An Innovative Approach to Teaching Intercultural Communication for the Canadian Workplace

Presenter: Katerina Belazelkoska
Needless to Say…

Canadian workplaces are **multicultural** with increasingly complex layers of diversity, a particular characteristic of Canada as a nation.
The Impact

Thriving in today’s culturally diverse work environment means understanding the impact of culture-based beliefs, values, and perceptions in the workplace.
There is a Need for…

Deeper understanding that different cultures have different customs, standards, social mores, and even thought patterns.
Intercultural Competence

Knowledge of the many sociocultural practices that constitute cultural know-how and awareness.
Awareness of what?

Awareness of your own and other people’s beliefs and values, and a willingness to recognize when these may clash.
Intercultural Communication Competence

The ability to function well in diverse intercultural settings by communicating effectively with others who are of different cultural backgrounds.
The Benefit

“People who have worked on developing strong intercultural communication skills are usually more successful in both their professional and personal lives.”

Source: https://www.skillsyouneed.com/interpersonal-skills.htm
Workplace Communication in Canada (WCC) Program (see flyer)

• A series of four consecutive, 39-hour, on-campus / off-campus hybrid courses

• Objective

• Program Design

• Professional Development Award

• Financial Aid - OBPAP
Introductory Video

https://www.youtube.com/watch?v=8FR8mkfDCRc

- Would you consider taking/recommending the training after watching the video?
- If yes, what triggered your interest?
- If not, what’s missing?
ICCW Course - Objectives

• Develop **awareness** about the impact of culture-based beliefs, values and perceptions in the Canadian workplace

• Increase **understanding** and **acceptance** of **differences in communication** to foster a more inclusive work environment
ICCW Course - Focus

• Understand the impact of culture on workplace communication
• Identify and adopt success strategies for effective teamwork
• Develop and implement strategies for working effectively with culturally diverse clients
Intercultural Communication for the Canadian Workplace (ICCW) Courses

• ICCW course for newcomers and pre-arrivals: Self-Assessment, Self-test and 8 modules (20+ hours)

• ICCW Training Program for Canadian and internationally trained individuals (generic): 4 modules (3 hours)
ICCW Course for Newcomers and Pre-arrivals:

Self-Assessment & Self-Test
1. Cultural Awareness
2. Interpersonal Communications
3. Informal Communication and Networking
4. Client-focused Communication
5. Strategic Communication and Conflict Management
6. Professional Behaviour in the Workplace
7. Cross-cultural Teamwork
8. Legal Frameworks for Managers
ICCW Training Program for Internationally and Canadian Trained Individuals

1. Intercultural Communication for the Workplace
2. Building and Maintaining Effective Workplace Relationships
3. Working with Culturally Diverse Clients
4. Cross-Cultural Teamwork
Training Modules Include:

- Pre and post-training tests
- Interactive scenarios
- Video simulations
- Commentaries (narrator)
- Web-links for further reading
Demo of the ICCW Course

Firefox

http://ce-online.ryerson.ca/iccw
The Award

• Go to: http://ce-online.ryerson.ca/iccw
• Create your account (no fee)
• Three new accounts will get free access to the ICCW Training Program
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The Workshop - description

• Participants in this workshop will be introduced to the Communication in the Canadian Workplace (ICCW) Training Program, a fully online tool which has demonstrated effectiveness in helping individuals create a greater understanding and acceptance of cultural differences in communication, enhance positive collaboration with fellow employees, network effectively, improve relationships with diverse business customers and demonstrate leadership.

• Participants will explore the content, play with randomly assigned pre and post-test questions and be taken through video simulations designed to prompt discussion.

• A draw at the end of the session will give three participants free access to the ICCW Training Program.