Training, Testing and Performance Evaluation

The world is shrinking. Obstacles are disappearing. Your phone and email can get you past mountain ranges, deserts and oceans. But there is still one barrier that stands between your message and audiences across the globe—the language barrier. It’s a challenge you probably face daily, and it is not limited to markets abroad. The growing population of non-English speaking people at home presents a significant language barrier, too.

For many years, you could meet language challenges piecemeal—an employee, an office or a district at a time. Today, that isn’t enough. Today, you need workgroups geared for globalization. To help you develop this sufficiency. They cover a range of subjects from ethical practices to telephone etiquette, selected and configured for your company’s specific challenges and needs. They are best practices that you can use to turn language barriers into stepping stones.

Quality with a Global Vision
We’ve applied our expertise to offer you a comprehensive portfolio of solutions for training, testing and evaluating your multilingual employees. MQASolutions are current. They are consultative. They are collaborative. They provide for business compliance and continuity. They instill self-improvement and self-sufficiency. They cover a range of subjects from ethical practices to telephone etiquette, selected and configured for your company’s specific challenges and needs. They are best practices that you can use to turn language barriers into stepping stones.

Quality with Real-World Relevance
MQASolutions is a means of customizing your quality assurance programs to address the specialized needs of your multilingual employees, including:

- Adaptation of your training materials: Working closely with your training professionals, we will adapt your instructional materials for the languages you serve, being especially careful that they are culturally appropriate and relevant to your audience.

Protection of your terminology:
- Always mindful of the value of your proprietary interests—your product names, descriptive phrases and promotional verbiage—we will develop a customized style guide to ensure their consistent usage in all communications.

Awareness of cultural nuances:
- We will train your multilingual employees to pay special attention to any cultural lines that might cause offense if inadvertently crossed during the communications process.

Attention to customized instruction:
- We will provide consulting services to multilingual trainers on the policies and procedures that have unique relevance within your organization—from the use of company software to the application of customer service techniques—enhancing the quality standards for your multilingual customers. We will work with you to adapt your training programs and develop additional components to address vital issues of language and culture.

Quality with Measurable Results
How can you be certain employees are properly providing the services you’ve envisioned? NetworkOmni can help you there too, with a variety of multilingual performance evaluations.

Language proficiency testing:
- To validate the language proficiency of your employees, we provide oral and written language testing and rating services. In a clear and comprehensive report, you will learn the overall proficiency level of each employee, along with a rating measurement that defines specific areas of strengths and weaknesses. This program will enhance your ability to make hiring and work assignment decisions for multilingual employees.

Performance reviews: These reviews utilize our multilingual evaluation specialists, who become well-versed in your company’s specific protocols and guidelines. This service provides you with a complete analysis of each of your multilingual employee’s performance.

Ongoing monitoring: This service includes thorough and continuing quality monitoring. NetworkOmni will work with you to design and develop a program that provides you with an efficient and cost-effective means to gain a clear understanding of your employees’ performance levels.

Quality You Can Use Now
The greatest lesson of competing in the global economy may be this: success is not defined by oceans, mountains or lines on a map, but by the ability to reach a multilingual audience with a single voice—anywhere they live, next door or next continent. Multilingual Quality Assurance Solutions enable your company to speak in a clear, unified voice all over the world.

For an analysis of how these solutions can be put to work for your company, and to learn more about how NetworkOmni can help you bridge language barriers of any kind, simply give us a call. Discover how we can help you to turn multilingual challenges into global opportunities.

As a full-service provider, NetworkOmni can also help you with your over-the-phone interpretation, translation and localization and on-site interpretation needs.

Establishing a Global Voice
Is your company able to offer a non-English speaking population a consistent level of service—here in the United States and across multiple continents? Is your domestic workforce able to effectively interface with clients, co-workers and vendors offshore?
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For many years, you could meet language challenges piecemeal—an employee, an office or a district at a time. Today, that isn’t enough. Today, you need workgroups geared for globalization. To help you develop this workforce, NetworkOmni® offers Multilingual Quality Assurance Solutions (MQASolutions)—training, testing and performance evaluation for all of your multilingual employees.

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Are you able to apply your company policies and procedures at the local level anywhere on the globe? For companies facing these challenges, our MQASolutions can help, no matter where in the world you do business, or who does business with you.

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