



# An Innovative Approach to Teaching Intercultural Communication for the Canadian Workplace

Canadian

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## 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

## Contact Info

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# Questions?



# 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.