

Global Executive Exchange: Managing a Global Credit Team



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Location

- Language barriers
- Familiarity with local laws & customs
- Utility's access & reliability
- Law requirements & protections
- Safety
- Time Zones

Staffing

- Local customs re: work hours/holidays/vacation time
- Referrals and networking search (LinkedIn)
- Compensation (Incentives)
- Retention
- Team leader on site
- Local HR guidance – on-boardig

Managing/Leading the Team

- Define clear objectives & expectations
- Understand the local culture
- Establish consistent KPI's that are understood
- Keep a fluid and regular communication
 - Team/Zoom calls
 - Consistent schedule to report results
 - Celebrate successes

Managing/Leading the Team

- Need for flexibility
 - Time Zones
 - Language & communication
 - Cultural differences (family & local customs)
 - Vacations/holidays/PTO
- Training – must be consistent and ongoing
 - Company culture & objectives
 - Clear delegation of authority
 - Clear expectations
 - Documentation standards
 - Periodic personal visit with team

Managing/Leading the Team

- Experienced local team leader on site
- Don't micromanage
- Encouragement – celebrate successes

Open discussion

- What other challenges/issues are you facing ?
- Are there any changes/improvements that have made an impact on your team and results?
- What is keeping you up at night?