

[View this email in your browser](#)



RESOURCE EXCHANGE INTERNATIONAL



The students were learning about empathy mapping for a strategy course.

The Key to Working Cross-Culturally Long-Term

by Josiah Ng, REI Field Staff and Professor at Samarkand International University of Technology, Uzbekistan

It was only my third day as a university lecturer in Uzbekistan, and I was already surprisingly frustrated.

But my frustration wasn't with the students, nor the work. It was because I was locked out of the school's design lab where I teach, even though I had the key.

Three days earlier, the Head of Department had warmly welcomed me, placing a shiny but slightly stained key into my palm. I was excited.

My wife and I had after all spent the year preparing to move to Uzbekistan with our two sons, having been here before for a short-term trip with REI. I was all ready to ***build people to build nations*** for a longer term and impart design and communication skillsets to the youths of this emerging nation.

And now, here I was, standing outside a locked door, heart racing, brows furrowed. On day one, I spent ten minutes (and a fair amount of brutal force) trying to fit the key into the keyhole . . .

[READ MORE](#)



Dr. Rick Kopke with Dr. Cahn, director of the National Otolaryngology Hospital (NOH)

Decades of Impact in Hanoi Bears Fruit

For REI's Otology Team, the fall 2025 visit to Hanoi, Vietnam was much more than a professional trip. It was the continuation of decades-long relationships, the celebration of shared accomplishments, and a glimpse into a future that could transform hearing healthcare throughout Vietnam and beyond.

Led by Dr. Rick Kopke, the team included Dr. Michael O'Leary, Dr. Dayton Young, Erica Simas and Diana Young. Together, they traveled to Hanoi with four primary objectives . . .

[READ MORE](#)

A Word from the President

Singaporean short-term professionals. In this month's first article you'll see how it has been going for REI (Singapore)'s first long-term staff family. As Josiah explains, the Ngs are learning the "key" to being effective global workers, "adapting, listening, and embracing challenges as opportunities."



This month's second article details the work of several American short-term professionals, all otologists and ear surgeons. Some of these surgeons are affiliated with the Hough Ear Institute (HEI) in Oklahoma (www.houghear.org). REI's partnership with HEI began decades ago, resulting in numerous training trips to Vietnam by multiple HEI doctors. You'll read about the next step in this partnership – the establishment of a Temporal Bone Surgical Dissection Lab, which will allow HEI-trained Vietnamese otologists and other international doctors to provide advanced surgical education throughout Vietnam and the broader region.

Whether it is through long-term staff or long-term (short-term) professionals, REI longs to build individuals of emerging countries in all ways so that they can, in turn, build their nations in all ways.

K. Douglas Erdmann
President & CEO



Subscribe

Past Issues

Translate ▼