



Shared Services Canada

Why Be a Champion for Diversity and Inclusion?

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Outline



- Introduction



- Why do we Need Diversity Programs



- Immigrant Barriers to Diversity



- My Journey



- Why be A champion for Diversity



- How to Develop Diversity Policies for your Business

Why Do we Need Diversity Programs?

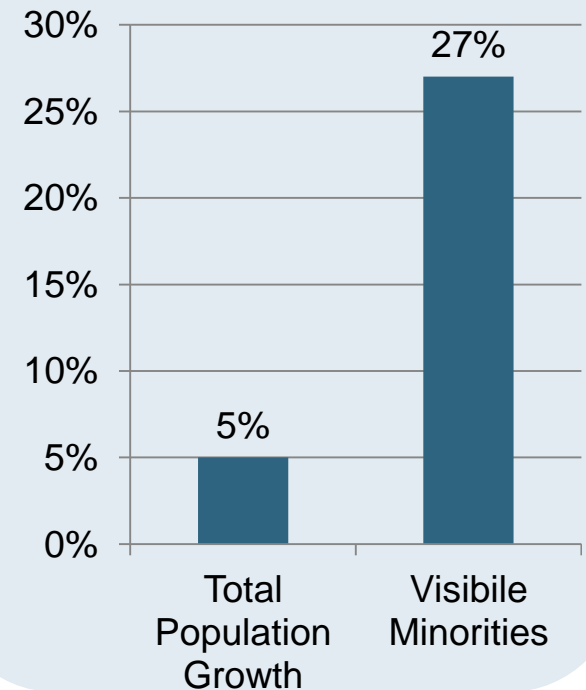
To combat acute skilled worker shortage

- from birthrates, declining numbers of post-secondary graduates and unprecedented numbers of retirements
- By 2011, 100% of net growth in the labour force is projected to come from immigration

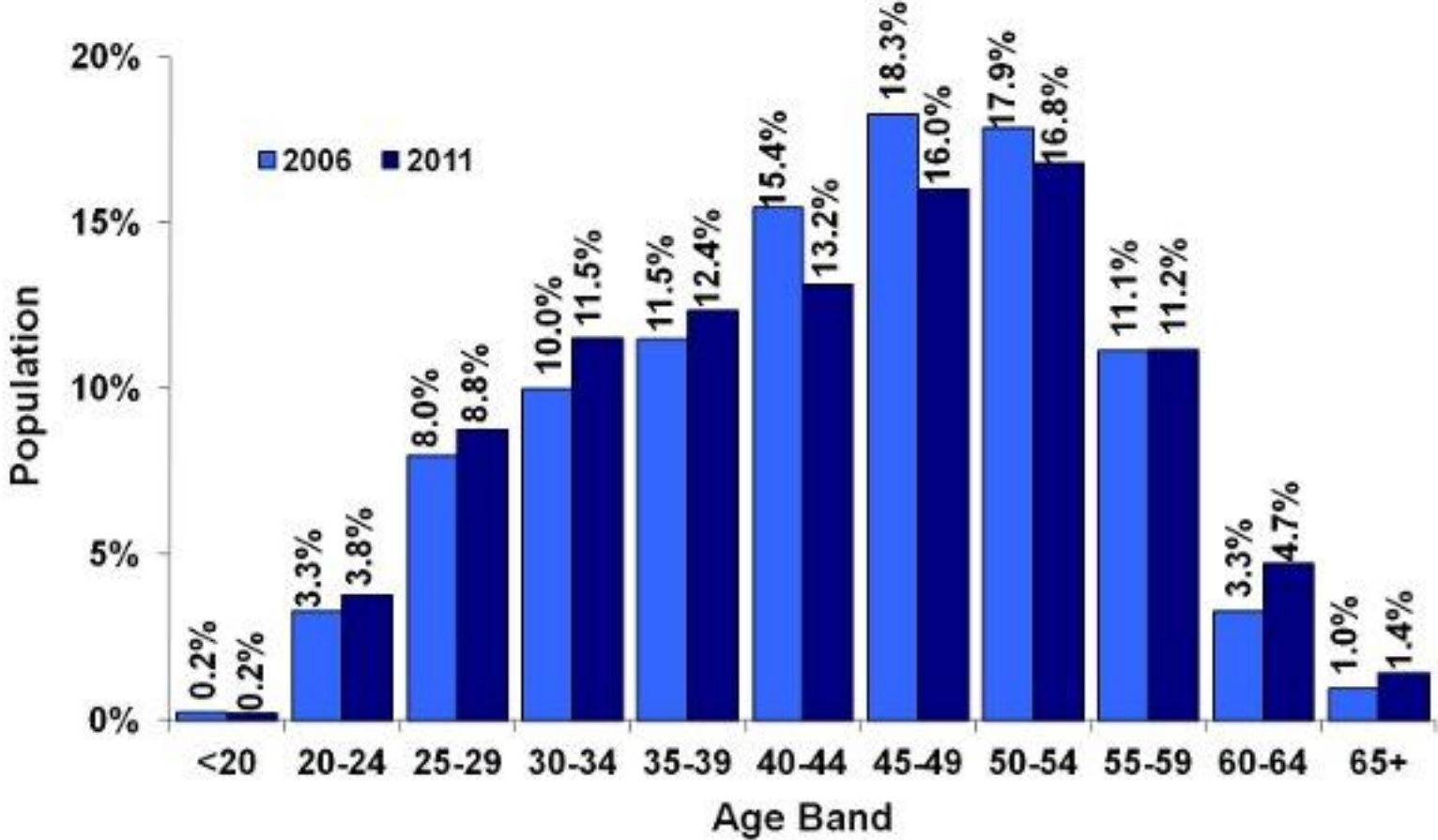
To stop losing between \$3.4 and \$5.0 billion dollars per year for Canada's economy,

- Due to the underutilization of newcomers, according to the Conference Board of Canada.

Visible minority population growing much faster than Canada's total population



Canada's Aging Workforce



Source:

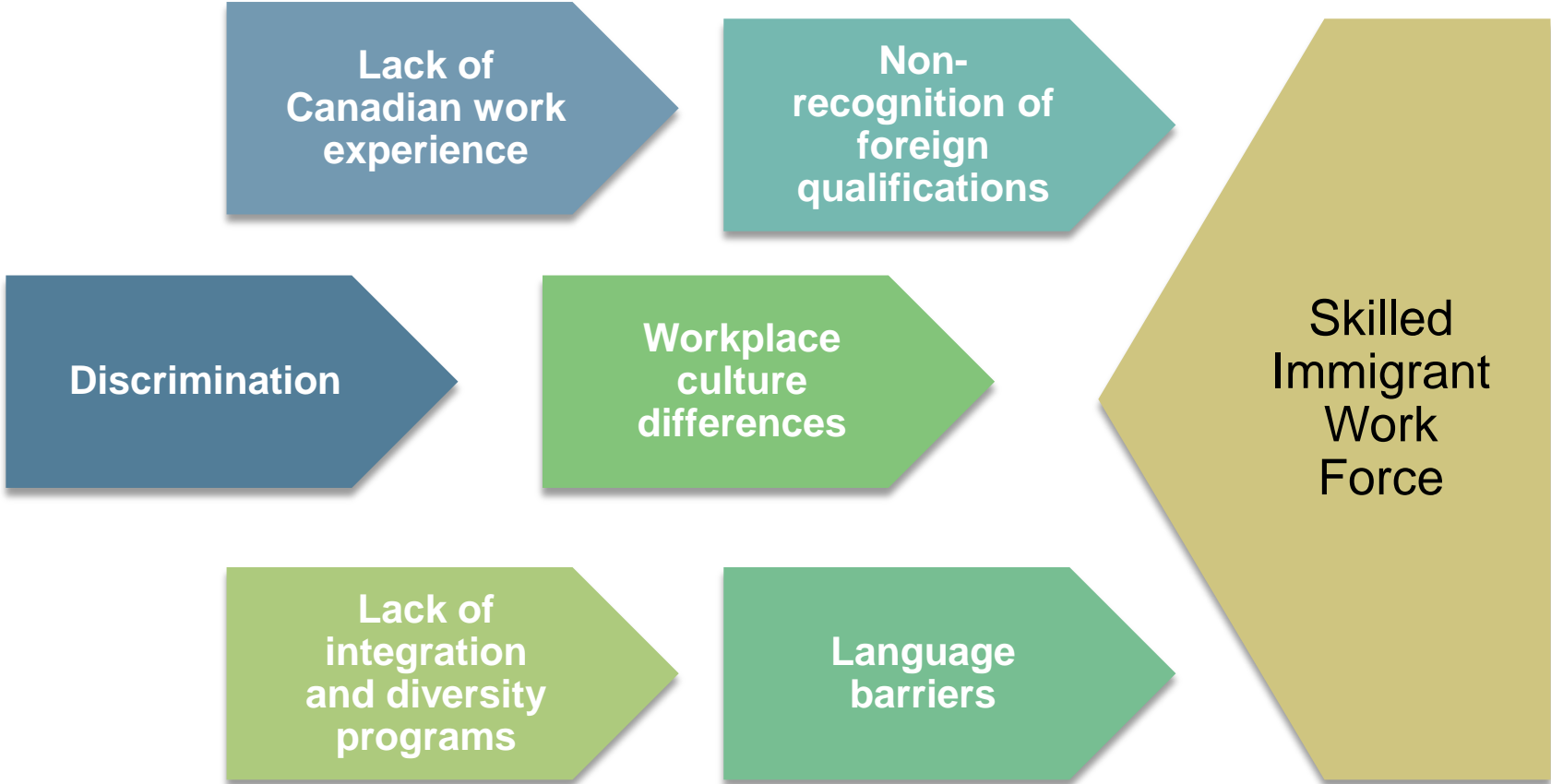
Diversity Benefits your Business

Diversity helps you:

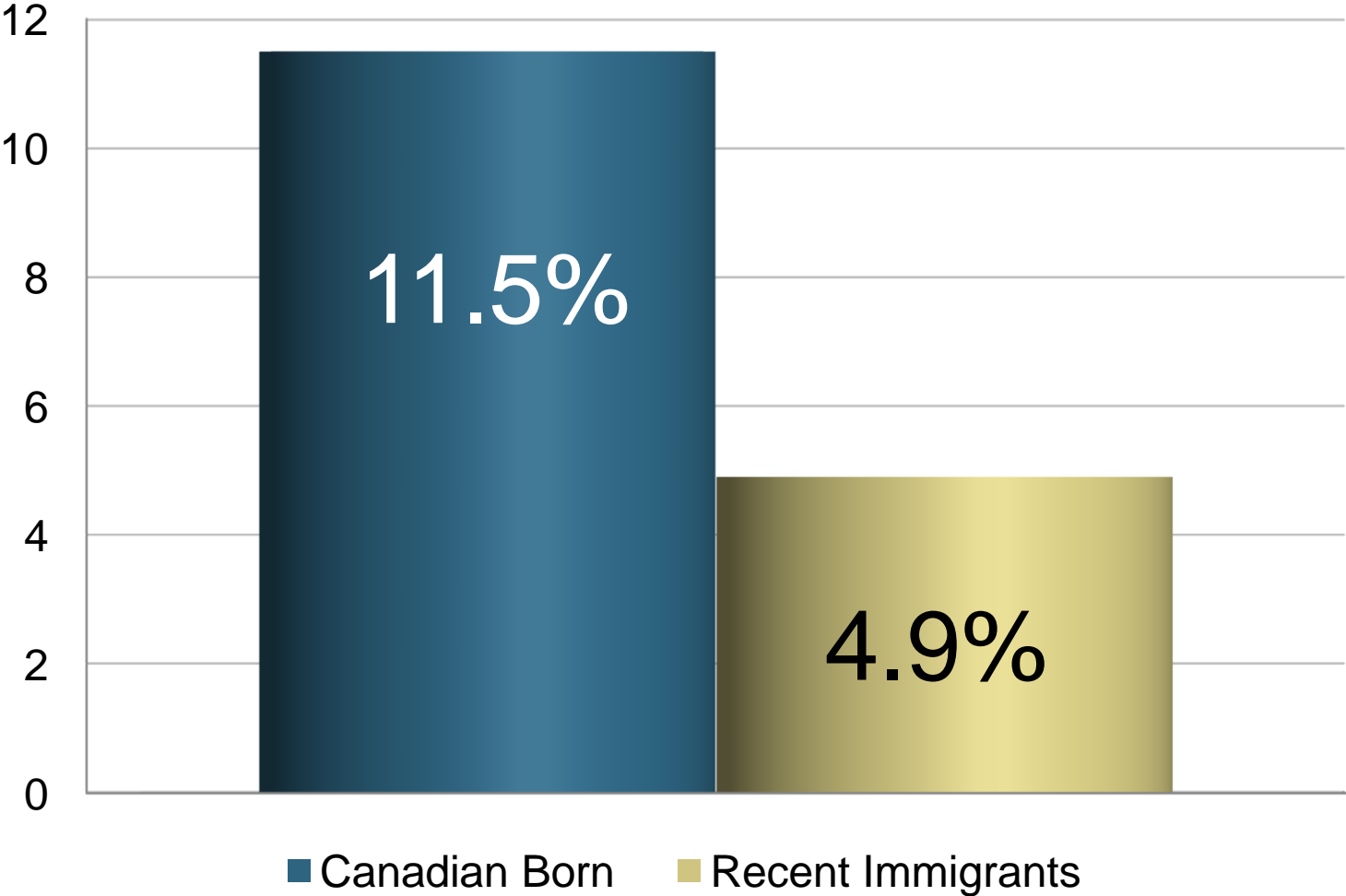
- Attract and retain top talent to alleviate skill and labour shortages
- Better understand and respond to increasingly diverse local customer base
- Leverage immigrants' international experience and cultural awareness to expand local markets and develop new global markets
- Enhance productivity, creativity, employee relations, and decision-making through diverse approaches
- Save on employee training costs by using transferable foreign work experience



Immigrant Barriers to Diversity



2006 unemployment rate among recent immigrants was 6.6% higher than Canadian born



Learning and Development Needs of New Canadians 2008 (per cent; n=218)

Speaking skills	51
Oral comprehension skills	45
Writing skills	45
Workplace culture, norms, and ethics	43
Reading skills	28
Job-specific skills	26
Attaining Canadian-recognized credentials	23
Settling into Canadian life	22
Health and safety skills	15
Business skills	13
Computer skills	10
Technical skills	6
Other	2
Have no unique learning needs	8
Don't know	24

Language proficiency is closely linked to a broader set of communication skills that enables individuals to integrate effectively into Canadian workplace teams.

Many immigrants who can speak English or French still find it difficult to “fit in” because:

- they misunderstand the nuances of a language(e.g., humour, slang),
- they lack the cultural knowledge necessary to effectively use non-verbal signals (e.g., gestures and body language; sense of personal space; display of emotions; tone of voice).

Did you Know?

- University-educated immigrants aged 25 to 54 who arrived in Canada within the previous five years were less likely to be employed in 2007 than their Canadian-born counterparts regardless of where they obtained their degree.



Did you Know?

Ottawa is the second largest recipient of immigrants in Ontario, and attracts highly educated immigrants who come with great diversity in education, training, job skills, expertise and experience.

83% of all immigrants who settle in Ottawa hold a university degree.



My Journey



Immigrant
Experience

Professional
Experience

What I've
learned

What can you do to help break down barriers?



Why Be a Champion for Diversity and Inclusion

- Champions have the unique opportunity to influence and reshape the organizational culture by contributing to creating a workplace which fosters respect and acceptance of diversity, creating a safe place for everyone to work.
- As an immigrant myself, I have travelled that road. I know how under utilized the immigrant community is and I want to help to do something about it.

When highly educated immigrants have to make sacrifices to put food on the table for their families, then we are all sacrificing...because we are not appreciating the wealth of knowledge and experience we have right here in front of us.

Develop Diversity Policies to fit your Business

- There is no cookie-cutter approach
- Develop a set of “immigrant-friendly” programs and practices that fit with your business needs and capabilities.
- We live in a pluralistic society and we are overlooking an invaluable resource in shaping Canada’s future.



To Make Diversity Work You Need

1

- Top leadership commitment

2

- Part of organization's strategic plan

3

- Diversity linked to performance

4

- Measurement

5

- Accountability

6

- Succession planning

7

- Recruitment

8

- Diversity training

Ideas for Developing your Diversity Policy

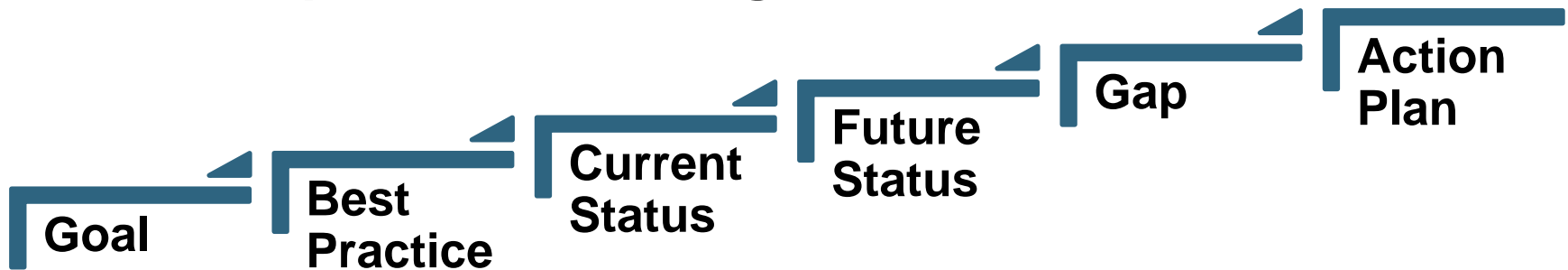
Attraction/Recruitment Practices	Integration/Development Practices	Retention Practices
<ul style="list-style-type: none">• Expand recruitment methods beyond standard practices.• Implement culturally sensitive screening practices.• Provide information and pre-employment training through community organizations.• Offer bridging and mentoring programs• Help obtain recognition of foreign qualifications through credential service agencies or in-house competency tests. Provide assistance to acquire credential papers/documents.	<ul style="list-style-type: none">• Offer workplace mentoring programs.• Provide professional language and communication skills training programs.• Support and encourage the achievement of their professional goals and objectives.	<ul style="list-style-type: none">• Promote cultural awareness.• Support affinity groups.• Provide cultural diversity training.• Engage executive support for diversity.

How SSC Developed a Diversity Roadmap

Examined each of these areas:



And developed the following:



Wrap Up

Businesses that attract, integrate, develop, and retain international talent benefit from an expanded knowledge and skills base.

Systemic barriers to integration /retention of international talent need to be addressed

Immigrant-friendly programs or practices can have a significant impact on an organizations' bottom line.



