

Boosting Performance: ISANS Workshops for Enhanced Workplace Dynamics



Yaj Suresh | Facilitator, Intercultural Workplace Program | ysuresh@isans.ca

Paul Pickering | Coordinator, Intercultural Workplace Program | ppickering@isans.ca

Mount Saint Vincent University

May 22nd, 2024

Intercultural Workplace Program - Overview

- The Intercultural Workplace Program (IWP) serves Nova Scotian employers.
- IWP offers workshops on HR topics with an Equity, Diversity, and Inclusion (EDI) focus.
- Topics include (but not limited to): intercultural competency, recruitment, retention, and onboarding.
- Delivery options: virtual, onsite, and as lunch and learn sessions
- Funded by: Nova Scotia Immigration and Population Growth

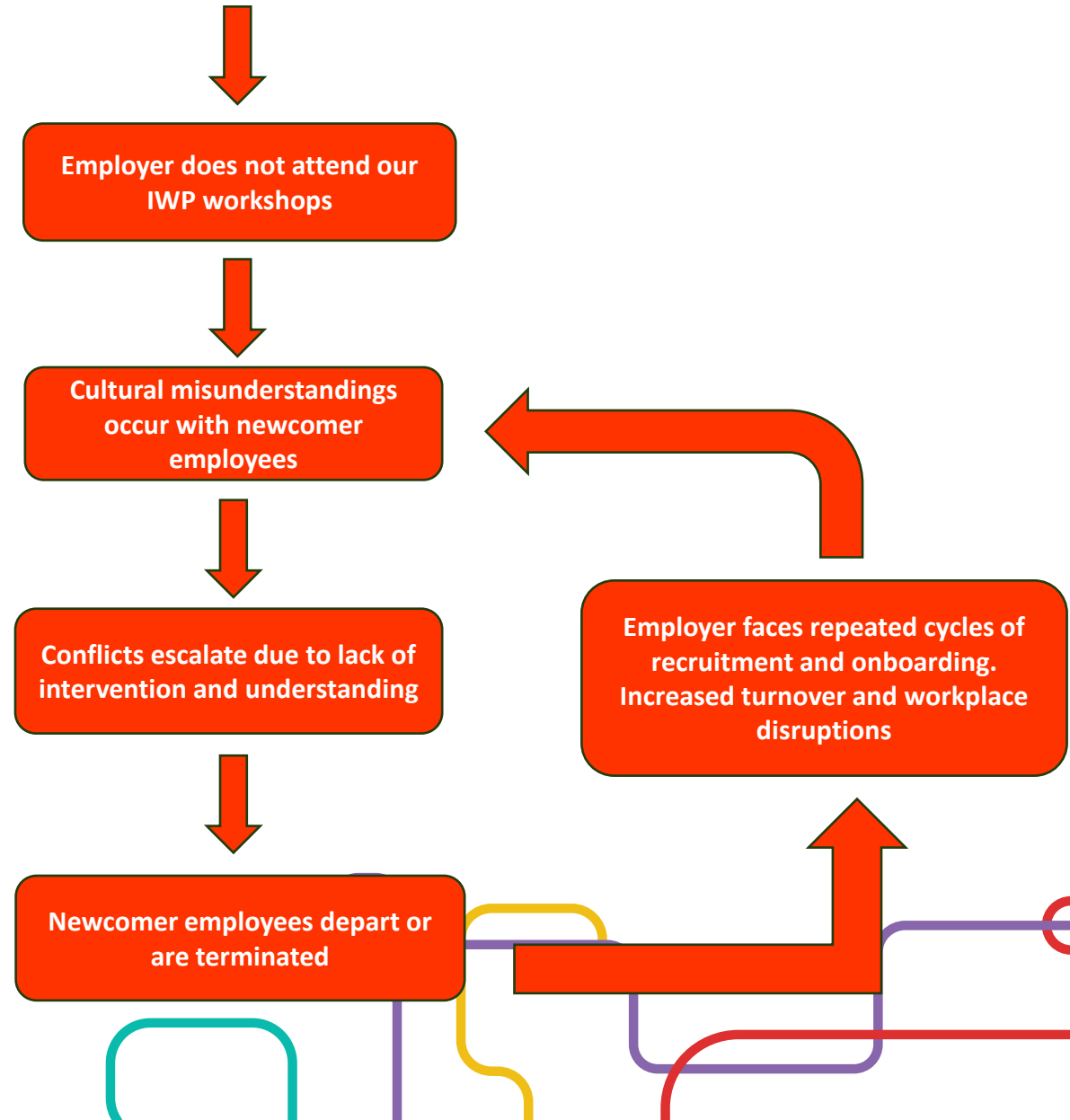
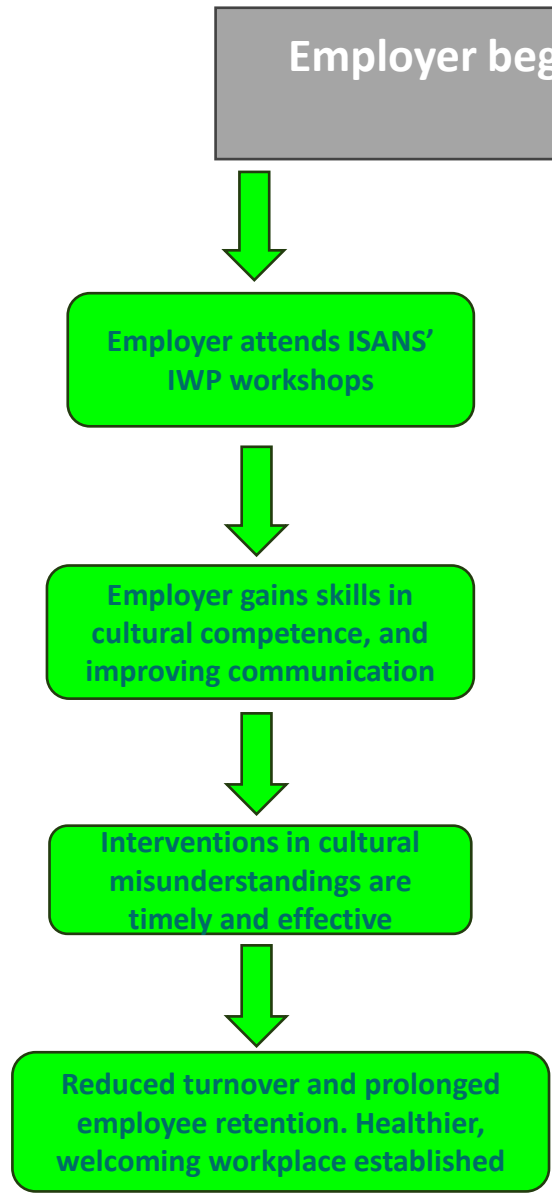


Challenges in Today's Workplaces



- Faster pace of work
- Increased competition
- Decreased sense of control over jobs
- Low levels of employee engagement worldwide
- Generational diversity
- Millennials seeking work-life balance
- Employees balancing caregiving and work
- Outdated talent management practices





Addressing Intercultural Challenges

- Newcomers face communication misunderstandings
- Direct feedback may cause stress and trauma. Example: a newcomer employee cried during a performance review
- Cultural norms often cause newcomers to downplay achievements
- Our program fosters culturally resilient workplaces
- Workshops improve communication and understanding
- Our proactive approach reduces turnover, increases engagement





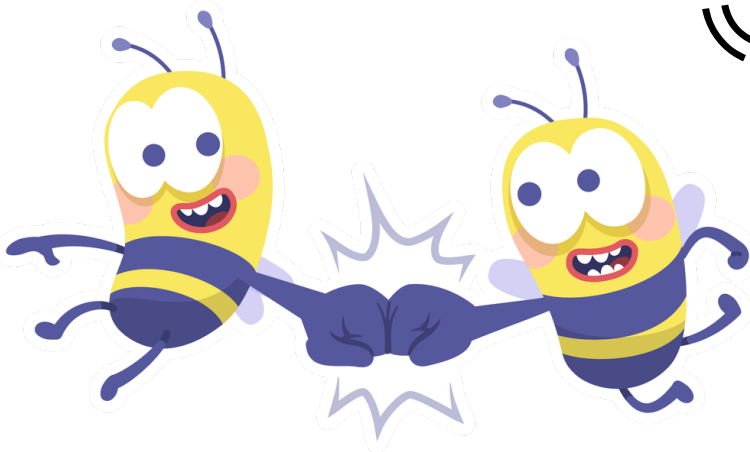
Stretch!

- The good news is I am not asking you to do this.
- What I want you to do is:

Stand if you are able or, raise an arm, or gives a thumbs up:

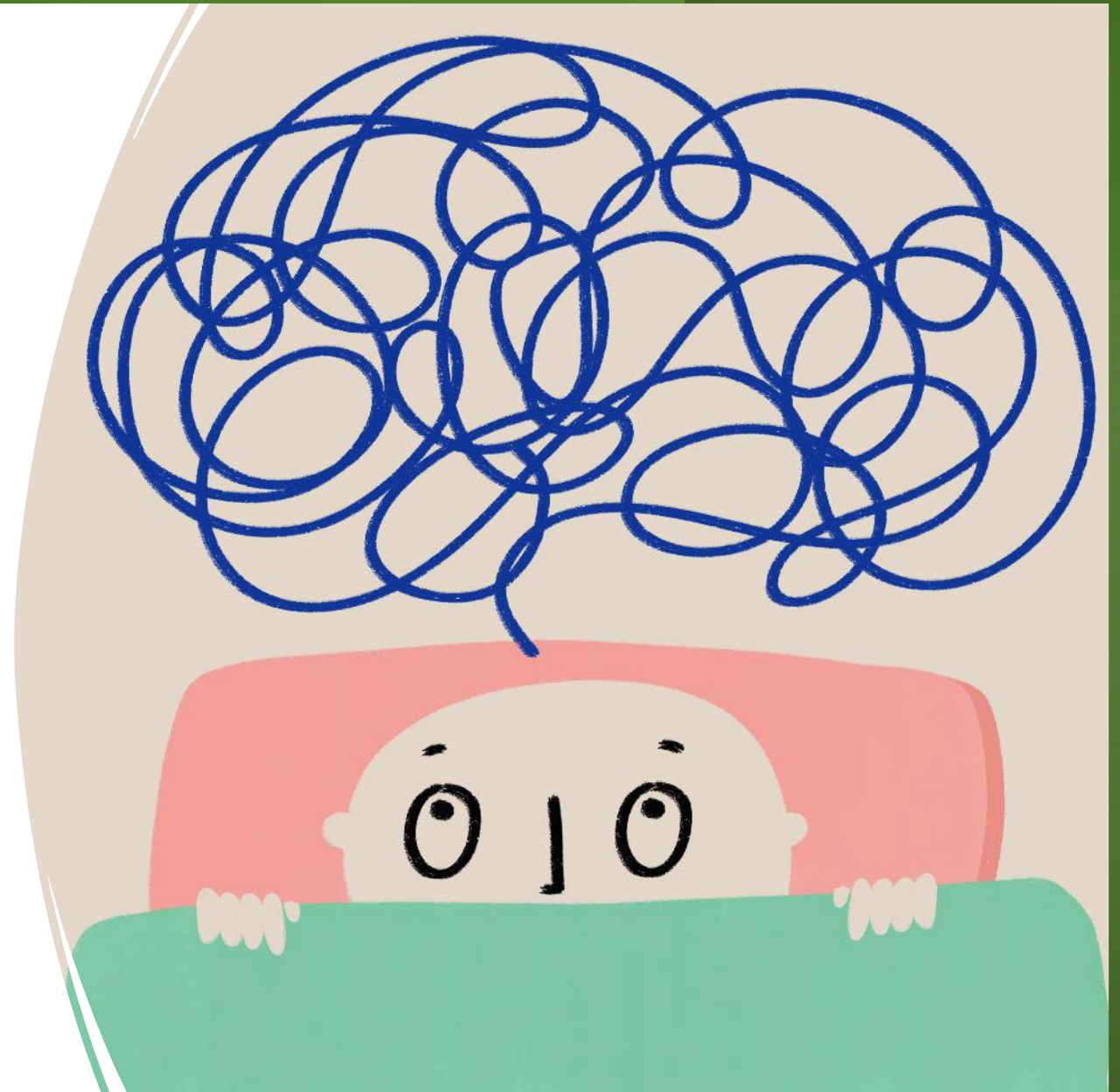
- Born in Nova Scotia
- Born outside Nova Scotia
- Born outside Canada

Greetings



*The miracle of
communication is
that it happens at
all.*

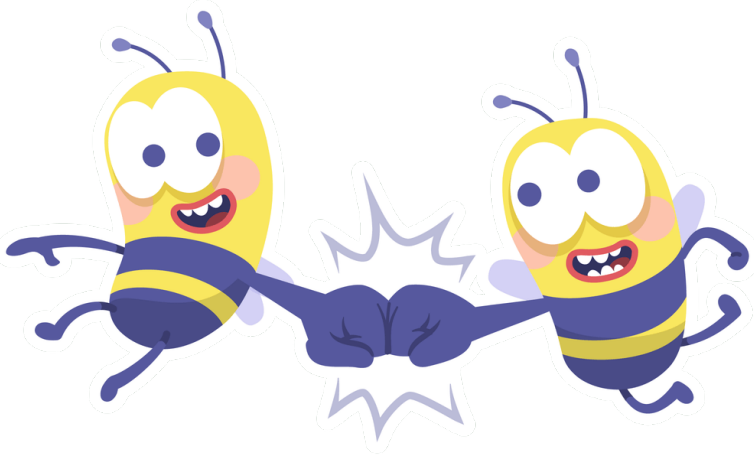
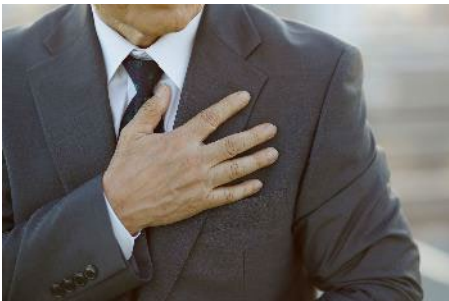
There are barriers we see,
and many more barriers we
do not see;
but EVERY barrier can be
addressed.





Our Workplaces

Greetings



Intercultural Workplace Program Virtual Workshops

Four, 90-minute workshops delivered through MS Teams.

Gateway

- EDI & Wellness
- Workplace Culture
- Values and behaviors

Skill Sets

- Recognizing
- Identifying
- Engaging

Recruitment

- Outreach
- “The Sift”
- Interview
- Selection

Retention

- Onboarding
- Support
- Integration
- Development

Intercultural Workplace Program



Spring Delivery Dates for virtual workshop

- Gateway to an Intercultural Workplace: Wednesday June 5: 10-11:30 am
- Skills for the Intercultural Workplace: Tuesday June 11: 1:30-3:00 pm
- Recruitment and Interviews: Thursday June 13: 1:30-3:00 pm
- Onboarding and Retention: Friday June 21: 10:00-11:30 am

Customized services by arrangement

Be sure to provide your email or phone #, and we will reach out to you.

Intercultural Workplace Program

Thank You



Yaj Suresh | Facilitator, Intercultural Workplace Program | ysuresh@isans.ca

Paul Pickering | Coordinator, Intercultural Workplace Program | ppickering@isans.ca