



**THE EXECUTIVE LINK: The Impact of Culture on Communication in the Workplace**

In an effort to demonstrate our commitment to providing value to our executive-level members, CMA Ontario is offering this highly informative knowledge and networking session exclusively for your peer group, regarded as **THE EXECUTIVE LINK**.

Canadian companies embrace diversity and recognize the competitive advantage that our culturally diverse employees bring to the workplace. Many organizations employ internationally educated professionals who meet the technical standards of their jobs, but due to cultural differences may be challenged by everyday work expectations. This highly interactive session will focus on how leaders can better understand and support employees from diverse cultural backgrounds.

**Key Learning Outcomes:**

- Understand how interpersonal styles, different interpretations of English, non-verbal communication, giving and receiving feedback differences, etc., affect interactions in the workplace
- Recognize the difference between individual values vs. corporate expectations
- Learn how the concept of “hierarchy” influences our behaviours
- Discover how decision-making styles differ depending on cultural influences
- Discuss how unintentional bias can affect how leaders manage employees different from themselves

**Who Should Attend?** Anyone who interacts with or leads employees from diverse cultural background.

**Presenter: Marni Johnson**

**Marni Johnson** is President of Workplace Communication & Diversity Inc. For the last 20 years she has helped leaders and employees in companies to communicate more effectively and work more harmoniously together. Marni has provided coaching and training for over 300 organizations and has spoken at several Canadian and international conferences. Most recently she was a guest lecturer for the Hubert H. Humphrey Fellowship at the Massachusetts Institute of Technology. Her topics were “The Impact of Culture on Communication in the North American Workplace” and “Gender Diversity in North America”.

**Date:**

Tuesday, January 11, 2011

**Location:**

CMA Ontario - Microsoft Dynamics Business Lounge  
70 University Avenue, Ground Floor  
Toronto, Ontario M5J 2M4  
(416) 977-7741

**Time:**

7:30 a.m. to 8:00 a.m. – Networking Breakfast (Continental)  
8:00 a.m. to 9:00 a.m. – Presentation  
9:00 a.m. – Interactive Question & Answer Session

**Cost:**

\$65.00 plus HST

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**REGISTRATION:**

To register online please visit the CMA Ontario Member Portal at <http://members.cma-ontario.org>.

To register by email or fax please complete the form below and send to Leena Rosenberg at 416-977-1365 (fax) or [rosenberg@cmaontario.org](mailto:rosenberg@cmaontario.org).

Guests (non-members) may register by email or fax by completing the form below and sending to Leena Rosenberg at 416-977-1365 (fax) or [rosenberg@cmaontario.org](mailto:rosenberg@cmaontario.org).

CPLD: 2 credits

**The Executive Link: Upcoming Knowledge and Networking Events**

To register for the upcoming sessions please visit <http://tel.cma-ontario.org/networking>

| TOPIC  | DATE                      | TIME                   |
|--|---------------------------|------------------------|
| From Good to Exceptional - Developing Emotional Competencies               | Tuesday February 22, 2011 | 7:30 a.m. to 9:30 a.m. |
| Effectively Managing Business Relationships with Americans                 | Tuesday March 29, 2011    | 7:30 a.m. to 9:30 a.m. |
| Internal Negotiations  | Tuesday April 26, 2011    | 7:30 a.m. to 9:30 a.m. |
| Executing Business Strategies in a Governmental Organization               | Tuesday May 24, 2011      | 7:30 a.m. to 9:30 a.m. |
| Social Media in the Workplace: Developing an Effective Social Media Policy | Tuesday June 28, 2011     | 7:30 a.m. to 9:30 a.m. |

**REGISTRATION FORM**

Please fax or email your registration form to Leena Rosenberg, Tel :(416) 204-3140 or (800) 387-2991 ext 140, Fax (416) 977-1365, [rosenberg@cma-ontario.org](mailto:rosenberg@cma-ontario.org)

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**January 11, 2011 – 7:30 a.m. to 9:30 a.m.**  
**CMA Ontario – Microsoft Dynamics Business Lounge – 70 University Avenue – Toronto**

Name: \_\_\_\_\_ I am a Member:  I am a guest (non-member):

Member #: \_\_\_\_\_ Tel: \_\_\_\_\_

Guest Name(s): \_\_\_\_\_

Credit Card (Visa/MasterCard/AMEX): \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Dietary Restrictions: \_\_\_\_\_

**No refunds for cancellations after January 4, 2011. Substitutions accepted at no charge.**

Visit [www.myCMAcommunity.com](http://www.myCMAcommunity.com) to discuss the latest business trends and share insights and best practices in management accounting with fellow Certified Members and Candidates.

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