



NORQUEST
COLLEGE

Language Training Our Approach

Lisa Rochman, Ph.D
Associate Dean
Foundational, Career and Intercultural Studies



Agenda

- Our approach to language training for the workplace
 - course content
 - types of courses
- Intercultural Competence



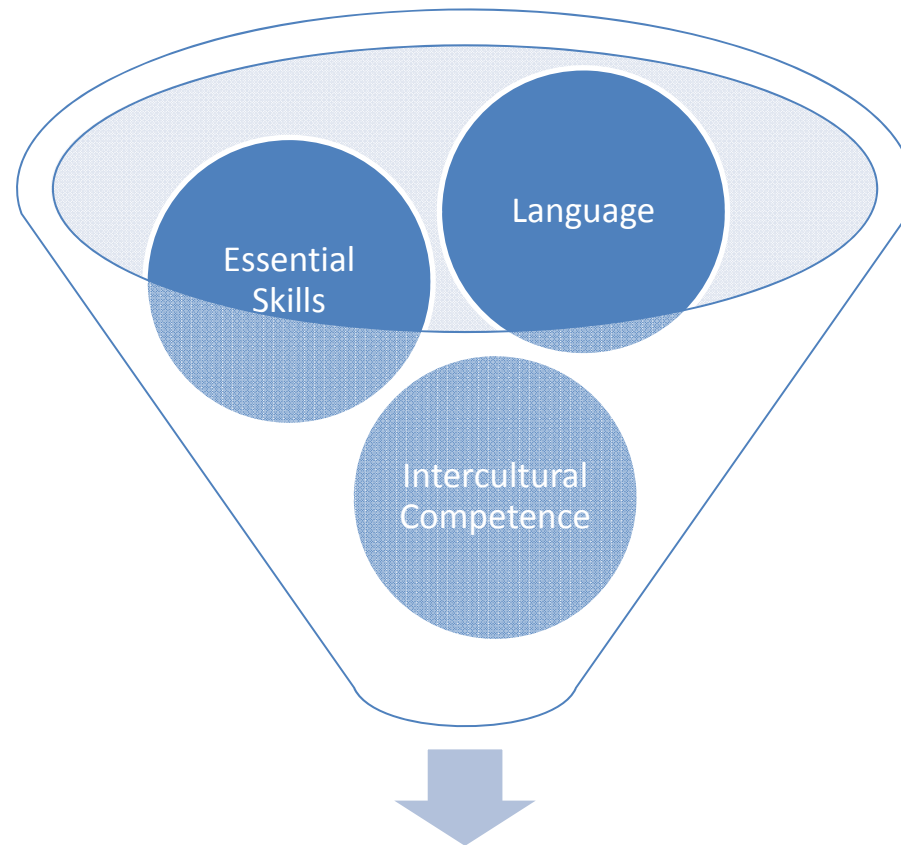
A More Diverse Future

One in five

One in four

One in three?

What we focus on



Language training for work

What we do

- Before professional training
- During professional training
- After professional training(at the workplace)

Infuse the learning throughout students' time with us



Before career/post-secondary studies in Canada (ESL/ESP courses)

Specialized language courses for health and business

- IEP and those new to the field
- Courses with different levels/delivery modes

Intercultural Communication

- Workshops in class
- College wide-events



During career/post-secondary studies in Canada

Specialized Post-Secondary Programming

- Practical Nurse Diploma for Internationally Educated Nurses
- Integrated Health Care Aide


All programs include

- Language
- Occupation specific language
- Essential Skills
- Intercultural communication

In the workplace

- For employees and employers
- In order to positively impact:
 - Attraction
 - Retention
 - Promotion (promotability)

Centre Activities



Advising	<ul style="list-style-type: none"> •Government •Business and Industry •Education •Not-for-profits
NorQuest PD	<ul style="list-style-type: none"> •Faculty •Staff •Students
NorQuest Programs	<ul style="list-style-type: none"> •Create and teach •Establish program rigor •Certificates •Market responsive
External Training and Coaching	<ul style="list-style-type: none"> •Business and Industry •Government •Higher Education •Not-for-profits
Applied Research	<ul style="list-style-type: none"> •Funded projects •Product development •Publications and presentations •Partnerships with other institutions



Conversation Management Course

- Learn about Canadian workplace expectations and styles -contrasts
- Discuss and investigate Language and Culture skills of how to adapt best to the Canadian workplace
- Gain intercultural skills that increase personal effectiveness and confidence shifting their style



Advanced Conversation Course

- Toolkit of effective soft skills for clearer, more skillful communication critical to career promotability.
- Use of appropriate language to express support for or challenge colleagues' ideas in team meetings, negotiation and brainstorming
- Application of critical thinking skills to workplace situations from a leadership perspective.
- Learn to deal with intercultural conflict and communication at work

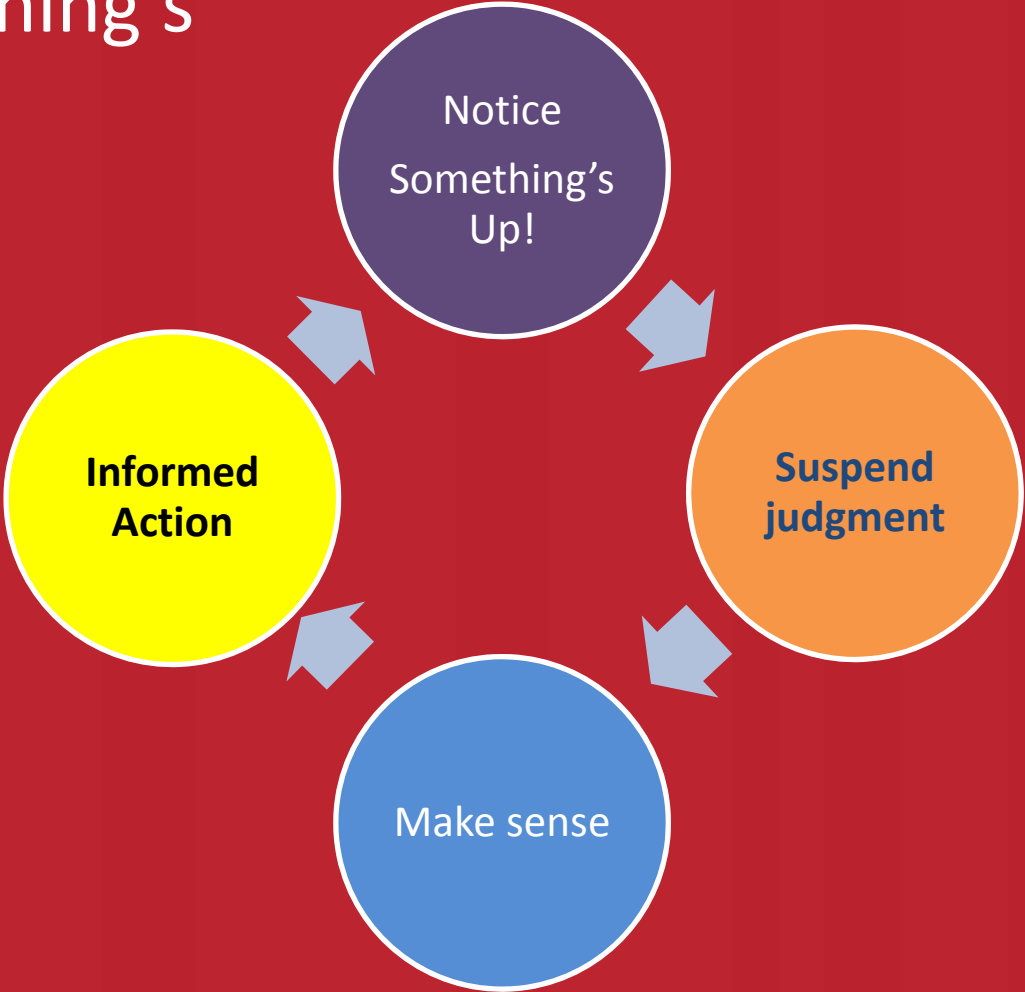


Creating a Shared Space

- People leaders join the CM participants for lunchtime intercultural learning sessions



Something's Up![®]



Free Tools- CIE

<http://www.norquest.ca/norquest-centres/centre-for-intercultural-education.aspx>



**Thank
you**



Center for Intercultural Education

Todd Odgers

Principal

Centre for Intercultural Education (CIE)

NorQuest College

Tel: 1-780-644-6757

todd.odgers@norquest.ca

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