

**Helping newcomers to Canada
master their careers**

Recruiting and Developing Culturally Diverse Employees

Funded by



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While the majority of Canadian employers clearly see a vital and important role for Internationally Educated Professionals (IEPs) in their current and future labour market needs, working with people who are culturally different bring challenges. Employers need to build the skills of their hiring managers to recruit, integrate and develop immigrant employees.

A report completed by Human Resources Professional Association pointed out that “from the employer’s perspective, middle managers need access to cultural competency training.” In particular, they need to learn “how to conduct performance coaching conversations with people from different cultural backgrounds.” Another key finding of this report is “there is a significant need for post-employment coaching on the part of the IEPs and their immediate manager.”

This workshop helps HR professionals, managers and senior staff, who have responsibility in hiring, training and managing IEPs understand the challenges recent immigrants face in job search and workplace integration and provide practice suggestions on how to overcome the challenges.

Learning Objectives – participants will learn to:

- Identify behaviours that are cultural and separate them from performance / personality issues
- Adapt their hiring practice to “screen-in” skilled immigrants
- Build best practices to develop and integrate immigrant employees into the workplace

About the Speakers

Lionel Laroche, Ph.D., P. Eng., Founder and Principal

Lionel received his education in France and the United States and started his career in Canada as an engineer. He also worked in Germany and Italy on expatriate assignments. The cultural adaptation process, after immigrating to Canada and working on international assignments for multinational companies, taught him so much that he decided to use the knowledge to help professionals, from all over the world, succeed in Canada and Canadian organizations benefit from the opportunities brought by a diverse workforce. Over the past thirteen years, Lionel has provided cross cultural training, coaching and consulting services to a wide range of business, government, academic, professional and non-profit organizations in ten countries (Canada, the U.S., Bermuda, Mexico, Peru, Belgium, Switzerland, France, the UK, and China). Lionel is a thought provoking and educational speaker / facilitator who presented at over 200 conferences and events across Canada and the United States. He regularly teaches at several Canadian and American universities, including the University of Toronto’s EMBA Program at the Rotman School of Business.

He is the author of two books and over 100 publications examining the impact of cultural differences on business at the organizational and individual level. His two books are entitled:

- Managing Cultural Diversity in Technical Professions
- Recruiting, Retaining and Promoting Culturally Diverse Employees

Caroline Yang, CHRP, CCP, Partner & Human Resources Consultant

Caroline has fifteen years of human resources experience working with Nortel and Compaq in China and ATI (now AMD Canada), TD Bank and MDS Inc. in Canada. In her role as the human resources business partner and compensation and global mobility specialist, Caroline had the opportunity of working with a diverse workforce and supported multicultural teams of highly skilled technical professionals. Among her many accomplishments, she developed and managed international human resources policies and global mobility programs, developed and facilitated performance management training for managers and communication and teamwork training for engineers.

Since joining MCB, Caroline has assumed the role of program design, workshop facilitation, policy consulting, project management and business development. She has provided services to a broad range of public and private sector organizations including Scotiabank, Total E&P Canada, City of Kitchener, Royal Ontario Museum, University of Toronto, Ontario Regulators for Access Consortium, Canadian Association of Staff Physician Recruiters. She has designed a Citizenship and Immigration Canada funded two-day train-the-coach program, which is rolling out to employment councillors throughout Ontario starting from July 2011.

Caroline graduated from City University of Hong Kong with a Post-Graduate Certificate in Business Administration and a CIDA (Canadian International Development Agency) training program at Simon Fraser University in translation. A Certified Human Resources Professional (CHRP) and a Certified Compensation Professional (CCP); she is the Director of Professional Development at the York Region Chapter of Human Resources Professional Association of Ontario. Caroline was recently interviewed by Radio Canada International to share her experience of integrating skilled immigrants into the Canadian workplace. She has multiple publications on leadership, teamwork, global HR policies and total rewards by HRP, WorldatWork and Canadian Employee Relocation Council.

Date:

Wednesday, January 11, 2012

Location:

Centre for Internationally Educated Professionals in Business
70 University Avenue, Ground Floor (northwest corner of University Ave./Wellington Ave.)
Toronto, ON M5J 2M4
416-977-7741 ext. 140

Time:

7:30 a.m. to 8:00 a.m. – Registration/Continental Breakfast
8:00 a.m. to 11:00 a.m. – Workshop

Cost:

CMA Member: **No charge**

CPLD:

3 credits (Credits awarded to Certified Members only)

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 on the following page.

REGISTRATION FORM (IF REGISTERING BY FAX OR EMAIL)

Please fax your registration form to 416-977-1365 or scan/e-mail it to iepcentre@cmaontario.org.

General inquiries: 416-204-3140 or (800) 387-2991 ext. 140.

**Recruiting and Developing Culturally Diverse Employees
Wednesday, January 11, 2012**

Name: _____ Member #: _____

Tel: _____ Email: _____

Dietary Restrictions: _____

E-mail Address: _____

**Do you have any special needs that require accommodation?
Yes/No
If yes please indicate:**

This is a free event. A spot will be reserved for you. Please contact us if you are unable to attend.

For more information about the IEP Centre and IEP resource offerings, please visit www.pdi-cma.com/IEP.



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