

# Newcomer Success

Is this training opportunity right for your company?

## 1. Communication challenges

### Following instructions

- Do you have to repeat the same instructions over and over?
- Do your immigrant workers have difficulty speaking up and asking questions?
- Do your immigrant workers smile and nod that they understand you, but their subsequent actions show they did not?

### Limitations for growth and advancement

- Do your employees seem reluctant to take on more complex duties or show initiative because of communication challenges?

## 2. Intercultural issues

### Managing intercultural tensions

- Have you had to mitigate potential conflict because of underlying intercultural tensions that exist between certain cultural groups in your workforce?

### Approach to job requirements

- Do your immigrant workers have a different view of food safety and occupational health and safety?
- Have you ever had to deal with food quality issues because some of your immigrant workers do not want to waste products?
- Do your immigrant workers have different work speeds that affect production?

### Managing cultural/religious differences

- Have you had difficulty accommodating different cultural and religious customs?

## 3. Differing worker expectations

- Are any of your new hires unprepared for food processing work because they are surprised about what the job entails and what working conditions are like? This includes repetitious work, physical requirements of the job, and facility temperatures and noise.

**Skilled workers =  
higher productivity  
and better retention.**

- Reduced wastage
- Reduced accidents
- Reduced absenteeism
- Better communication
- Better teamwork
- A larger trained labour pool to draw upon for promotions

