



LG ELECTRONICS
Sponsored Internship
Human Resources Management
Graduate/Undergraduate Students

Company Background

LG Electronics MobileComm USA, Inc. is the world's leading provider of UMTS (WCDMA), CDMA and GSM handsets, which have been designed to improve the value of customer life. With a total range of wired and wireless solutions, the company is rapidly establishing a global presence and growing its international market share in 3G handsets.

Project Overview

The Human Resources Intern will work on our FSE/Local Integration initiative. This initiative will require the design and rollout of several OD tools including:

- **A Buddy Mentoring Program**
 - Partner the outgoing FSE and a local employee with the incoming FSE
 - The mentoring relationship begins as early as the transition is identified and a plan is created
 - The 'advance' mentoring can begin while one person is in Seoul and the other person is in the U.S.
- **Customer Facing Mentor Program**
 - Develop an enhanced mentoring approach for employees who are customer facing with extended overlap time for the incoming and outgoing FSEs. Go well beyond initial introductions to ensure a secure customer relationship, consumer, and US market understanding before fully transitioning
 - Enhanced On-boarding Program and tools
 - A new website/portal with links to important information about the new area such as links to the DMV for advance study for a driver's test, links to sites with residential rental information, links to area attractions, links to school information, etc.
 - The Aperia START tool –Short-term Assignment Readiness Toolkit –an online tool for business professionals that provides the necessary knowledge and tools to accelerate on-assignment performance and facilitate the achievement of business objectives that provides the necessary knowledge and tools to accelerate on-assignment performance and facilitate the achievement of business objectives in a new cultural environment
 - FSE customized new hire orientation
 - Assigned FSE 'Ambassador' from HR
 - More emphasis on FSE tracking system –identify and suggest solutions before the incoming FSE arrive at LGEMU
- **Cultural and language Training Programs**
 - Strengthen cultural training for local and Korean employees –especially extended 'Global Mindset' training for all employees

- More emphasis on English language lessons
- More emphasis on Korean language by increasing the availability of the Korean language learning tool
- Information about cross cultural online modules in Learning-NET, etc

Skills and Requirements

- Strong Microsoft Office proficiency, especially Word and PowerPoint, with knowledge and functional skill in Excel
- Strong positive interpersonal communication skills
- Ability to conduct micro research within a short timeframe
- Previous web design, although not a requirement –would be a plus
- Knowledge of basic principles of mentoring –also a plus

To apply please contact Angelica Bouras at intern@mail.sdsu.edu