



## Workplace Diversity

- Assessments
- Consulting
- Training
- Resources

### **7-Step Check List for Inclusiveness in the Workplace**

#### **1. Orientation package and on-boarding**

- € Provide on-boarding materials and orientation sessions
- € Provide and explain employee manual, company policies and procedures
- € Explain workplace norms for breaks, time off, illness, etc...
- € Assign a mentor or buddy
- € Give copy of job description and sample performance appraisal

#### **2. Clarify goals and expectations**

- € Introduce new employee to team members
- € Explain expected communication methods
- € Schedule regular feedback sessions
- € Discuss the immediate job priorities for the next 30 days

#### **3. Convey company culture**

- € Explain unwritten rules of the company, ie. Political landscape, social networks, project teams, volunteer committees, holiday customs, employee events
- € Encourage attendance at town hall meetings & provide schedule
- € Describe expectations: how to present yourself and how to act with clients
- € Explain importance of company Intranet & internal newsletters
- € Provide organization charts
- € Provide information and training on the company's products & services, suppliers, major industry players, competitive landscape, regulatory environment, customer base, industry trends, trade shows and conferences
- € Explain company vision, values and mission statements

#### **4. Workplace communications**

- € Explain industry language & company acronyms
- € Provide samples and guidance with writing email, memos and letters
- € Give workshops on verbal and non-verbal language
- € Support ESL classes when needed
- € Ensure participation on any personality assessments used
- € Offer peer mediation service for colleagues in conflict
- € Provide team-building support for cross-cultural work groups

#### **5. Developing skills**

- € Provide training in soft skills
- € Give workshops/guidance on how to foster productive relationships with teammates, managers, and clients
- € Teach business etiquette and dining skills for Canada
- € Teach presentation skills
- € Provide workshops or resources on managing time and being productive
- € Give instructions on attending and organizing meetings

#### **6. Performance Reviews**

- € Explain how performance reviews work
- € Clarify the language from an ESL perspective
- € Ensure performance reviews include an employee self-assessment
- € Include many job-specific examples in the written feedback
- € Provide numerical ranking of performance against objectives
- € Adapt performance review delivery to direct/indirect cultures
- € Check for understanding: ask employees to summarize their performance review meeting in writing & identify their next steps
- € Craft a development plan that includes training programs, self-study, mentoring/coaching, assessment tools, task force participation, special projects, on-the-job experiences

#### **7. Opportunities for advancement**

- € Explain what is expected for advancement in your company
- € Support attendance at conferences & industry events
- € Provide information about networking opportunities and encourage employees to participate
- € Ask employees about their career aspirations
- € Outline various career paths (lateral, traditional) within the organization
- € Suggest informational interviews for positions of interest
- € Assign a coach/mentor for high-potential employees
- € Provide opportunities for visibility to senior management

Note: This checklist is targeted at new hires. It's also important to assess your immigrant employees on a regular basis for overall satisfaction and areas of opportunity, and to detect hidden barriers to success.

The **Bromgold Diversity Index (BDI)** is an innovative employee satisfaction survey directed at immigrants, visible minorities and aboriginals in the workplace. Find out more [www.Bromgold.com](http://www.Bromgold.com)

This checklist was adapted from the new book:

**“You’re Hired. Now What? An Immigrant’s Guide to Success in the Workplace”** by Lynda Goldman, Published by Oxford University Press

The checklist can be used in your organization, with written permission. If you would like to use the checklist, please contact Lynda Goldman at (514) 336-4339; [Lynda.Goldman@Bromgold.com](mailto:Lynda.Goldman@Bromgold.com)