
Global Certificate in Global Mobility in HR

Employee Experience.

Assignee: An employee who is sent by their employer to work in a different location, usually for a specific period of time.

Cross-cultural training: Training provided to assignees and their families to help them adapt to a new cultural environment, including language training, cultural awareness, and communication skills.

Dual-career support: Support provided to the spouse or partner of an assignee to help them find employment or pursue career goals in the new location.

Employee experience (EX): The overall experience of an employee at a company, encompassing all aspects of their employment, from recruitment to departure. In the context of global mobility, EX refers to the experience of assignees and their families during relocation and assignment.

Expatriate: A person who lives in a foreign country for a prolonged period of time, usually for work or study. In the context of global mobility, expatriate refers to an employee who is sent by their employer to work in a different country.

Global mobility: The practice of moving employees between different locations, either within the same country or internationally, to support business objectives.

Host country: The country in which an assignee is working during their assignment.

International assignment policy: A set of guidelines and procedures established by an organization to manage international assignments, covering topics such as eligibility, compensation, and support.

Repatriation: The process of returning an assignee and their family to their home country after an international assignment.

Relocation: The process of moving an assignee and their family to a new location, including logistical arrangements such as housing, transportation, and schooling.

Remote work: The practice of performing work duties from a location other than the traditional office, such as from home or a satellite office.

Rotation program: A program that involves moving employees between different locations on a regular basis, typically for the purpose of gaining new experiences and skills.

Spousal support: Support provided to the spouse or partner of an assignee to help them adjust to the new location and find employment or pursue career goals.

Tax equalization: A policy that ensures that an assignee's tax burden is the same as it would be if they had

not been transferred, by adjusting their compensation to cover any additional taxes incurred in the host country.

Trailing spouse: The spouse or partner of an assignee who follows the assignee to their new location, but does not have a job or career of their own.

Transfer: The process of moving an employee from one location to another within the same company, either domestically or internationally.

Transferee: An employee who is transferred from one location to another within the same company.

Vendor management: The process of selecting, managing, and evaluating vendors who provide services to an organization, such as relocation or cross-cultural training providers.

It is important to note that the success of global mobility programs depends on a positive employee experience. A positive EX can lead to increased employee satisfaction, engagement, and productivity, as well as improved retention and talent development. On the other hand, a negative EX can result in decreased employee morale, lower productivity, and increased turnover.

Therefore, it is crucial for organizations to carefully consider the needs and experiences of their assignees and their families throughout the entire relocation and assignment process. This includes providing comprehensive support, such as cross-cultural training, dual-career support, and repatriation assistance, as well as ensuring fair and transparent compensation and benefits.

From a practical perspective, human resources professionals working in global mobility need to be familiar with the various terms and concepts outlined in this glossary, and be able to apply them effectively in their day-to-day work. This may involve developing and implementing international assignment policies, managing vendor relationships, and providing support and guidance to assignees and their families.

One challenge in this field is the need to balance the competing needs and interests of different stakeholders, including the organization, the assignee, and the assignee's family. For example, the organization may be focused on minimizing costs and maximizing productivity, while the assignee may be more concerned with their career development and personal well-being. It is important for HR professionals to be able to navigate these competing interests and find solutions that are fair and mutually beneficial.

In conclusion, global mobility is a complex and dynamic field that requires a deep understanding of a wide range of concepts and terms. By familiarizing themselves with these terms and applying them effectively, HR professionals can help support the success and well-being of assignees and their families, and contribute to the overall success of the organization.