

Foreign Qualification Recognition Initiative Overview

MultiCultural Business Solutions Inc. (MCB) is a Human Resources consulting firm specializing in bridging the gap of cultural differences. For more than eighteen years, MCB has provided training, coaching and consulting services to a broad range of business and public sector organizations and thousands of individuals in Canada and around the world. Our biggest value-add is to help organizations and individuals manage cultural differences and turn challenges into opportunities.

MCB has received funding from Alberta Ministry of Jobs, Skills, Training and Labour to run ten workshops in 2016 in Alberta aimed at enhancing employers' cultural competence and promoting the recruitment and integration of recent immigrants. The target audience of this workshop includes senior business leaders, HR professionals, hiring managers and colleagues of internationally educated professionals (IEP) with the following learning objectives:

- Understand the impact of culture on people's thought process and behaviours
- Improve your cross-cultural communication skills
- Bring practical solutions back to your work in a multicultural environment
- Increase the effectiveness of your multicultural team
- Practice skills to coach and provide feedback to IEPs

Bridging Cultural Diversity for Competitive Advantage Workshop Outline

Introduction to cultural differences

- Relative importance of technical skills and soft skills
- Visible and invisible cultural differences; Stereotypes versus generalizations

Communicating effectively with culturally different people

- Verbal communication style differences (choice of language, accent)
- Non-verbal communication style differences (silence, range of emotions)

Giving and receiving feedback across cultures

- Giving feedback to and receiving feedback from culturally different people
- Practical ways to ensure feedback is received the way it was meant
- Group discussion: How will you apply this knowledge? Can you think of situations that you would handle differently? Who should adapt to whom?

Manager - employee relationships

- Hierarchy and its impact on manager - employee relationships
- Group discussion: How will you determine whether your counterpart has a stronger sense of hierarchy than you do? How can you adapt your behaviour to bridge the gap with people who are significantly more / less hierarchical than you are?
- Practical tool: Who makes what decision

Coaching culturally different people

- Six-step coaching process
- Role play: Coaching a culturally different peer / direct report

Teamwork

- Individualism and its impact on teamwork
- Case studies: Situations where individualistic and collective people react differently
- Group discussion: How will you determine whether your team mate is significantly more collective / individualistic than you are? How can you adapt your behaviour to bridge the gap with people who are significantly more / less individualistic than you are?
- Practical tool: DACI matrix

MCB Consultants Biography

Lionel Laroche, Ph.D., P. Eng., Founder and Principal

Over the past eighteen years, Lionel Laroche has provided cross-cultural training, coaching and consulting services to over 60,000 people in seventeen countries (Canada, the U.S., Bermuda, Mexico, Peru, Chile, France, Belgium, Switzerland, Austria, the United Kingdom, Turkey, Hong Kong, Dubai, China, Korea and the Philippines). He is a very dynamic and educational speaker / facilitator who presented at over 250 conferences and venues, organized by a wide range of business, government, academic, professional and non-profit organizations.

Lionel is the author of over 100 publications examining the impact of cultural differences on business in general and technical functions in particular. His publications have appeared in over 30 trade magazines published in eight countries. He has written three books:

- *Danger and Opportunity: Bridging Cultural Diversity for Competitive Advantage, 2014.*
- *Recruiting, Retaining and Promoting Culturally Diverse Employees, 2007.*
- *Managing Cultural Diversity in Technical Professions, 2002.*

Throughout his training, coaching and consulting practice, Lionel makes use of his extensive international engineering, management, sales and human resources experience, working with people from over sixty countries. He worked for several multinational companies, including Xerox, Procter & Gamble, British Petroleum and Jeumont-Schneider.

Born in France, Lionel obtained his “Diplôme d’Ingénieur Polytechnicien” from the Ecole Polytechnique de Paris, France and his Ph. D. in Chemical Engineering from the California Institute of Technology in Pasadena, California, USA.

Caroline Yang, CHRP, CCP, Partner & Human Resources Consultant

Caroline has eighteen years of human resources experience working with multinational organizations in Canada and China. Caroline has worked with a diverse workforce and supported multicultural teams of highly skilled technical professionals. Her expertise ranges from human resources management to total rewards, international HR and global mobility.

Caroline has provided cross-cultural communication training and human resources consulting services to a broad range of public and private sector organizations from oil and gas companies to non-profit immigrant servicing agencies. She was interviewed by Radio Canada International to share her experience of integrating skilled immigrants into the Canadian workplace.

Caroline has multiple publications on leadership, teamwork, global HR policies and total rewards by HRPA, WorldatWork and CERC. She co-authored the book ***Danger and Opportunity: Bridging Cultural Diversity to Competitive Advantage***. Caroline graduated from City University of Hong Kong with a Post-Graduate Certificate in Business Administration and a Canadian International Development Agency training program at Simon Fraser University. In June 2016, she will also graduate from York University’s Master of Human Resources Management program.

There is no cost to attend the workshop. Participants will receive a copy of Lionel and Caroline’s book: ***Danger and Opportunity: Bridging Cultural Diversity to Competitive Advantage***

Email caroline@mcbisol.com to sign-up today!