



Special Interest Articles:

- Globalinx develops new Project Management, Customer Service, and Integrated Business Skills Seminars.
- "The Great Presenter" goes online.
- Globalinx to get PMI certification

Highlights:

New Seminars	2
New Ways to Learn...	3
Open Seminars	4
Classroom Material Update	5
Products & Services Catalogue	6
Professional Certification	7
President's Message	8

In our thoughts and prayers...



In our forty years of existence, this was probably the most difficult year we have ever faced as a company. As most of you know, Iwaki-san, our President and leader, passed away this year suddenly after a short battle with cancer.

For all of us (and perhaps many of you too) Iwaki-san was an inspiration; he was a man of great honesty and integrity. His words and his actions were completely in synch; he never said one thing and did something different. He was full of joy and positive energy; the troubles and worries of daily life; such as a lost contract, a missed shinkansen or anything else, none of it ever seemed to get him down. His untiring smile and his corny jokes carried us along through it all. And when anyone else was in pain or unhappy, no matter the reason, he was always ready to listen and to personally do whatever it took to find a solution. In fact, we often thought he cared too much about other people and not enough about himself. And the thing that many of us envied him for was that he did what he loved and he loved what he did; he absolutely believed that helping others was the highest calling and most important work anyone could do. We all miss him deeply and think about him daily and hope that one day we can be just a little bit like him.

Big Changes?

Not really! Of course we have had to do some internal restructuring; people have changed positions and job titles and we've brought in some new talent. But Globalinx has not and will not ever forget its original mission; to develop high potential people for overseas business.

We have the same unwavering commitment to quality as ever. And we absolutely refuse to be second best at anything we try. Our customer's needs will always be the lighthouse which guides our course. And we will always be looking for ways to improve both ourselves as individuals as well as our products and services.





“Learners will be able to study at their own pace, anywhere they like, in a way which is both fun and engaging.”



Screenshot from The Great Presenter

New Seminars

2008 was a very big year for us in terms of launching new classroom seminars.

Project Management

Our much anticipated (some might say long overdue) Global Project Management Program was finally launched in 2008. The initial feedback has been very positive (five clients are already using it).

Customer Service Communication

How does your company handle customer complaints? Poorly? Not anymore! This seminar will prepare your customer service representatives and frontline professionals for any situation,

and show them how to give what your customer's want most; satisfaction and respect.

Integrated Business Skills

A comprehensive package of many basic business skills in one, three-day seminar with a continuing, project oriented series of role-plays.

Next year we will continue to add new programs based on client's needs and requests. So far, we've received requests for Logical Communication Skills, CCA for Non-Japanese, and Motivational Leadership Skills. Please continue to let us know your needs.

New Ways to Learn Old Tricks (Lessons)

Globalinx has spent most of this year working together on a joint venture with ReallyEnglish to put our extremely popular Presentation Skills book, **The Great Presenter**, into an online, self study format.

Students will be able to log in to a secure website and study the basic principles of planning, writing, and delivering successful business presentations. Learners will be able to study at their own pace, anywhere they like, in a way which is both fun and engaging.

Our plan is to offer our clients the option of combining it with follow-up, classroom

based training, practice, and personalized instructor feedback in a blended version of our existing two day seminar. This will give both our students and our clients more flexibility and greater control over costs.

Needless to say, we are very excited about this venture since it will allow us to share our proven material with larger audiences.

Look for this new product in the spring of 2009.

Open Seminars

We brought back an old tradition in 2008; the Open Seminar. It has been a few years since we did one, and now we can't remember why we ever stopped. Starting in June 2008, we held Basic Negotiation and PM Teamwork at the beautiful Tokyo International Forum.

A few months later we held Chinese Risk Management in funky Akihabara. And a

few months after that, we held Customer Service Communication in delightful Jimbocho.

Open seminars are a one-day "digest" version of the real two or three day seminar. They give everyone a chance to test drive the product without spending big money.



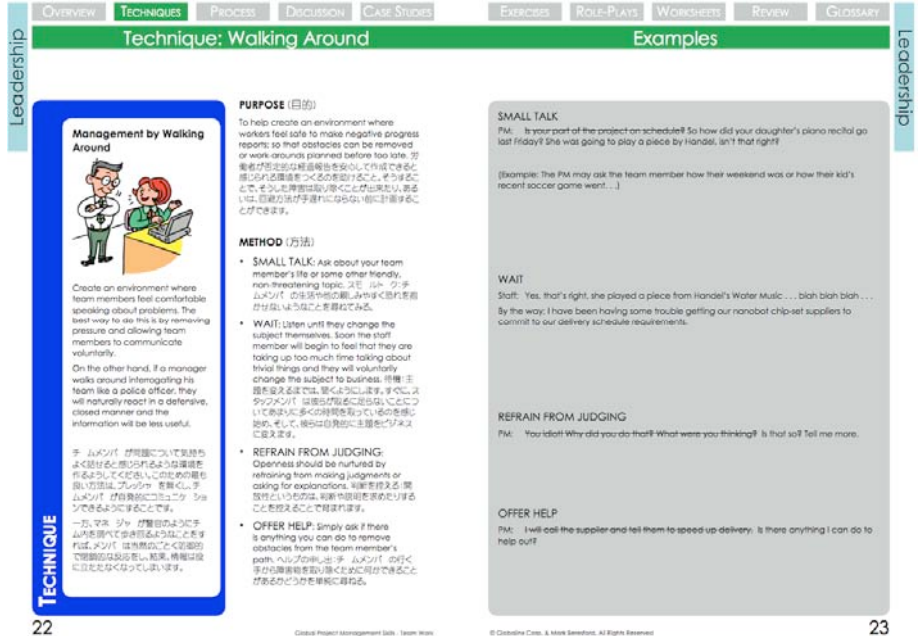
Classroom Material Update

2008 was the year we decided to completely update and redesign our classroom workbooks. Our goal was to make them more logical and easier to use for the students.

We went with a two-page spread layout; which allows us to put more information in front of the students (and save trees). On the left page is the theory in both English and Japanese. On the right are examples of how to apply the lessons.

We have updated all of our English seminars and one seminar taught in Japanese. So far the feedback has been very positive.

The project is continuing as we are gradually putting all our Japanese language seminars into the same format.



Two Page Spread from PM-Teamwork

Products and Services Catalogue

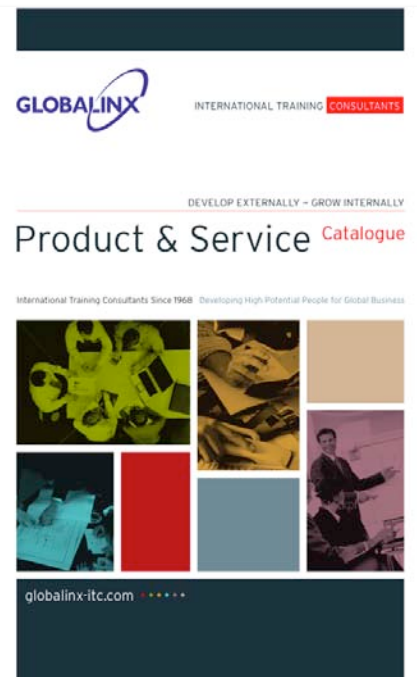
This December we started a project to gather all our products and services together in one big catalogue. This will make it easier for HRD Managers and our sales associates to quickly find what they need.

We didn't realize how many products we actually have until we started this project!

We have Business Skills, Communication Skills, and Management seminars in Japanese, Chinese and English. We also have Books, CD ROMS, and E-Learning programs. And we do Human Resources Consulting, Coaching, and Special Event Facilitation.

The Catalogue will be organized according to the Client's needs; such as *Naiteisha* training, Pre-Departure Training, Basic Business Skills, Leadership, Project Management, Personnel Management, and Chinese Business Skills.

Call or send us an email if you'd like a copy of it!



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Professional Certification

Many of our clients have extremely talented and well-trained workers on their teams. These people often belong to professional organizations and are continuously upgrading or maintaining their skills and certification.

To support this effort Globalinx has applied for Registered Education Provider

Certification from the Project Management Institute. This means that starting next year, we will be able to grant PDU's (Professional Development Units) to graduates of our Project Management Seminars.

If you have similar requirements, please let us know.

President's Message

Thank you for taking your time to read this newsletter. I hope that you found it to be informative and beneficial. To keep you informed of industry trends, as well as our new programs and services, we are planning to publish this style of newsletter on a quarterly basis. Please let me know if you would like us to report on any specific aspects of corporate training or human resource development. We are also planning to keep you informed of new relevant publications through our regular Globalinx Wave.

I believe that developing employee's leadership, management, and business communication skills will continue to be

essential for organizations to effectively compete and respond to the current and future market conditions. As we have been for the last forty years, we are ready and committed to supporting your organization to achieve its global business goals, and to remain competitive.

Thank you for all your support in 2008. I look forward to continuing and developing our business relationship.

Sincerely,

Phil Deane

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About Globalinx...

GLOBALINX CORP. has been providing corporate training services for global businesses and government agencies since 1968. Our training programs and seminars are designed to improve and develop business communication and management skills for people working in international environments. We aim to

develop the true potential of individuals in order enhance their ability to communicate effectively and successfully manage multicultural teams. We continually develop and improve our training services to ensure the highest possible standards of training and support.