-documentary TV series called Crossing Borders
- 1980 Interpreter for the German and Canadian Women's National Volleyball
teams at the official welcoming ceremony at the City Hall in Munich

EXAMPLES OF RECENT SEMINARS / WORKSHOPS INCLUDE:

- International Service International management development for young high
potentials
- Management Program at various locations around the world, designed to give the
participants the necessary skills and mindset to take over the
responsibilities necessary to drive their corporation towards global
success in the 21st century
- CHAMP CHange, Awareness, Methods and Processes
Interactive workshop designed to communicate new corporate
strategies, define new roles and create interfaces at various levels
of the corporation in times of dramatic change
- TOP (Time Optimized Processes) Corporate re-alignment / increasing productivity through improved
communication between top level management and subordinates
Bottom-up feedback facilitation in the culture change process
- Global Integration Workshop Multi-cultural focus on transnational business / hands-on problem solving
and strategy development. Establishing a Global Software Community
- International Team Building Korean/German/French Interface with focus on conflict resolution and
effective cooperation
- Customer Service Orientation Development, implementation and train the trainer workshop
establishing an international standard of high quality service, based on

Root- cause analysis of customer feedback

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| Sales Communication | Skills and strategies for improved interaction at the customer-supplier interface . Case studies and analysis of critical incidents with the clients |
| Merging Corporate Cultures | Integrating corporate, national and personal mindsets. Mission statement development / communicating the corporate vision Translating values into actions |
| Consulting BOOT CAMP | Role transformation--skills application workshop, moving from a sales and technical adviser to a systems consultant |
| Intercultural Interaction | Effective cooperation at the transnational interface (Europe / North America Asia) |
| Developing a Global Strategy | Facilitation of international board meeting to develop business strategy for Effective cross-border cooperation |
| Service Skills Academy | Establishing an internal academy for personnel development |

CLIENT CONTACTS INCLUDE:

SIEMENS Corporation International (22 years of intensive cooperation) and Siemens related partners / clients
Siemens Nixdorf Information Systems GPT Plessey Telecommunications CHRYSLER International
Microsoft KPMG Management Academy of Munich West German and Bavarian Broadcasting Systems
American Cyanamid GFO Vienna BMW ICM AUDI Unilever IBM Toshiba Rolm Systems
Bavarian Ministry of Economics Universities of Munich, Passau, Augsburg, Osnabrück

SEMINAR LOCATIONS INCLUDE:

Numerous sites throughout all of Germany

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| MIT-Boston, USA | Warwickshire, England |
| Helsinki, Finland | Rome, Italy |
| Istanbul, Turkey | Nice/ Paris, France |
| Dubai, United Emirates | Brugge / Brussels, Belgium |
| Vienna, Austria | Utrecht, Amsterdam the Netherlands |
| Zurich, Switzerland | Auburn Hills, MI USA |
| Cuernavaca, Mexico | Seoul, Korea |
| Longboat Key, FL USA | Barcelona, Spain |

PERSONAL INFORMATION

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| Nationality | American |
| Languages | English and German fluently Some French, Italian, limited Spanish |
| Residence | Germany since 1972, as well as US, Austria and South Africa |
| Studies | University of Massachusetts, Amherst (certified bi-lingual teacher for English-German) Ludwig-Maximilians Universität München (post-graduate work) Institute for Intercultural Communication, University of Portland, Oregon |
| Hobbies | Certified ski instructor, private pilot, sailing license, tennis, cycling |

STRENGTHS

Seminar leadership, facilitation and course development
Needs analysis, presenting, de-briefing
State-of -the-art training methods

Extensive contacts and collaboration with a wide range of professionals
Bi-lingual training experience
Long-term corporate involvement at all levels
Twenty years of international experience on six continents
Alliances with international networks and professional associates
Commitment, reliability, accepting responsibility
Motivation through new challenges

MEMBERSHIPS

SIETAR Germany
SIETAR Europe
SIETAR International (Society for Intercultural Education, Training and Research)
ASTD (American Society for Training and Development)

BRIEF DESCRIPTION OF SEVERAL TRAINING / CONSULTING PROGRAMS

GPT COMMUNICATION SYSTEMS LIMITED

Integration of Corporate Culture

A series of workshops involving the entire Management Team were held to develop a new corporate culture. The results, a jointly shared vision and a set of values, have served as a basis for approaching daily tasks and interacting with colleagues and customers worldwide. Improved communication and clarity of individual responsibilities in relationship to the overall corporate objectives showed their importance in the almost immediate change in productivity.

SIEMENS/IBM/TOSHIBA JOINT VENTURE

Intercultural Communication and International Teambuilding

Several groups of German/American/Japanese engineers and their spouse were prepared for transfer to the USA. A series of workshops have been implemented to help understand the various approaches to work and to avoid unnecessary misunderstandings that can inhibit success when collaborating on international assignments. Beginning with sensitivity training to cultural differences, effective communication and ultimately cooperation between these three different nationalities is the central theme of this on-going process.

CHRYSLER CORPORATION INTERNATIONAL

Customer Service and Self-Directed Work Teams

This long-term project involved extensive training for European employees in various business areas including the top-level management, dealership and service personnel. The focus here was to improve internal as well as external communication between co-works and clients in order to ensure a high-level of customer satisfaction worldwide. Teams learned how to develop and use new skills and tools, which they implement for continuous performance improvement. As an interculturalist, the task was to transfer the American designed program to suit the mentalities of the various European countries and to deliver it in the appropriate language. The second phase involved development and delivery of a Commitment Training for the parent organization in the US as well as an international train-the-trainer program in Brussels for implementation in Europe.

REASONS FOR SELECTING Linda Goodwin-Huber-Wilhelm as your facilitation /training partner

As a pioneer in the field of Intercultural Communications I take great pride in sharing my learnings as well as conviction that good relationships ultimately lead to success. Being an American living and working in Europe I've come to know the importance of understanding the different communication styles. Whether preparing people for a new challenge or assisting them in difficult times it's my belief that greater productivity can be achieved through improved communication. This vision has been confirmed in a long successful track record of facilitating integration.

REFERENCES upon request