

## How Intercultural Training can Benefit Your Organization

- Gain skills that will enable you to attract, hire and retain the best talent from a diverse labour pool.
- Provide employees with tools to recognize, respond and resolve difficult interactions that can stem from cultural misunderstandings.
- Understand the legal implications of unintended or perceived acts of discrimination or harassment.

For further information contact:  
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The Diversity  
and Intercultural  
TRAINING PROGRAM OF MANITOBA

Meeting the intercultural training needs of industry, business, social service groups and community institutions in Manitoba

## The Diversity and Intercultural Training Program of Manitoba

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## The Diversity and Intercultural TRAINING PROGRAM OF MANITOBA

Manitoba's population is becoming increasingly culturally and linguistically diverse, and so is its workforce.



We have a more diverse customer base than ever before.



Many companies now operate in a global marketplace.

Current demographic realities underline the importance of immigration to Manitoba's future social and economic growth. Once again, Manitoba is turning to immigration to meet its labour market and skills growth needs.

A network of Diversity and Intercultural Trainers has been developed to deliver important workplace diversity and intercultural training.

- It is estimated that on average, 200 newcomers per week arrive in Manitoba. By 2017, projections indicate that figure will likely double to 400.
- Between 2011 and 2016 all net labour force growth in Manitoba will come from immigration.
- Manitoba must tap into the skills and experiences of newcomers if we are to meet current and future economic demands.

### Examples of the Topics Currently Available

#### **An Introduction to the Role of Culture:**

Participants will examine cultural assumptions, beliefs, values, expectations and their effects on organizations and communities.

**Culturally Sensitive Supervising:** Addresses some of the diversity challenges that supervisors in a diverse workplace are faced with. Supervisors will have the opportunity to identify concerns and possible solutions.

**Inclusive Communication in a Diverse Workplace:** Helps managers, supervisors and other members of staff to create an environment that allows second language speakers to participate and contribute fully in the workplace. Participants will have the opportunity to examine and solve some of the misunderstandings that arise between people of different nationalities, ethnic backgrounds and even personalities.

**Developing High Performance Diverse Teams:** It examines some of the challenges team members may encounter when working in diverse teams. It will identify some of the cultural and language barriers to participation in the workforce. Participants will discuss solutions and formulate an action plan that can be implemented at the workplace.

**Conflict Resolution in the Diverse Workplace:** Designed for all members of the organization. It looks at the impact of conflict on organizational activities and highlights culture as a dimension that may be encountered in conflict resolution. There will be discussion of conflict resolution strategies and action plans that can be implemented.

**Creating a Welcoming Community:** Provides an introduction to cultural aspects of community interaction and communication. In addition to examining cultural and language barriers, participants will also have the opportunity to examine and solve some of the misunderstandings that arise between people of different backgrounds.

**Sessions can also be developed to meet your unique organizational needs.**