

This roundtable is part of a collaborative project among The London Cross Cultural Learner Centre, The Achievement Centre, and the Centre for Research on Migration and Ethnic Relations at The University of Western Ontario. The project involves a needs assessment of intercultural skills development in medium and large businesses in Ontario, the examination of current theories and practices of Intercultural competence development, industry partners' experiences of such training, as well as employees' and employers' perceptions and experiences of cultural diversity in the workplace. The output of the research will be case studies, training manuals, and workshops for intercultural competence development.

### **PARTICIPATE IN A STUDY ABOUT INTERCULTURAL COMPETENCY IN THE WORKPLACE**

Researchers at The University of Western Ontario, in partnership with The London Cross Cultural Learner Centre and The Achievement Centre, **are recruiting:**

Employees who have participated in cultural or diversity training  
Managers  
Human Resource staff

**Recruitment for what?** One or more of the following options:

One-on-one interview (length approx. 45 minutes to 1.5 hours)  
Group interview (length approx. 45 minutes to 2 hours)  
Online survey (15 – 30 minutes)

**Compensation:**

Interview participants will receive refreshments  
Online survey participants will be entered to win one of four \$50 pre-paid credit cards. Odds of winning are approximately 1 in 60.

To participate, you must be at least 18 years old, and have worked in a medium to large business in Ontario, Canada.

To sign up, please email us at: [interculturalproject2013@gmail.com](mailto:interculturalproject2013@gmail.com)

Or, to find out more information about this project and how to participate, please visit our "Cultural Diversity and the Workplace" blog found at: <http://culturaldiversityandtheworkplace.blogspot.ca/>

**THANK YOU**



# WELCOME TO

## **Promising Practices in Promoting Intercultural Competence in the Workplace**

hosted by

The London Cross Cultural Learner Centre,  
The Achievement Centre,  
The Centre for Research on Migration and Ethnic Relations  
at The University of Western Ontario.

## AGENDA:

<b>9:00 - 9:30am</b>	Registration
<b>9:30 - 10:30am</b>	Keynote Address: Todd Odgers, NorQuest College
<b>10:30 - 10:45am</b>	Break
<b>10:45 - 12:15pm</b>	Panel: Cultural Barriers in the Workplace
<b>12:15 - 1:15pm</b>	Lunch
<b>1:15 - 2:45pm</b>	Panel: Promising Practices in Intercultural Competency
<b>2:45 - 3:00pm</b>	Break
<b>3:00 - 4:30pm</b>	Roundtable Discussion: The Way Forward



**Western**  
Centre for Research on  
Migration and Ethnic Relations



**Keynote Address:**  
**Todd Odgers, NorQuest College**  
“Workplace Intercultural Skill Building:  
Promising Practices”

Todd Odgers is the Principal of the NorQuest College Centre for Intercultural Education (CIE) in Edmonton, Alberta. The CIE is a research and training centre that works with business, industry, educators and the community to develop intercultural perspectives, skills and tools to address emerging challenges these stakeholders experience. Todd facilitates and presents nationally and internationally on issues related to the development of intercultural competence and immigrant integration into Canadian society, the classroom and workplaces. Prior to leading the CIE, he spent ten years in Japan teaching and training to develop intercultural competence with the management and staff of many of the country’s best known corporations, and five years in International Education and Teaching and Learning at Vancouver Island University.

**Panel 1:**  
**Cultural Barriers in the Workplace**

Evelina Silveira, *President, Diversity At Work in London*

Mohammed Baobaid, *Executive Director, Muslim Resource Centre for Social Support and Integration*

Devkumar R. Sainani, PhD, *Chairman, The SAINA Group Of Companies*

Jorge E. Herrera, *President & Producer, Top Events Productions Inc.*

Corinne Walsh, MA, LLM, *Principal, Platinum Leadership Inc.*

**Panel 2:**  
**Promising Practices in Intercultural Competency**

Lynn Imai, PhD, *Assistant Professor, Ivey Business School at Western University*

Caroline Yang, *Partner & Human Resources Consultant, MultiCultural Business Solutions*

Darren Strickland, *Manager, Operations & Customer Relations, Hanwha L&C Canada Inc.*

Anne Langille, *Executive Director, WIL Employment Connections*

Sergeant Marcel Marcellin, *Diversity Officer, London Police Service*

**Rountable Discussions:**  
**The Way Forward**

- What specific skills or behaviours do you think are most important for working effectively with culturally diverse colleagues, managers, and clients?
- What is the way forward for promoting cultural diversity in the workplace (for employers, for HR departments, for employees)?
- What do you consider promising practices for intercultural competency training?
- How can promising practices for intercultural competency be put into action?
- How can we close the gap between training and implementation?