

The Work Ready resource kit has been developed for employers, human resource professionals and employment counselors to facilitate the successful employment of new Canadians. It also provides helpful language-based tips and resources for those in the employment sector employing, working with, or training immigrants.



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The Work Ready resource kit is available online at www.elearning.language.ca or in a limited edition printed version.

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CENTRE FOR CANADIAN LANGUAGE BENCHMARKS (CCLB)

The Centre for Canadian Language Benchmarks is a national, not-for-profit organization established in 1998.

The mission of the Centre for Canadian Language Benchmarks is to support the Canadian Language Benchmarks / Niveaux de compétence linguistique canadiens through policy, guidelines, research and development, and to promote their recognition and use as practical, fair and reliable national standards of second language proficiency, in a range of settings.

WHAT ARE THE CANADIAN LANGUAGE BENCHMARKS?

The Canadian Language Benchmarks (CLB) is the national standard for describing, measuring and recognizing second language proficiency for living and working in Canada.

The CLB provides training providers, educators, employers and adult immigrants to Canada with a standardized means to describe English language proficiency.

For more information, please visit the Centre for Canadian Language Benchmarks website at:

www.language.ca



Centre for Canadian Language Benchmarks

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Centre for Canadian Language Benchmarks



**TO ATTRACT,
HIRE AND RETAIN
INTERNATIONALLY-
EDUCATED AND
TRAINED
IMMIGRANTS**

ATTRACTING EMPLOYEES

1 Develop Job Postings

HAVE YOU:

- Reviewed the key communication skills required (e.g. interacting with clients, report writing, completing forms, etc.)?
- Identified the frequency of key communications?
- Identified if speaking another language is necessary or useful?
- Referred to an Occupational Language Analysis (OLA) or Essential Skill Profile for examples of communication tasks required for specific occupations?
- Used Plain Language to write the posting?

2 Advertising for candidates

HAVE YOU:

- Sent the posting to local settlement agencies?
- Sent the posting to language or bridge training programs?
- Sent the posting to the immigrant and Canadian media?
- Sent the posting to a wide variety of human resource consultants or agencies?

3 Interview Preparation

HAVE YOU:

- Reviewed your pre-test or assessment to see if it follows Plain Language principles, avoids cultural bias, and whether it evaluates all candidates fairly for the job?
- Informed the candidate of the interview format?
- Repeated the date, time, location, name, and your phone # clearly when booking the interview appointment?
- Referred to the resource on rephrasing interview questions when preparing questions (in the tool area of this kit).
- Asked yourself what communication support(s) your organization can provide for candidates who have the right skill set? If upskilling is required, then consider options like English at Work programs, specific job related communication training, etc.

4 Interview and Selection

HAVE YOU:

- Rephrased any questions if you receive either an inappropriate or short answer during the interview? (see list of suggested interview questions in the tool section of this kit.)
- Remembered that while many candidates are nervous during interviews, that interviewing in a second language can make people even more nervous so that they might make communication errors they might not make in an informal situation?
- Provided a pen and notepad* and invited all candidates use them to take notes or to help organize their thoughts if needed during the interview?
- Taken different cultural practices into account?

HIRING & INTEGRATING EMPLOYEES

5 Introducing the new employee to the workplace

HAVE YOU:

- Provided an orientation to the company, products and services?
- Given the new employee a list of vital acronyms or corporate terms?
- Introduced and provided a mentor or buddy?
- Done a walk-about of the facility and provided a site map?
- Given the new employee information on key procedures, an Organizational Chart, names of supervisors, team members and the Cross-cultural Code of Practice (see the "Communication is a Two way street" section)?
- Introduced the new employee to existing employees?
- Informed new hires on house league sports or other activities the company has? (e.g. hockey, volleyball, dragon boat tournaments, etc.) and invited them to join.
- Trained them how to use the phone/voicemail system?
- Showed the new employee how to access the company intranet and informed s/he of key areas (e.g. HR forms, directories, policies, etc.).
- Asked the new employee if they had any other questions?

6 Mentor new employees

HAVE YOU:

- Trained mentors on mentoring the new employee with clearly outlined roles and responsibilities for the mentor and mentee?
- Explained what a mentor is to the new hire?
- Assigned a mentor to help the new hire with integrating into the company?
- Included new employees in lunches, coffee breaks, and social events or activities in the company?
- Asked mentors to proofread important documents?
- Asked mentors to offer advice on presentations during a dry run?



RETAINING EMPLOYEES

7 Review communication tools

HAVE YOU:

- Evaluated your corporate forms or templates so that they conform to Plain Language principles, including cultural assumptions?
- Offered ongoing mini-workshops to all employees on e-mail writing, internet etiquette, giving presentations, report writing, writing with a purpose, etc.?

8 Develop cross-cultural policies

HAVE YOU:

- Offered lunch 'n learns on topics that include various holidays and traditions? (Invite employees who know or have those customs to do the presentations or co-present.)
- Provided cross-cultural sensitization as a proactive measure?
- Adopted the Cross-Cultural Code of Practice as part of your corporate best practices?
- Made celebrations multi-cultural?
- Called in a cross-cultural professional for serious interventions?

9 Corporate activities

HAVE YOU:

- Kept an inventory of all languages spoken by employees?
- Considered opportunities to use employees' linguistic skills with sales and negotiations?
- Included a copy of the Cross-Cultural Code of Practice on the Intranet?

10 Training Plans

HAVE YOU:

- Reviewed, congratulated and noted on their files improvements made in communication by internationally-educated employees.
- Evaluated your annual review methods and asked if supervisors are looking at all accomplishments of the employee including communication successes?
- Provided training to supervisors on how to address communication needs when developing training plans?
- Recognized that often communication and other soft skills improve gradually with training, ongoing support and practice?
- Involved all the company in communications best practices.

*In many cases, the candidate should come prepared with these items to the interview and ask if it is ok to take notes. This consideration helps many people during interviews, especially if doing a task or describing a complicated answer.