



Transitioning into the Workplace (Part I)



Dr. Deanna Davis
Faculty of Graduate Studies & Research



<https://www.youtube.com/watch?v=D8cvOB19Qno>



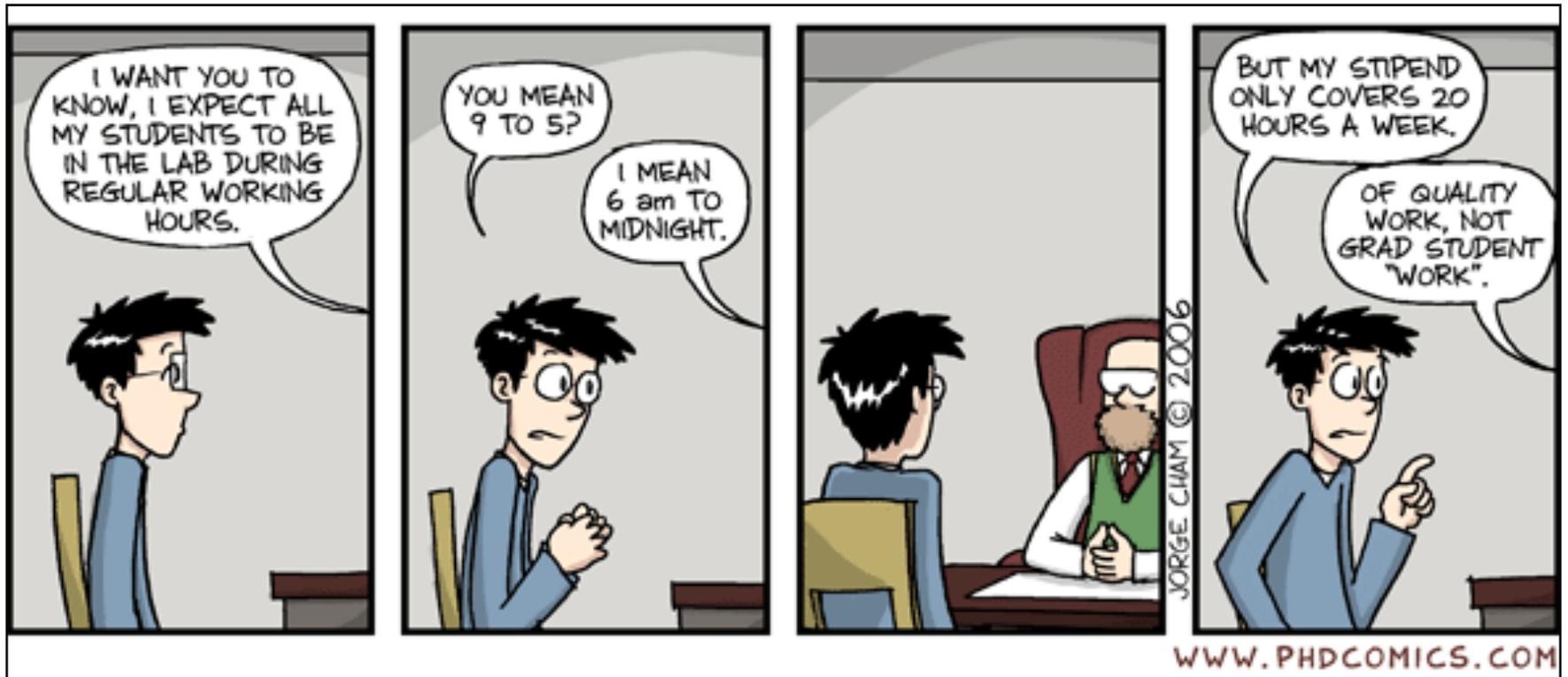
<https://www.youtube.com/watch?v=BJa32mO11m0>

Objectives

- Identify
 - how the professional environment differs from graduate studies

Discuss

- skills & attributes valued in the workplace
- key features of the professional environment
- strategies for the successful transition into the workplace



<http://www.phdcomics.com/comics/archive.php?comid=782>

Life as a Grad Student

Compared to graduate studies
the professional environment
has...

- greater distinction between professional and personal lives
- greater separation between work and social spaces

The professional environment has...

- diversity in educational qualifications
- and credibility is not won through credentials alone



The professional environment values punctuality.

The professional environment requires both soft and hard skills.

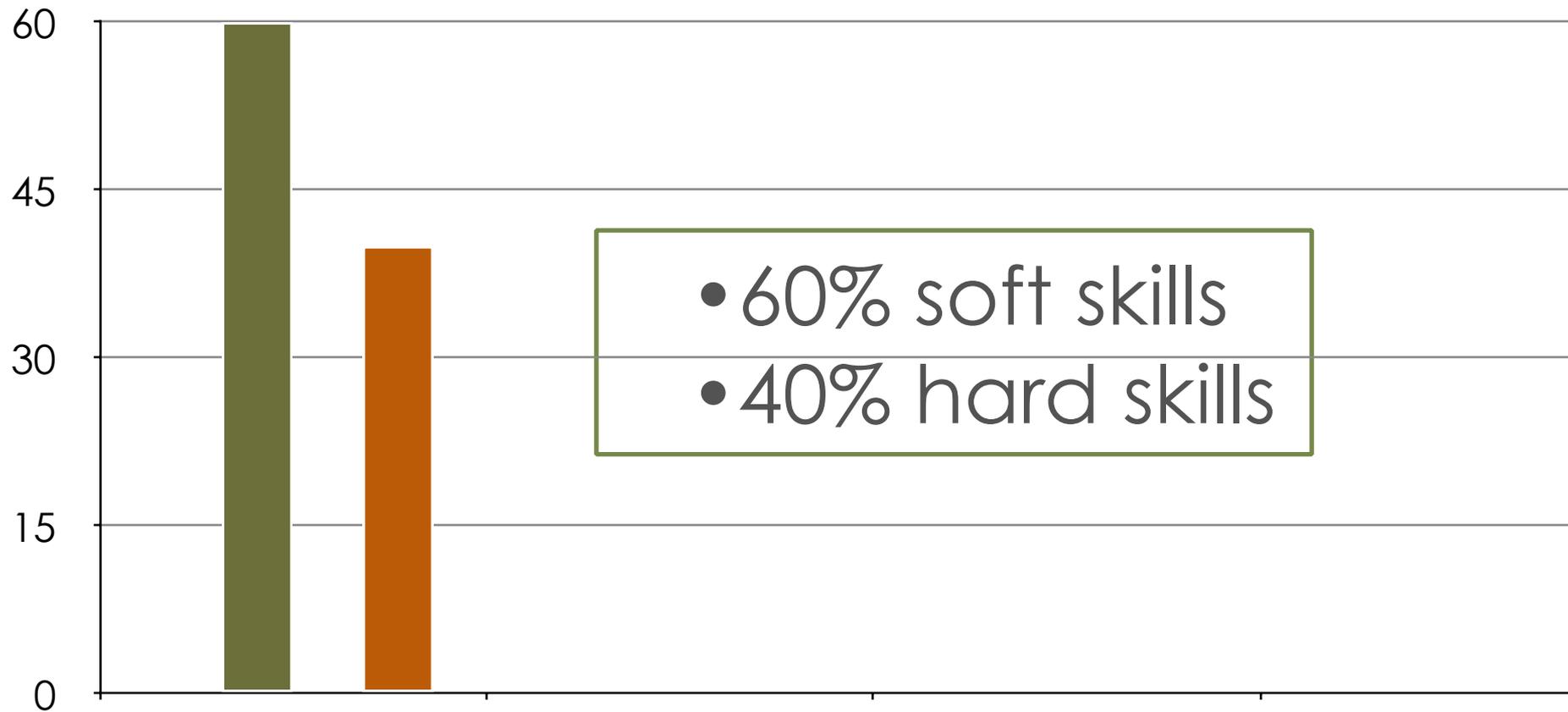
Hard skills= technical expertise, education, previous work experience

Soft skills= interpersonal skills, attitude

Think, Pair, Share

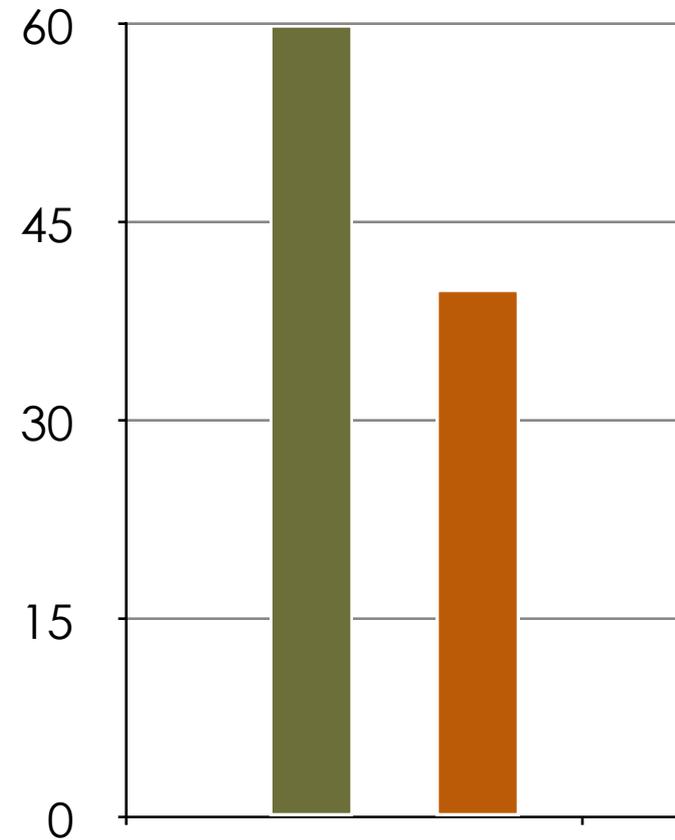
Q: What do you think employers value more —soft skills or hard skills? Why?

The professional environment values softs skills over hard skills



Hard Skills

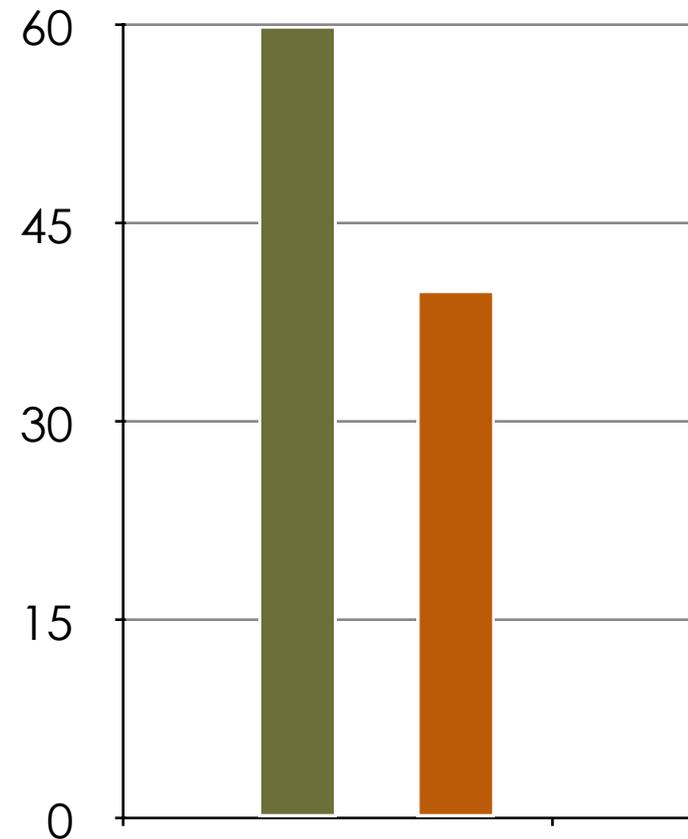
- Educational Background
- Professional Training
- Previous Experience



“Our entry-level employees are expected to gain experience and technical knowledge on the job and through training. However, core competencies such as initiative, communication skills and resourcefulness must be present during the selection process.”

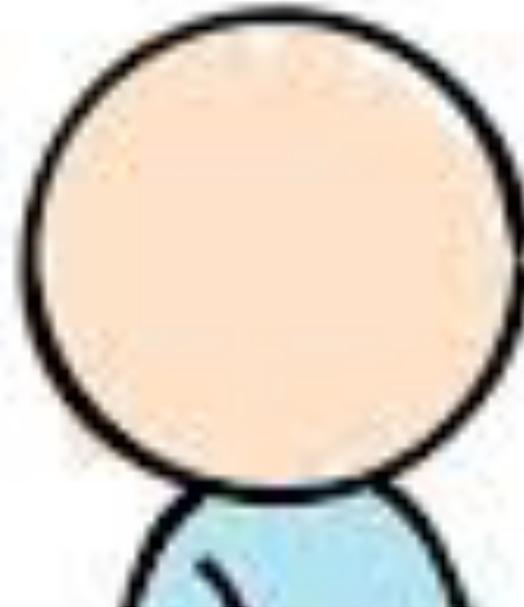
Soft Skills Attributes

- Communication
- Courtesy
- Flexibility
- Integrity
- Interpersonal Skills
- Positive Attitude
- Professionalism
- Responsibility
- Teamwork
- Work Ethic



"Preliminary Survey Report: The Skill Needs of Major Canadian Employers" (2014), Canadian Council of Chief Executives. <http://www.ceocouncil.ca/wp-content/uploads/2014/01/Preliminary-report-on-skills-survey-Jan-20-2014-2.pdf>, 7.

5 Minutes



Soft Skills—Hard Skills Reflection



The professional environment has a strong emphasis on **team work** and **collaboration**.



The professional environment is a diverse environment...

- Backgrounds, experiences, views of the world
- Multicultural

Canada's Multicultural Work Culture

- Multinational companies
- Cross cultural business interactions
- 338,221 Temporary foreign workers
- 23.9% first generation Canadians

Alberta's Multicultural Work Culture

- 68,319 Temporary foreign workers
- 1 in 6 born outside of Canada
- 4th highest population of visible minorities in Canada
- 91% of visible minorities live in Edmonton and Calgary

By 2031, Statistics Canada predicts that 30% of Canadian population and 25% of Alberta's population could be a member of a visible minority.





The Canadian Workplace

https://www.youtube.com/watch?v=_n8z2-zKrp8

“Culture is a system for creating, sending, storing and processing information.” *Hall (1989) Understanding Cultural Differences: Germans, French and Americans*

Think Pair, Share

How do I prefer to communicate?
(directly/indirectly)
How do I like to give and receive
feedback?

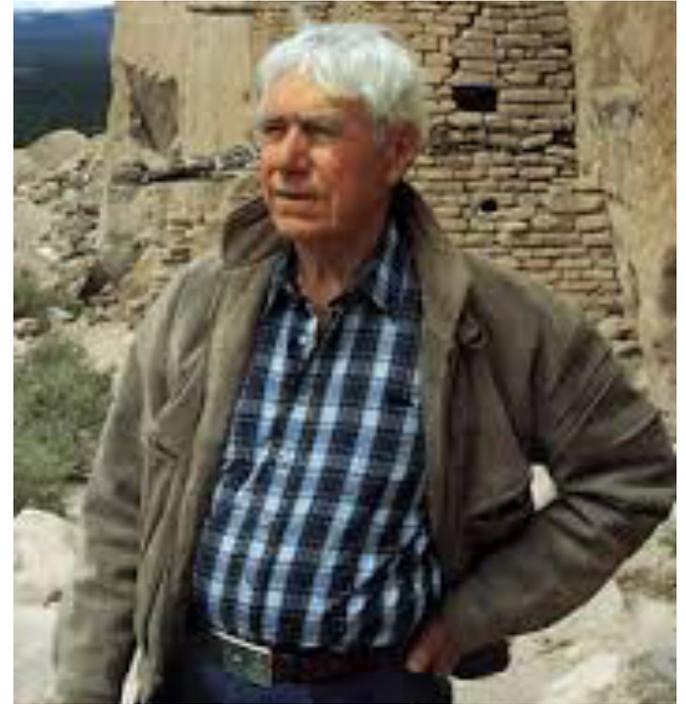
Culture

- *precedes human behaviour, values, and assumptions*
- *determines what we perceive, how we react to situations, and how we relate to other people*
- *visible elements and invisible elements*

Edward T. Hall's Context Cultures

Context

- is the information surrounding an event
- it is tied to the meaning of that event



Events & context combine to varying degrees depending on culture

High Context Cultures

Information received implicitly

Japan

Korea

Middle East (Arab)

South America

Eastern Europe

Britain

France

Canada

Australia

United States

Scandinavia

Information received explicitly

Germany

Low Context Cultures

High Context Culture



Most info in communication based on shared knowledge

- implicit communication, relationships, harmony important
- careful attention to non-verbal behaviours and cues
- trust /rappport needed before business

Low Context Culture



Most of info in communication/message is *in message*

- explicit communication important
- relationships compartmentalized
- work & personal relationships separate
- trust /rapport needed before business



Pair, Think Share

What issues do you think could arise the
intercultural context?

THINK

SAY

Yumi, from Japan, had been at her company in Vancouver for several months. Whenever her boss asked for her input on a project, Yumi either avoided responded or would say, “this is just a suggestion, but....” Her boss became frustrated and asked Yumi, “Are you uninterested in giving feedback? Can you give me some clear input? I need to get all the pros and cons out on the table so I can make the right decisions. You either refuse to give me feedback or never tell me anything negative, but I know there are some problems with this project.”

Think Pair, Share

What do you think is going wrong
in this situation?

Organizations have a culture too that impacts...

- how power is distributed
- the communication style
- how decisions are made
- how tasks are completed
- how people interact with one another

Get the lay of the land...

- What are the underlying values, goals, strategies, and philosophies that shape the organization?
- How is the office set up and what does this say about how employees relate to one another and the organizational hierarchy?
- How do employees relate to one another?

Get the lay of the land...

Look for patterns in your organization

- Pace
- Rules guiding behaviour
- Processes and procedures
- Organizational hierarchy
- How are decisions made
- Communication style
- Leadership style



Get the lay of the land...

Understand why
you've been hired

- To do a particular job
- Make changes





<http://www.phdcomics.com/comics/archive.php?comid=1147>

Get the lay of the land...

Observe your organization's dress code.

Get the lay of the land...

Observe your organization's clock

- Attitudes around punctuality
- Start and end times
- Flexibility
- Interruptions
- Recognize the intercultural context



Some Final Thoughts....

- Recognize that there are spoken and unspoken rules
- Work to build rapport
- Build credibility through trust and respect
- Be a team player
- Demonstrate a positive attitude, respect, integrity

References:

Goldman, Lynda (2010). You're Hired...Now What? The Immigrant's Guide to Success in the Canadian Workplace. New York, NY: Oxford University Press.

Goleman, Daniel (2000), "Leadership That Gets Results." Harvard Business Review 78, no. 2 (March–April).

Holmes , Paul(2013), Working in the Canadian Workplace: A Guide for Newcomers to Canada Working in Construction, Manufacturing, Service and Other Related Sectors. Alberta Workforce Essential Skills Society (AWES).

Robles, Marcel M. (2012). "Executive Perceptions of the Top 10 Soft Skills Needed in Today's Workplace" Business Communication Quarterly 74/4.

The Visible Minority Population: Recent Trends in Alberta and Canada (2011), Government of Alberta, http://www.finance.alberta.ca/aboutalberta/demographic_spotlights/2011-0831-visible-minority-population-trends.pdf

Yang, Caroline and Lionel Laroche, "Leading Multicultural Teams," Multicultural Business Solutions, http://www.mcbsol.com/pdf/Resources_Article_Leading_Multicultural_Teams.pdf

Images

<http://www.fastcompany.com/3027599/work-smart/need-a-little-serenity-in-the-workplace-try-these-7-simple-steps>

<http://www.managersdigest.co.uk/2014/12/09/make-time-for-some-self-reflection/>

<http://www.edwardthall.com>

<http://blog.envisio.com/workplacesaassolutionspt2>

<http://actioncoachchuckkocher.com/getting-the-lay-of-the-land-taking-a-look-at-your-sandbox>

<http://www.oyster.com/articles/48024-5-must-stop-island-spots-in-the-florida-keys/>

<http://cnasstudent.ucr.edu/majors/stats.html>

<http://www.slideshare.net/ceydakaya56/high-context-vs-low-context>

<http://bizlifesolutions.com/2012/07/good-news-workplace-bullies-can-change/>

<http://www.unep.org/gpwm/Objectives/tabid/56402/Default.aspx>

<http://www.680news.com/2015/12/16/new-car-feature-is-likely-making-your-clock-display-the-wrong-time/>

<https://www.brandonsteiner.com/blog/hired>

<http://www.sheinsight.com/?index.html>

<http://www.rightlefttrightwrong.com/thoughts.html>

Questions!!