

PROFESSIONAL COMMUNICATION COURSE FOR SUPERVISORS

Project Synopsis

Time: 3 – 6 months

Complexity: High

Cost: >\$100,000

This project develops a professional communication e-course for managers and supervisors of internationally-trained workers (ITWs).

PROJECT DESCRIPTION

While managers and supervisors may be aware of the challenges faced by ITW employees, they may be unsure of how to address them. This project develops a professional communication course specifically for managers and supervisors of ITWs, with the goal of meeting both their needs. This course helps to review and increase self-awareness of assumptions by allowing supervisors and managers develop capacity to give effective feedback to ITWs.

KEY OUTCOMES

- Supervisors have a greater understanding of challenges that ITWs face in the workplace.
- Supervisors can confidently communicate with their ITW employees.
- Supervisors and ITWs both experience improved work performance.

KEY CONSIDERATIONS

- Review and increase self-awareness of assumptions and professional communication strategies.
- Enhance rapport building skills with ITWs.
- Develop capacity to give feedback including strategies for checking for understanding, reinforcing the message, identifying listening verbal and non-verbal clues using role rehearsals and filming.

PROJECT COMPONENT

- Development of an e-course for managers to enhance communication skills with ITWs.

