

TRAINING IN A FLAT WORLD

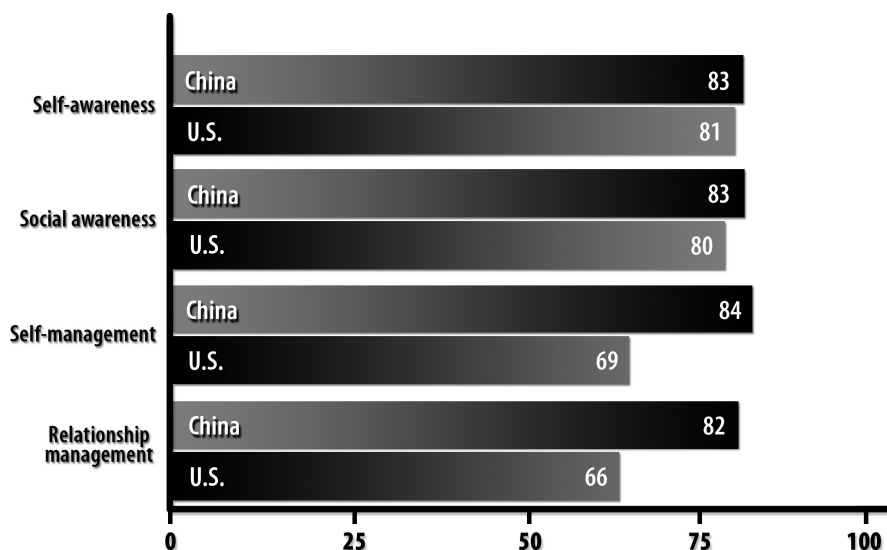
By Nick Tasler

Was Christopher Columbus wrong? Thomas Friedman seems to think so ... metaphorically, at least. His best-selling book on globalization makes the defiant claim *The World Is Flat*. Citing a digital era earmarked by offshoring, global Googling, and instant collaboration between the farthest corners of the planet, he argues that the unparalleled interconnectedness we experience today has freed the world from the economic bondage of centuries past.

When I first read Friedman's book, we were helping a large financial services firm integrate emotional intelligence (EQ) and decision-making skills into a new leadership development program. The chief concern of the head of global training was how well these skills would translate to the company's leadership spread across the globe. This was a concern we had faced repeatedly over the previous year, as our best-selling *Emotional Intelligence Quick Book* had been translated into 16 languages and released in 30 countries. We've seen the positive impact EQ can have upon people of all cultures, but we've also seen trends that suggest—for the training and development industry—the world isn't as flat as one might hope.

While the economic world is flattening under the information superhighway, our research on talent suggests that cultural differences are holding their ground. For instance, we found that Chinese executives score significantly higher in the EQ skills of self-management and relationship management than their American counterparts. We've also found that some of the skills of interpersonal influence and persuasion that are critical to the job performance of Western managers actually detract from the performance of managers in some Eastern cultures. The modern learning professional must know the difference and produce training and development programs that run as effectively in New Delhi as they do in New Jersey.

China's Secret Weapon



TRAINING IN A FLAT WORLD

TalentSmart[®], Putting Big Ideas to the Test



The Emotional Intelligence Appraisal[™] measures the four EQ skills from the #1 benchmark model of EQ in just seven minutes. Available both online and as a self-scoring booklet, this assessment is easy to use and understand.

[Click here to learn more.](#)



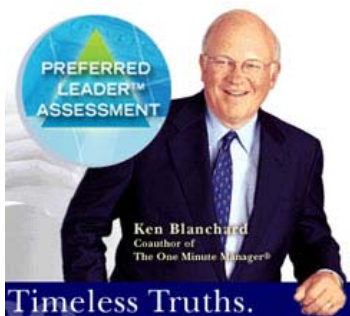
DISC is the #1 personality profiling method, with millions of people relying on it to discover their strengths. Now you can test yourself online with integrated Hollywood e-learning in the results that brings each personality profile to life.

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In *Blink*, Malcolm Gladwell invites the world to explore the power of snap decisions. Now, you can test your decision-making skills with *Snap*.

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Coauthored by Ken Blanchard with the cofounders of TalentSmart[®], the Preferred Leader Assessment[™] measures the core leadership behaviors that earn the commitment and support of your people through integrity, partnership, and affirmation.

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ABOUT THE AUTHOR — Nick Tasler is the Market Development Director at TalentSmart[®], the leading provider of cutting-edge skill assessments. Nick uses his field experience to oversee the creation of easy-to-use, results-driven development tools. He specializes in attitude change, persuasion, and decision making. Prior to joining TalentSmart, he worked as an internal consultant and trainer, as well as an external consultant at Accenture.