

WORKPLACE COMMUNICATION COURSE FOR INTERNATIONALLY- TRAINED WORKERS

Project Synopsis

Time: 6-12 months

Complexity: High

Cost: >\$100,000

This project offers a workplace communication e-course for internationally-trained workers (ITWs).

PROJECT DESCRIPTION

While ITWs may arrive in Canada as proficient English speakers, they may not yet have clear understanding of Canadian business culture, making it difficult to integrate into their new work environment. This project creates a workplace communication e-course for ITWs to improve the English language skills by learning culturally appropriate professional communication skills. This facilitates their successful integration into the labour force.

KEY OUTCOMES

- ITWs have the opportunity to improve their English language skills, making them more successful in the workplace.
- Employers who may be discouraged from hiring an ITW due to a language/cultural barrier now have a service to overcome this barrier, leading to more ITWs hired into skilled-occupations.

KEY CONSIDERATIONS

- Develop a course that could include:
 - Models of communication strategies such as clarifying and summarizing
 - Practicing with instructor
 - Receiving and giving feedback
 - Analyzing performance based on set personal communication goals

PROJECT COMPONENT

- Development of an e-course for ITWs to learn culturally appropriate professional communication skills.

