

August/September 2025

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## GLC Staff Enjoy Summer Event

On July 15, administrative staff from Global Language Center came together to enjoy lunch. Delicious treats on the hot and sunny summer day were provided by local food truck Ethan's Italian Ice & Gelato. As the photos demonstrate, everyone appreciated the opportunity to relax and catch up with colleagues!



# A Message from GLC President Eugenia Nesterenko

As the field of language and cultural instruction evolves to incorporate new technologies and ideas and as partner organizations undergo reorganization efforts, we recognize that change brings both challenges and opportunities. This transition is more than a structural shift—it's a chance to streamline how we work, strengthen collaboration, and align our efforts more closely with our mission.

While change can feel uncertain, it also fuels innovation and growth. By embracing new processes, building stronger connections across teams, and remaining open to fresh perspectives, we're laying the groundwork for a stronger, more agile GLC.

Every role, every idea, and every contribution matters in shaping the future we're creating together. We are grateful for GLC staff's continued adaptability, professionalism, and commitment to excellence as we take this important step forward.



## GLC Company Profile on LinkedIn



GLC now has an official company profile on LinkedIn. We encourage you to follow us at:

[www.linkedin.com/company/globallanguagecenter](http://www.linkedin.com/company/globallanguagecenter)

## Now Recruiting!

GLC is seeking a talented **graphic artist** to join our administrative support contract team. The ideal candidate will create visual concepts to communicate ideas that inspire, inform, or captivate consumers. Additionally, the candidate will be experienced in operating large printing machines. The candidate must reside in the DMV area, be a U.S. citizen, and have a secret clearance or be eligible to obtain one.

Email Marsha Donaldson at [mdonaldson@glccenter.com](mailto:mdonaldson@glccenter.com) with referrals for this position.

We are also continuing to recruit qualified **instructors**, **curriculum developers**, and **proficiency testers**. Candidates should send their resumes to: [glcrecruiting@slsoperations.com](mailto:glcrecruiting@slsoperations.com).



# Meet Jaime Vilchez

GLC Distance Learning Mentor Jaime Vilchez is originally from Peru and has a bachelor's in animal science, a one-year specialization in agribusiness from Universidad Nacional Agraria La Molina (Lima, Peru), and a masters in adult education and training from Colorado State University.

## **How long have you been with GLC? How long have you worked in the field overall?**

I started working for GLC in 2010 as a Spanish Language and Culture Instructor. In 2019, I became a Distance Language Mentor and have been in this position since then.

I have been teaching the Spanish language to adult learners for almost 20 years in different settings, including at Wake Technical Community College and Durham Technical Community College in North Carolina, and George Washington University in Washington, D.C.

## **What exactly do you do as a Distance Learning Mentor?**

I currently teach the Spanish language to State Department employees who are based in the U.S. and abroad. I teach all of the courses that the program offers and meet once a week for 45 minutes with each student to guide them in their learning process.

## **What is your favorite part of your job?**

There are different parts of my job that I love. For instance, interacting with learners from different professional backgrounds, seeing how learners enjoying learning and growing as language adult learners, helping them to be more confident in their language skills, and learning and understanding the Latino culture.



## Iouri's Corner



*Any type of learning assumes certain results. Cultural learning aims at Cultural Intelligence. It is a gradual and, most likely, never-ending process.*

*Cultural intelligence is the capability of an individual to function effectively in situations characterized by cultural diversity.*

*— P. Christopher Earley and Soon An*

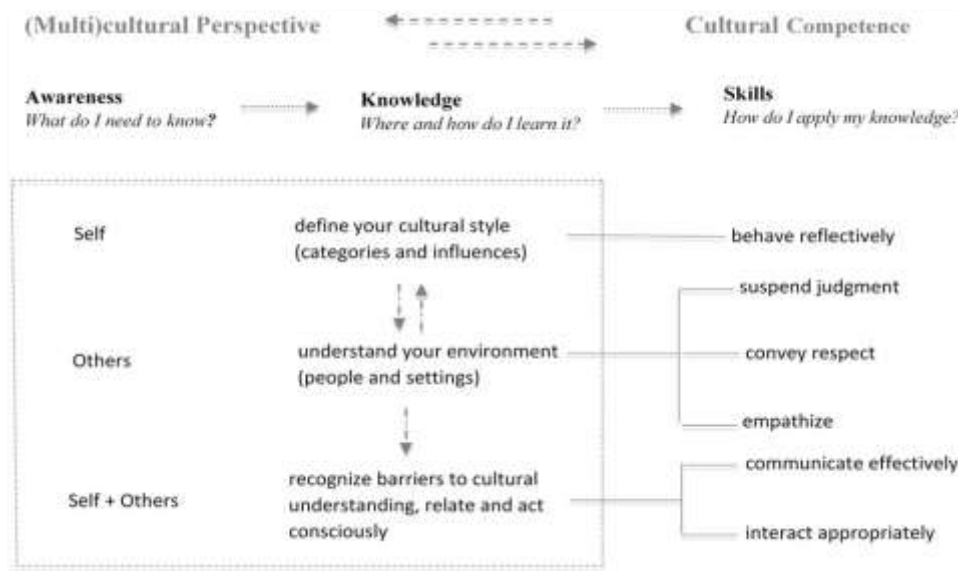
This definition has two unequivocal implications: cultural knowledge, both generic and specific, and the skills to interact with those who are different. There is a clear interconnection between the two implications – one would not be sufficient without the other, which entails two distinct types and directions of cultural learning.

The most common type is country-specific and directs you to a focused collection of cultural information. It could be purely empirical – *I see, experience and learn*; or it



could be more “academically” organized – *I choose an existing model of culture and use it as a lens to learn about other cultures.* The outward direction of this approach mainly equips you with knowledge about others. The feedback loop—knowledge about self—is rather intuitive, which makes cultural learning imbalanced.

The other type is called country-neutral and directs you towards yourself first – *I learn about self and from interactions with others. I deliberately acquire knowledge, identify and practice skills for effective and appropriate interactions. I reflect on my interactions.* The main objective of this type is to provide you with a framework of cultural learning. It clarifies the structure and the process for raising awareness of what you don’t know, the ways to acquire needed knowledge, and guidance for developing skills “to function effectively in situations characterized by cultural diversity.” Here is one way to present it:



Here are some suggestions on how cultural learning can be practiced:

#### For Self

- Reflect on your actions:
  - Be aware of why you think, speak, and act the way you do;
  - Be fully present;
  - Check the balance between intent and impact of your actions.

#### When experiencing others:

- Suspend judgment:
  - avoid moralistic, value-laden, evaluative statements;
  - listen in a way that others can fully share and explain self.
- Convey respect:
  - Transmit—verbally or non-verbally—positive regard, encouragement and sincere interest;
  - listen in a way that others can fully share and explain self.
- Empathize: try to understand others from their point of view.

#### When interacting with others:

- Communicate effectively:
  - keep in mind listening habits, audience expectations, body language, manners and taboos.
- Interact appropriately:
  - accept a degree of uncertainty when dealing with others, seek positive solutions.

It is worth pointing out that “others” extends to your fellow culture members as well – there is enough diversity in most cultures nowadays.

Connect with GLC!



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<https://gltcenter.com>



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