Training and Development for Hilton Hotels Employees

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In the modern world of global economics, the competitive advantage of business organizations dwells in performance excellence, among other vital components attributing to organizational success. It is essential for companies to constantly evaluate work quality from their different departments to promote efficiency and competitiveness. Therefore, employee training and development is very central in the lifecycle of a successful business organization. One of the global companies benefiting from the benefits of employee training and development is Hilton hotels. Hilton hotel is a company within the hospitality sector with a significant market share in the global economy. Besides, it is a leading company operating hotel chains internationally. Hilton hotels' improvement of employee performance in specific corporation's entities promotes the company's growth and expansion. In this case, expatriate employee training can be of great significance to Hilton hotels’ success.

**The training needs of new expatriate employees**

In the Hilton group of hotels, there is a great significance of training new expatriate employees based on their diverse needs regarding their respective job positions. When the employee reaches the host country, the hotel management needs to conduct in-country coaching. The coaching addresses the host culture, which helps the expatriate employee familiarize and adjust to the foreign cultural environment. The session also reduces the likelihood of culture shock that the expatriate employee can encounter in a foreign culture. in this case, the shock amplifies negative feelings concerning the new culture in the expatriate (Dang, 1). Hilton Hotels can also orient and support expatriate employees and their families. It helps promote their overall sense of comfort and wellness in a new environment. Besides, the hotel can incorporate language, cultural and practical training within the program. In the process, the employee can also quickly know society's values and business culture. Awareness of the host people's culture promotes intercultural relations with an increased sense of cultural diversity. Training sessions also will be vital for the expatriate employees to know their exact responsibility and job description in the country.

**Components of Pre Departure Training**

An expatriate employees' ability to adjust to the local cultural environment directly influences their performance. Pre-departure training on the host culture assists the expatriate employee in mental preparedness for their new cultural environment (Haile, 2). One component of pre-departure training for Hilton’s expatriate employees can encompass cross-cultural training. Before the employees leave their host country, the training will enhance their cultural flexibility and educate them on acting appropriately within the new culture. It is also vital for increasing the employee's cultural intelligence, which determines the effectiveness of their cultural adjustment. Cross-cultural training will also help expatriate employees in boosting their business performance. Pre-departure training should also help in creating cultural awareness among expatriate employees. Increased cultural awareness will help the employees establish good relationships and respect the host employees and business partners. In this case, didactic training is best in familiarizing the expatriate with the host culture. It can outline various topics like the host culture’s norms, religion, politics, history, geographical information, and work etiquette. Didactic training can also pinpoint culture shock and related symptoms to assist expatriates in managing related stress and accepting it as part of cultural adjustment.

Cross-cultural awareness and education are fundamental in teaching the expatriate employees and their families' spouse characteristics of the foreign culture, which will impact their behavior. In the process, it will minimize the possibility of intercultural misconduct. Language training is also an essential part of pre-departure training. It helps most especially when the expatriate employee does not know the language of the host people and country at large. Language training will likely enhance the employees' ability to communicate with minimum language barriers. Language training will also help the expatriate employees know some aspects of communication that can hinder effective communication, such as accents, pronunciation, and differences in interpretations of body language and gestures. Mastering the local language will also allow the expatriate to adjust to the overall culture and minimize the possible isolation.

**Points of emphasis and training details**

Cross-cultural training has five main categories, which rely on the employee's task and type of received pre-departure training (Kumarika Perera, 3). Therefore, some of the areas of emphasis that Hilton hotel management can stress for their expatriate employees include language training, cultural assimilation, geographical and environmental information, sensitivity training, and field experiences training. For instance, sensitivity training will help Hilton's expatriate employees in developing attitudinal flexibility. Cultural assimilation training can encompass brief intercultural challenges resolvable by the expatriate. The environmental and geographical briefing will offer the expatriate vital accurate data concerning the country's natural features, typical weather, and other related factual information regarding nature (Peter, 4). Through field experience training, the expatriate employees will quickly learn from other expatriate employees from the past employees and how they cope with the challenges. Such information is vital for encouraging them in the new country with awareness of the likely challenges and how best to respond. Language training is critical since the employee is from a new country, with a new culture, language, norms, among other aspects. The employee cannot be comfortable in such a foreign country without knowledge of their language. Therefore, Hilton hotel management must ensure that any expatriate employee undergoes intensive language training to make easier adjustments to the new culture. It will also promote more enhanced communication with employees from the host country.

**Impact of the training on the expatriate’s experience for the new assignment**

Training will enable Hilton's expatriates to handle any possible challenge effectively despite thriving in a very foreign country and new culture. For instance, the expatriate will have learned of the likely problems from the field experience training. Besides, the training will help them know how best to seek help in a foreign country. The training will ensure faster assimilation and integration of the expatriate into the new culture and environment (Dang, 1). Knowledge of the foreign language will help increase expatriates' interactions with employees from the host country. Training by familiarizing expatriates with the country's culture and norms will also help the expatriate to feel part of the community and adjust immediately. However, lack of training can induce a sense of foreignness and quickly adapt to the new environment and culture. It also helps the expatriate learn about the new country's climate, geographical structure, and other environmental information (Peter, 4). Such awareness allows the employee to adjust and get comfortable in the new environment, especially if there is a big climatic difference between the two countries. In the process, the training will be vital in minimizing stress from encountering an extreme climate without foreknowledge. Nonetheless, the training will also increase the expatriate's morale and excitement by serving people with whom they are aware of their culture, values, and norms.

**List of sources**

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