

Course Overview 2022

ACLA with R&R Solution presents:
Employer – series

Course Title	A Guide to <i>Communication with a Multilingual Workforce</i> Attract – Recruit – Retain
Course Duration	3 hours/week for 6 weeks Virtual classes – Online access <ul style="list-style-type: none">➤ 2 hours of group class weekly 8:30 am – 10:30 am➤ 1 hour individual guided learning per registrant
Instructors	Marianne Stante - ESL Teacher TESOL Marcela Suazo – ESL Teacher CELTA Michelle Alcorn – Recruitment Specialist R&R Solution Patrick Goguen – HR Specialist R&R Solution
Prerequisites	N/A
Cost	\$1300.00/ workshop/participant = under \$75/week 15 participants per working group *Group pricing available Course for Employers, Managers, Leaders, Supervisors, HR

Overview – Communication with a Multilingual Workforce

Learn how to communicate effectively with your multicultural staff and clientele. In today's market, understanding a multicultural workforce is key to running a successful business. Recognizing cultural differences and similarities allows us to be more understanding and patient with one another and this is key to having a productive workforce. Most employers struggle to understand why a newcomer employee thinks or behaves in a certain way, but with some cultural training, understanding one another stops being a challenging task. This makes for a stress-free work environment which in turn allows customers to feel the effect of a happy workplace. Let us help you navigate the way to an inclusive and happy work environment where employers feel heard, and employees feel valued.

Course Outcomes

- Cultural awareness of behaviours and attitudes exhibited by a multicultural workforce and clientele.
- Effective communication strategies when dealing with newcomers whose first language is not English.
- Learning how to understand each other and asking for clarification.
- Awareness of cultural language (idioms, slang) in the workplace and how to help your employees 'get it'.
- Recognizing how cultural differences can become strengths in the workplace.
- Develop strategies when presented with conflicts in the workplace.
 - Is it culture or is it personality?
- Improve overall ability to attract, recruit and retain an engaged workforce

Course contact and start dates Admissions@StudyAtlantic.com 1-902-634-6111

Program offered by **Atlantic Canada Language Academy and R&R Solution**