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Řízení expatriantů

Managing of Expatriates

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ABSTRACT

This diploma thesis is focused on expatriation, which means people who are sent to a foreign country for a limited time to work in local branch of their company. The objectives of this thesis were to identify current best practices in expatriation, conduct a benchmarking exercise against the DP DHL model and propose a set of recommended improvements. The thesis starts with introduction to globalization and international companies, including a summary of the history and different types of international organizations. The next section relates to international human resources management and describes the reasons and phases of developing this. The paper also includes a list of differences between local and international human resources. The following section is dedicated to expatriates themselves and the individual steps of their expatriation, included is the critical phases and problematic situations. An introduction to DP DHL as a company is contained in next section including how they deal with expatriates and introduces the process of expatriation in DP DHL. This is a practical example of the theories described in previous sections. The penultimate section introduces the expatriates survey completed by Supply Chain division of DP DHL to be able to identify how the company deals with the topic and benchmark against other companies, theories, best practices and similar surveys. The final section details the recommendations to DP DHL based on the results of the survey and additional reading and interviews, that is, how to improve the process. The main areas for improvement are to implement diversity management for this population, support the dual careers, the career of the expatriate's partners, and implementing both a mentoring and a "buddy" system - a buddy is a colleague who will assist with day-to-day personal and social queries.