

Learning English for the Canadian Workplace: Understanding Immigrant Labour Market Integration Issues

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Presentation outline

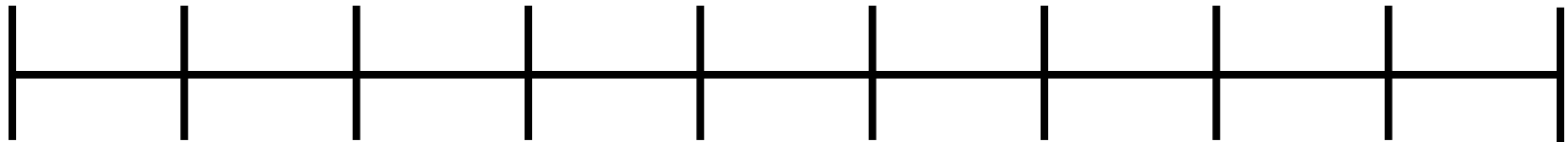
- What do immigrants need to learn in order to get jobs that match their experience and expertise in Canada?
- How can we teach them these skills?
- What can Canadians do to help immigrants integrate?

What is the issue?

I prefer working for managers who

**give me enough freedom
so that I can determine the
best direction for myself**

**give me clear directions
so that I know what
they want me to do.**

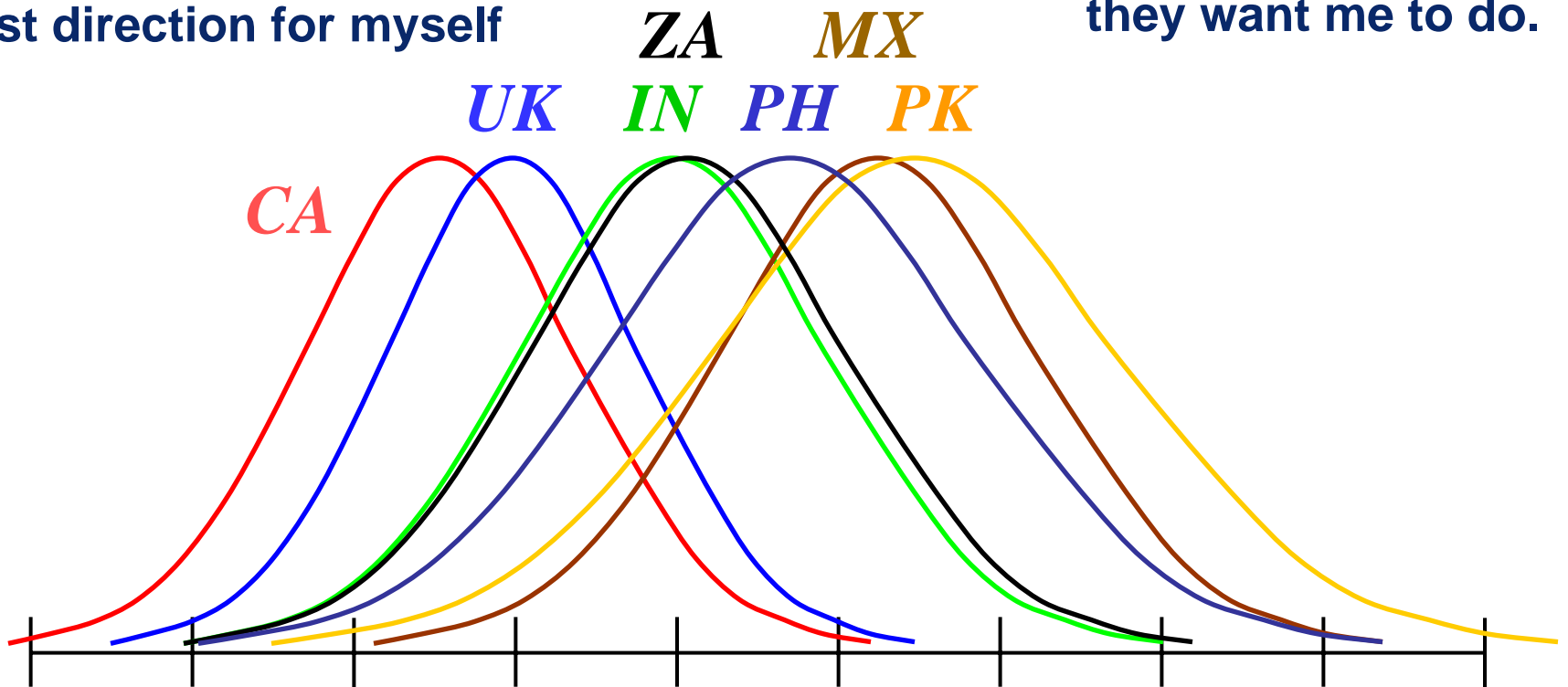


The real issue

I prefer working for managers who

give me enough freedom
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give me clear directions
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they want me to do.



What do immigrants need to learn?

Immigrants need to learn:

- Where they “fit” within the Canadian labour market
- How to look for a job in Canada
- How to “canadianize” their technical skills
- How to “canadianize” their soft skills

What do immigrants need to learn?

“Fit” within the labour market:

- Individual contributor, back office positions
- Strong match between job requirements and experience
- Need for “instant credibility”

What do immigrants need to learn?

Finding a job that matches their skills and experience in Canada:

- Resume writing
- Interviewing
- Probation period

What do immigrants need to learn?

Adapting their technical skills to Canadian labour market requirements:

- Learn Canadian-specific:
 - Software
 - Programming language
 - Drugs
 - Tax laws
 - Etc.

What do immigrants need to learn?

Learning new soft skills:

- Communication skills: verbal and non-verbal
- Time management
- Writing reports / executive summaries
- Making public presentations
- Giving feedback
- Manager-employee relationship

What do immigrants need to learn?

Learning new soft skills:

- Prioritization
- Team work
- Client relationship management
- Influencing people
- Networking
- Leadership

Teaching them these skills is the hard part!

How do we teach them?

Government / non-profit organizations / regulatory bodies / etc.:

- Provide knowledge, not just information
- Explain structure of Canadian society
- Provide **individualized** career development advice
- Emphasize importance of soft skills
- Embed soft skill training in technical skill training
- Provide occupation-specific language training
- Provide occupation-specific mentoring/coaching

How do we teach them?

Employers:

- Train recruiters / HR / line managers
- Provide internal coaching
- Provide external coaching
- Modify New Employee Orientation Program
- Train International New Hires on internal organization methods

How do we teach them?

Adapting training programs to their learning styles:

- Lecture longer and more often
- Go top-down rather than bottom-up
- Use more data and statistics
- Embed soft skill training in technical training
- Avoid exercises where the point is obvious from the start
- Use anecdotes coming from their professions

How do we teach them?

Adapting training programs to their learning styles:

- Teach them that there can be more than one answer
- Use role plays and case studies that are grounded in their professions
- Recognize that you cannot help everyone
- Don't be afraid to use power to reinforce your teaching
- If someone does not get it, cut them loose
- When in doubt, use the “tough love” test

Conclusions

- Cultural differences are a fact of life throughout Canada.
- Diverse people don't just look different or speak a different language, they think differently and have different values.
- If you want copies of these slides, please give me your business card and I will email this presentation to you.