

Newcomer Success:

Training opportunity

Skilled employees = higher productivity and better retention.

We offer no-cost training that is flexible to fit into shift and production schedules.

Schedule your training any time between September 2017 and March 2018.

Leaders and supervisors

Managing Culturally Diverse Teams (1-day workshop)

This workshop will be offered in Calgary and Edmonton. Participants will:

- Apply new tools and approaches to better understand when cultural differences are the root cause of work performance or interpersonal conflict.
- Build better work relationships with and between team members from different cultures such as workers who are Filipino, Chinese, Vietnamese, Latino, Somali, and Sudanese.
- Understand why and how to accommodate cultural and religious differences at work while maintaining productivity.

Frontline employees

Starting your Career in the Food Processing Industry (3-hour online course)

This course will help your immigrant workforce build language, intercultural, and workplace essential skills. It can be used with your company's orientation. Participants will:

- Get an introduction to the industry, various career paths, new employee orientation and onboarding processes, and basic safety principles.
- Build basic skills for resolving misunderstandings, avoiding offense, understanding different cultural communication styles, and adjusting to Canadian workplace expectations.
- Develop important communication skills needed to work well with supervisors and co-workers, and to coordinate work with others in a fast-paced production environment.

Succeeding in the Food Processing Industry (face-to-face training)

In this course, participants will build on the content of the online course:

- **Communication:** Develop stronger skills needed to contribute ideas, ask questions, give and take instructions, and explain problems.
- **Working with others:** Explore the intercultural skills needed to work well with others, take more initiative, and adjust to the industry culture.
- **Safety:** Build thinking and document use skills needed to take more responsibility to ensure food safety, food quality, and worker safety.
- **Career growth:** Focus on employee motivation, career planning, and developing a sense of belonging in the industry and in Canada.

