

PALS
INTERNATIONAL



YOUR PASSPORT TO GLOBAL SUCCESS

- **Language Instruction**
- **Translation Services**
- **Cross-Cultural Training**
- **Cross-Cultural Coaching**
- **Accent Reduction**
- **Diversity Training**
- **Foreign Voice-Overs Services**
- **Interpretation Services**
- **Global Relocation Services**

PALS INTERNATIONAL

900 Wilshire Drive, Suite 105
Troy, MI 48084-1600

Phone: 248.362.2060

Fax: 248.362.0626

www.palsintl.com

LANGUAGE INSTRUCTION

*Effective Communication is the
Foundation for Global Success*

PALS INTERNATIONAL brings people together through languages and culture. Our programs are designed to facilitate learning and provide a contextual framework for communicating effectively with others.

Solutions For Your Language Needs

- Most major business languages are taught
- Flexibility of location and class schedule
- Customized programs
- Individual or Group classes
- Intensive, Accelerated, or Immersion programs

Quality and Continuous Improvement Sets PALS INTERNATIONAL Apart

- Our methodology places emphasis on learning the language, including conversation, grammar, reading, written work and culture.
- Instructors receive comprehensive training, continuous education, and evaluation.
- Native or near-native speakers conduct classes in the foreign language.
- Continuous feedback and evaluation of program outcomes.

English as a Second Language (ESL)

Our specialists are adept at instructing you or your team in English as a second, third, or even fourth language. Our ESL courses can be customized for non-native speakers with basic, intermediate or advanced level language skills.

Accent Reduction

Helps non-native English speakers improve their pronunciation of the English language.

TRAINING PROGRAMS

Creates Opportunities for Understanding

When business moves across international borders, the business advantage goes to the organizations that know how to build effective relationships with people of other cultures.



Cross-Cultural Training Programs

Global Awareness - 1-3 Day Programs available.

- Designed to provide a broad exposure to many different cultures.

Country-Specific - 1-3 Day Programs available.

- Designed to provide cultural aspects of doing business with a specific country.

Business-Specific - 1-3 Day Programs available.

- Designed to provide specific information based on the needs of the company and individuals involved.

Team-Building - 1-3 Day Programs available.

- Designed to develop team values that respect two or more cultures and encourage productive team relationships.

Coaching - ongoing weekly/bi-weekly for predetermined timeframe.

- Customized individual and/or organizational support for real-time, on-the-job global business issues.

Diversity Training

- Customized training and consulting designed for schools, companies and organizations. We specialize in cross-culture mediation, conflict resolution and team-building support.

TRANSLATION SERVICES

Opens Doors Across Borders

PALS INTERNATIONAL provides high quality translation services to companies looking to communicate on a global scale.

- Translated documents have a consistent, quality look from one language to another throughout the entire project.
- Total project management means you do not worry about details, deadlines, or delivery. We will handle your project from start to final delivery.
- Our translators are experts in their fields and industries including: Automotive, Medical, Legal, Technical, and general work.

*We Translate from
Albanian to Vietnamese
and Everything in Between*

Document Translation

Product Literature
Website Translation
Annual Reports
Legal Documents & Patents
Presentations, RFQ's
Technical/Installation Manuals
Marketing/Advertising Materials

Financial Statements
Software Products
Corporate Communications
Correspondence
Trade Show Exhibits
Audio/Video Scripts

...And more

Programs and Capabilities

QuarkXpress, MS Office Suite, PageMaker, Illustrator, PhotoShop, In-Design, TRADOS

ADDITIONAL SERVICES

Interpretation

- Providing Consecutive, Simultaneous, and Whispering style of Interpretation.
- Whether on-site or by phone, knowledgeable and professional interpreters provide an accurate medium of verbal communication among people from different parts of the world.

Foreign Voice-Overs

- Experienced voice talents to provide Voice-Overs for Television, Radio, and Video needs.

Global Relocation Support Programs

We offer destination services designed to prepare and assist employees and their families to work and live effectively while on their international assignments.

- Detroit Metropolitan area
- Worldwide



MISSION STATEMENT

The mission of **PALS INTERNATIONAL** is to provide the highest quality language and cross-cultural training, global relocation, and related services by building relationships that lead to global success. Our passion for languages and cultures fosters an environment that enhances the learning process while providing clients with personal attention, continuous support and a long-term commitment. The goal at PALS INTERNATIONAL is to provide our clients with a valued investment in their global expansion.



PALS INTERNATIONAL Represents:

- Experience and Dedication since 1983.
- A valued investment into your global expansion
- A complete range of service capabilities.
- Qualified instructors and interculturalists with customized programs to meet your company needs.
- Long-term commitment and support from the PALS INTERNATIONAL staff.
- The first approved minority global training vendor in Michigan (1987) to be certified by the **Michigan Minority Business Development Council (MMBDC)**.
- Personal involvement of President, Brenda Arbeláez, in every aspect of client satisfaction.