



Workplace Transition Coaching TRAIN-THE-TRAINER™ Program

Supporting the Transition of Employees into the Workplace

Is your organization prepared to successfully integrate culturally diverse employees into the workplace? By 2025, the Canadian workforce will be sustained by Aboriginals, and Immigrant employees, as well as Millennials.

These employees are culturally and socially diverse, a factor that will create new challenges for the organization. We would like to help your organization speed up and unleash the productivity potential of your incoming employees by making workplace integration smoother and faster.

Embarking on a new job can be a very enveloping experience for individuals from a diverse culture. Workplace Transition Coaching (WTC) speeds up integration success by helping these employees identify and address potential problem areas they may face in the workplace. The process serves to raise awareness and acknowledgement, increase knowledge, build confidence, empower, motivate, enthuse and equip potential employees with tools and skills to grow and make the necessary changes to successfully integrate and meet the demands of their new workplace.

Employers wanting to hire employees, who will successfully integrate into the workplace and become motivated, viable and promotable candidates, need to provide these employees with services and strategies to maximize their potential for success. We believe that WTC is one of the best options currently available.

Benefits to Your Organization

Employees who receive workplace transition coaching:

- Settle faster and more effectively into their organizations.
- Are less likely to file grievances and complaints stemming from discrimination, harassment or interpersonal conflicts.
- Show faster and higher productivity
- They have more confidence in their strengths and contribution, and are less likely to encounter isolation and exclusion at work.
- Prove to be better equipped with the skills to form healthy and respectful professional relationships and as such, they are also happier, positively engaged at work and less prone to absenteeism, stress leave and ill health.

In coaching, we identify individual strengths as well as culturally related **interpersonal challenges** that the employee is likely to face, from workplace relationships such as cultural perceptions, independent work, collaboration, decision making, and problem solving in a culturally appropriate way to maximize their success at work.

We recognize that culturally appropriateness in interpersonal wellness is a significant requirement for the overall success of immigrants in the workplace. To further this we also look at **workplace professionalism challenges**, this include quality of interpersonal relationships, anger or stress management, and leadership qualities such as the culturally appropriateness of one's social and interpersonal interactions at work.

Social issues may include concerns about over or under socializing, respectful conduct requirements, interpretation of racism and prejudice, projection, communication, coping with work challenges and expectations. A highly individualized coaching plan is then developed to address areas of concern.

Ideally coaching starts at the onset of employment but can begin anytime in the working life span. Employees can proceed with coaching via telephone, group coaching, or one on one personal coaching sessions. At which time, the coach reviews previously identified areas of concern with the employee, and incorporate any new areas of difficulty identified by the organization into their coaching plan.

The Coaching Process

In the process, employees are asked to evaluate their professional expectations and level of engagement at work, as well as their interpersonal relationships. Are they getting the results they want in their workplace interactions and are they realizing their personal growth potential? Are they stuck or being held back by culturally biased perspectives, beliefs or idiosyncrasies? Are they making a contribution, meeting their work plan goals, asking for help when needed? They also receive support to develop professional goals that align with their organizational goals or career focus.

In the social arena, employees get to develop a work life balance plan to prevent and manage conflicts at home, as a way to reduce personal distractions at work. They are encouraged to find avenues to participate in their community that fit their interests and desired level of social activity. They are also encouraged to value the good in their own culture as they assess what norms to keep, modify, adapt or assimilate in a manner that will not violate their deeply held religious or cultural beliefs.

Program Time Frame

The WTC™ program yields best result as part of an 8 to 12 session program.

Accountability and Confidentiality

The content of coaching sessions is confidential, with limited exceptions as is explained in our coaching agreement. However, to provide employers with feedback on the coaching progress, agreements are established between employees and the coach that specify certain information that may be disclosed, such as participation in coaching sessions and coaching goals and progress.

Making the Investment

Being bright and motivated isn't always enough for a successful employment experience. Individuals

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transitioning from one culture to another need help and support to navigate the social, cultural and interpersonal aspects of their new workplace. Coaching can be the missing piece to fulfilling a new employee's potential.

Our services are a necessity in maximizing your new employee potential. It will ensure that your organization realizes maximum productivity from new employees in a quick and efficient way.

Ask how we can assist your organization develop an in-house WTC™ program

If you have a new or current employee at your organization that could benefit from cultural transition workplace coaching, please contact our office to discuss your needs. We would be happy to help you manage your employee workplace transition success needs.

Let our team of experts help you!

PROGRAM COMPONENTS:

1. Benchmarking

To establish the needs of the organization by benchmarking the existing culture in terms of generational and intercultural diversity, the current use of coaching strategies to help build and address core competencies issues such respect, responsible communication, diversity and conflict management.

2. Needs Assessment

To determine training, support, design and development needs for:

- Diversity coaching
- Openness and possibilities for change
- Accountability and Collaborative Dialogue
- Responsible Communication™
- Assessing challenges and possibilities for diverse employees in the workplace
- Assessing roadblocks and possibilities for establishing a coaching culture
- Assessing the possibility of integrating coaching principles into existing training programs

3. Training and Development

To develop and deliver the following awareness and education workshops throughout the organization that would encompass the following:

- Engagement Process
- Building Trust
- Conflict Management
- Cultural and Diversity Needs

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- The Coaching Umbrella Philosophy
- Collaborative Dialogue
- Self-correcting and self-directing
- Creating Accountability
- Commitment and Contribution
- Transformative Approaches – creating safety and invisibility

4. **Expertise**

Providing the organization with access to a team of qualified coaches to offer diversity coaching service, while we develop in-house coaching expertise coach Train the Trainer programs for internal staff coach training.

This program will provide expert coach training to internal staff that will include offering at least the five core coaching modules from our company's coaching certification program with additional coach mentoring. Clients are welcome to purchase as many modules for training as they like. Discount incentives are offered for those who take all the modules. Mentoring will include 8 to 12 hour supervised coaching sessions for employees, run by trainee coaches as part of their mentoring.

5. **Enabling**

This will include building capacity within the organization through the development of structures to support diverse employee transition in the workplace. This would include providing a supportive culture throughout all levels of the organization. Different scope of awareness and activities would be designed to accommodate the varied organizational levels such as dialoguing, engagement, and programs that would take an appreciative inquiry perspective to help develop a system where the concepts and principles of coaching and the co-creative reality exists for all employees.

6. **Systemize**

To assess new policies, reviewing old policies and recommending changes to reflect a new culture of coaching at a systems level by identifying:

- How coaching can be integrated system wide
- What kinds of processes will be utilized as vehicles for coaching
- The designs for necessary processes
- How to maintain a structure for individual and group coaching that continues to create opportunity for accountability and responsible communication system wide

7. **Support:**

- To extend after hours support coaching by phone or bridge line group sessions
- To reconcile EFAP and other financial supports to cover employee coaching needs
- To provide remote access to coaching support for all who need this service

8. **Web Based Access Services – Optional**

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To work with the Information Technology Solutions department to design a webpage that includes a user-friendly web-based model with coaching questions and exercises that can be accessed by all employees.

This will provide the necessary tools for individual self-assessment and reflection of interpersonal dynamics to judge whether one is ready for coaching or is able to be self-correcting self-directing with available resources.

9. Evaluation

A complete evaluation and comparison of current system results to prior benchmarked needs will be conducted, with recommendations for improvement and sustainability.

10. Time Frame

This process can take between 12 and 24 months to complete depending upon current activities within the organization.

11. Expected Cost

Total cost of this system design model varies depending on the size of the organization and the organization's needs. Please contact Lew Bayer at lewbayer@culturalcompetence.ca for more information.