

Appendix E:

Interview with Expert

1. I understand that you train teams of executives to work abroad.
 - What type of training do you provide?
 - What cross-cultural training methods have you used?
 - What has been your experience in training teams for international assignments?
 - How do you measure the effectiveness of this training?
 - How did this training enhance the possibility of success or the success of the team performance abroad?
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2. Many authors writing for the International Journal of Resource Management and also directors of large corporations like JNJ mention the need for the organization to develop emotional intelligence and cultural intelligence within the workforce. Some authors even mention that IQ is actually less important for success in life and work than EQ because emotionally intelligent individuals will be able to solve problems adaptively and will be more competent in integrating emotional considerations when considering alternatives.
 - Do you agree?
 - In your opinion, how does the social cross-cultural training method affect the development of these skills?

Interview with JNJ Human Resource Planning Analyst

1. For Johnson and Johnson diversity is quite relevant. How does this concept apply in Johnson and Johnson Mexico?
2. How does the “World-Class Diversity Benchmark” initiative affect JNJ Mexico?
3. How does the integration of Human Resource practices affect JNJ Mexico?
4. Do you have an International Human Resource Department?
5. How often do you send/receive expatriates?
6. Do you have a current cross-cultural training program for employees?