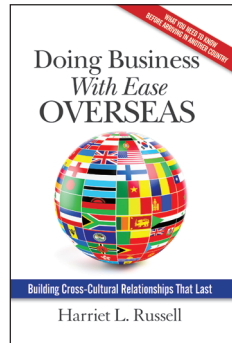


Doing Business With Ease Overseas

Building Cross-Cultural Relationships That Last



NEW BOOK!



For 30 years, Harriet Russell has been doing one thing — Stopping people from offending each other when doing business internationally. From managing Public Relations at Sony in the Big Apple to translating for Peter Jennings and the ABC News staff at the Tokyo Economic Summit to jetting off to Minsk for the U.S. State Department to educate and motivate entrepreneurs, Harriet understands when “Yes” really means “No,” and makes sure you do, too.

Harriet lived and worked overseas for eight years and is fluent in several languages. She is a published author by Encyclopaedia Britannica and her newest book has just been released by Indie Books International. She has taught intercultural communications at universities here and abroad and has trained business teams who want to work better internally and across borders. Harriet has been commended by the Fulbright Commission and given an award by Rotary International for creating friendly relations among peoples of the world — and not just because she knows to kiss twice in Spain and three times in Italy.

Harriet has been interviewed by NBC, ABC, CBS, Crain’s Business, Asahi Shimbun Daily, and more.

Credentials

- Harriet was the sole ABC News consultant and interpreter to Peter Jennings at the Tokyo Economic Summit
- Harriet was awarded a U.S. Speaker Grant from the U.S. State Department to speak, coach, and teach in Minsk, Belarus
- International consultant and technical translator for the Spanish National Railway (RENFE) and Mitsubishi Corp.
- First foreigner to receive a Masters in Linguistics from the Japanese campus of Sophia University becoming a TV and news phenomena.
- Worked in banking on Wall Street, New York as an international corporate loan officer
- Member of the National Speakers Association
- Member of the International Coach Federation

Presentation Topics

International Business Protocols

- Personal Space: Comfort of Proximity, Eye Contact
- Greetings: Handshakes, Bows, Business Cards
- Entertaining Etiquette: Invitations, Seating, Who Pays

When to Stand Out and When to Blend

- Hierarchy and Social Positions
- Concept of “Saving Face”
- Stress of Dealing with Other Cultures

When YES Means NO

- Getting the Right Person
- Verbal and Non-Verbal Cues
- When YES Really Means NO

All of our international business saw an increase in profit and productivity once Harriet Russell showed us how to interact with our counterparts overseas.

Federico Macias Baena, CEO, Spain Coordination



Working, living, and interacting with the Japanese people is especially difficult in today's world. I chose Harriet to help me because she has lived there and "walked the walk!" Harriet discussed the nuances, stressed the importance of eye movement and contact and the importance of bowing and its respect.

Tim Claiborne — United Airlines

Harriet engages the audience and can build a cohesive team. She leaves the audience better prepared to meet the diverse challenges of a modern day work place.

Lauren Plagens — Metropolitan Life Insurance Company

I had the pleasure of working with Harriet Russell as an interpreter on her trip to Minsk, Belarus in the fall of 2011. She is an extremely professional and effective presenter in a variety of contexts. Her presentations were all well-structured, up to the point with relevant information for the audience.

Iryna Turouskaya — US Embassy, Belarus

When Harriet speaks, people listen. She draws from many fields, many cultures and many disciplines. She is conversant in several languages (Spanish, Japanese, Russian, and can even recite Hindi and write/read Sanskrit). And the topics range from business, international relations, personal development, spiritual awareness, health, understanding food, communication, ancient cultures and, more or less, you name it. Any discourse she presents will have depth and perspective.

Bob Carr, Director East-West Center — Czech Republic

The bottom line is: Harriet gets results. There is no one who is better well-versed in International communication. From customs to body language, Harriet prepares the business person working internationally to hit the ground running.

Rick Dudnick, VP — Lontos Sales & Motivation, Inc.

Harriet has shown tremendous knowledge of culture and language, particularly in Asia, and she has a great sense of business principles. She understands how business and culture work together. You will find that Harriet will be a tremendous addition to your team.

Carl T. Marino, Publisher — Industry Week

Simply put, Harriet Russell is a charismatic person. More specifically she is friendly, energetic and involved. Harriet is knowledgeable in many areas as well as street-wise. She has international business knowledge, cross cultural expertise, in-depth information and years of experience in the global realm.

Marina Kurkov — Russian professor and author