

Bridging Cultures. Building Resilience. Driving Results.

# Intercultural Coaching & Training

Tanja Saarinen Chávez



# My Methodology: How I Help People Thrive Across Cultures

My coaching and training approach combines theory and practice in a way that's easy to apply from day one. This integrated methodology with research-based tools ensures participants don't just understand cultural differences — they know how to work with them to achieve tangible results in their professional and personal lives.

## Intercultural Communication Theory

Using proven models such as Erin Meyer's Culture Map, Hofstede's dimensions, and David Livermore's research to make culture visible and actionable.

## Experiential Learning

Engaging participants through reflection, dialogue, and real-world examples to turn insight into action. Interactive exercises and case studies ensure that learning translates directly into workplace application and personal growth.

## Positive Psychology

Strengthening resilience, fostering curiosity, and identifying personal and team strengths that support successful adaptation. Tools include identifying strengths, reframing techniques, and mindfulness approaches.

# Individual Coaching for Expats

Each coaching process is fully tailored to the individual's needs, goals, and cultural context. Together, we explore how culture shapes communication, expectations, and decision-making, and how to adapt while staying authentic. This personalized approach ensures that every session addresses the specific challenges and opportunities facing the individual.

## Typical Focus Areas

- Understanding and navigating culture shock phases and emotional transitions
- Mapping personal and host-country values and cultural dimensions.
- Building resilience and curiosity through positive psychology interventions
- Developing practical strategies for communication, teamwork, and overall well-being in the new environment

### For Professionals

A newly relocated manager to Finland might explore how direct communication, low hierarchy, and independence influence local work culture, and practice how to adjust meeting styles and feedback approaches accordingly.

### For Leaders

A global team leader may focus on how to bridge communication gaps across cultures, balance differing expectations of leadership and autonomy, and manage trust in multicultural teams.

Package	Duration	Description
Starter	2 hours	A focused session to tackle a specific adaptation or communication challenge. Ideal for newcomers who need quick, practical insights.
Essential	4 hours	A deeper coaching process that explores culture shock, communication patterns, and personal coping tools to manage uncertainty.
Comprehensive	6 hours	A complete coaching journey including a cultural profile, action plan, and follow-up session to ensure long-term integration.

# Spouse & Partner Coaching

Behind every successful international assignment is a supported partner. These specialized sessions help spouses and partners find their place and purpose in a new environment, emotionally, socially, and professionally. The transition experience for accompanying partners is unique and often overlooked, yet it's critical to the success of the entire relocation.



## Daily Life Navigation

Understanding and adapting to local customs, practical systems, and everyday cultural nuances that shape daily experiences.



## Social Connection

Building a social network and developing a genuine sense of belonging in the new community.



## Identity & Family

Managing identity changes and family dynamics during the transition period.



## Personal Growth

Exploring personal development and career opportunities in the new environment.

Package	Duration	Description
Starter	2 hours	Practical tips and emotional support for the first phase of adjustment.
Essential	4 hours	Exploration of identity, belonging, and life design abroad.
Comprehensive	6 hours	Ongoing coaching to build resilience, purpose, and well-being in the new environment.



# Workshops & Country-Specific Training

My workshops are interactive and practical, combining theory, discussion, and reflection to help participants understand, adapt, and communicate effectively across cultures. Each session is tailored to your specific audience, whether it's a team relocating abroad, local managers working with global colleagues, or leaders managing multicultural teams. Workshops can integrate communication style assessment or cultural profiles for either individuals or entire teams.

I offer in-depth expertise on Mexico, Finland, and the Nordic region, and can deliver customized trainings for any country using my intercultural methodology built around cultural dimensions, communication frameworks, and adaptability tools. When a deeper, highly localized perspective is needed, I collaborate with trusted country specialists from my international network to ensure accuracy and depth.

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## Part 1: Understanding Cultural Dimensions

**2 hours**

- What culture is and how it shapes behavior, communication, and decision-making
- Key cultural dimensions and their impact on work life
- Self-assessment using the Culture Map, Hofstede framework or Communication assessment
- Discussion: where do we stand and how does this play out in daily collaboration?

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## Part 2: Building Intercultural Agility

**2 hours**

- Recognizing and managing culture shock
- Strategies for effective cross-cultural communication
- Applying positive psychology: curiosity, gratitude, and resilience as adaptation tools
- Case exercises and action planning for real-life situations

### Flexible Delivery

Online (Teams/Zoom) or onsite in Finland available to suit your team's needs and preferences.

### Multilingual Options

Sessions delivered in English or Finnish with digital handouts and reflection tools.

### Full Customization

All sessions tailored to your organization, team, or individual from cultural focus to specific assignment goals.

# Measuring Impact & Success

I believe every learning process should create measurable change both in mindset and behavior. That's why I include clear ways to assess progress and results in every service I offer. This commitment to measurement ensures that coaching and training investments deliver tangible returns for both individuals and organizations.




## Individual Coaching Metrics

- Pre- and post-coaching reflection: participants assess their adaptation level, stress, and confidence in handling cross-cultural situations
- Qualitative feedback: observations of behavioral or mindset shifts shared during and after the process
- Redo of analysis after 6–12 months to review real-life application and progress



## Workshop & Training Metrics

- Participant feedback forms measuring learning outcomes, engagement, and relevance to work
- Action plan follow-up: teams identify 2–3 concrete actions to implement post-training
- Manager or HR debrief (optional) summarizing key insights and development areas to align training with organizational goals

 **Results-Driven Approach:** Every engagement includes built-in assessment tools to track progress, measure behavioral change, and ensure lasting impact on both individual performance and team dynamics.

# Investment & Pricing

All prices are exclusive of VAT (24%) and include comprehensive preparation, materials, and follow-up resources. Adjustments to pricing are possible based on group size, duration, or specific needs.



## Individual Coaching for Expats

- 2-hour package: €420
- 4-hour package: €760
- 6-hour package: €1,050

Includes optional Erin Meyer Culture Map Profile or ICEdge Communication assesment and personalized action plan.



## Spouse & Partner Coaching

- 2-hour package: €350
- 4-hour package: €660
- 6-hour package: €920

Tailored support for accompanying partners navigating cultural transition.



## Workshops & Team Training

- Half-day (2h): €900
- Full-day (4h): €1,600
- Two-part (2x2h): €1,700

All sessions tailored to client context with pre-survey and post-session reflection.

# Why Work With Me

If you're looking for something more than another training session — a learning experience that's **energizing, authentic, and creates real change** — that's exactly what I deliver. I hold an MBA with a focus on leading business transformation, and I'm completing my Positive Psychology Practitioner certification (graduating December 2025). In addition I'm certified in working and communication style analysis. This combination allows me to bridge the gap between human understanding and measurable business results.

Alongside my coaching work, I currently hold a full-time mid-senior leadership role across the Nordic region, keeping me closely connected to the realities of international business and cross-cultural collaboration. This hands-on experience ensures that every insight I share is practical, relevant, and rooted in day-to-day leadership.

Over the past five years, I've designed and facilitated workshops for hundreds of professional, coached expats and leaders from various sectors, and partnered with organizations to develop resilient, culturally agile teams.

500+

## Professional Trained

Workshop participants across diverse industries and cultural contexts

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## Years Experience

Designing and delivering intercultural coaching and training programs

2025

## Certification

Positive Psychology Practitioner certification completion

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*"Tanja deeply explored how cultural intelligence can be applied in multicultural teams and international business contexts. Her energetic and approachable style sparked a lively discussion among our members and encouraged everyone to reflect on their own experiences."*

**Carlos Molinar Varela**

President 2025–2026 Club  
Rotario Chihuahua

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*"Tanja's excellent moderating skills in the group sessions, as well as her engagement with the individual coaching sessions, made the overall process very fruitful."*

**Bruno Duréault**

Director, Finance and  
Operations' Support FCA

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*"Tanja's previous coaching session for Startup Refugees' network members was so beneficial that we invited her to coach our entire staff! Tanja hosted an extremely useful and practical workshop."*

**Salla Kettunen**

Culture & Brand Manager  
Startup Refugees

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# Let's Collaborate

Tanja Saarinen Chávez

Intercultural Coach & Trainer

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