



Dealing with Diversity in the Workplace

For Employers in Healthcare

Facilitated by Lionel Laroche

SESSION 1:
AUGUST 6TH, 2019
9:00AM-12:00PM

People who are culturally different from us not only look different or speak a different language – they think, communicate and respond differently in a wide range of professional situations. Indeed, the educational system is set up in every country to teach young people what adults think they need to know in order to succeed. As a result, our ways of thinking and our mental maps of how the world works are quite different depending on where we were grew up. When we work

closely with culturally different colleagues or patients, we often experience miscommunication, which may lead to frustration, confusion, rework and undesirable health outcomes. For most health care professionals, cultural diversity is a double-edged sword: It brings both challenges and opportunities. In most cases, the challenges come first; the opportunities come when we have learned to communicate effectively across cultures and to build trust.

SESSION 2:
AUGUST 6TH, 2019
1:00PM-4:00PM

Using insightful diagrams, powerful anecdotes and experiential exercises, this workshop analyzes the challenges that cultural differences create for health care professionals. In many cases, people involved in cross-cultural issues attribute the symptoms they observe to personality differences and blame their co-workers and/or patients. By identifying the root causes of these issues, this workshop helps health care professionals identify practical solutions they can implement immediately to turn cultural differences into a source of creativity and innovation. It is also designed to help them work more effectively with culturally diverse patients and co-workers.



LIONEL LAROCHE
Over the past 18 years, Lionel Laroche has provided cross-cultural training, coaching and consulting services to over 75,000 people in 18 countries. Lionel specializes in helping organizations and their leaders turn the initial challenges often associated with cultural diversity into a source of creativity, innovation and competitive

advantage. He works with the leaders, managers and HR professionals of many Fortune 500 organizations, as well as many municipal, provincial and federal governments and academic institutions. He has written three books on bridging cultural diversity.

Workshop Location:
Boardroom 347
MD Financial Management
3rd Floor, 611 Meredith Rd NE



Special thank you to **MD Financial Management** for generously donating their boardroom for this workshop

How to Register:
Select your preferred session (content is the same for both sessions)
RSVP via email to Teresa Lau at teresa@aimga.ca



These workshops have been made possible by the **Government of Alberta** in support of **AIMGA's Career Transition Program for IMGs**. This program assists IMGs wishing to explore alternative careers in healthcare and includes employment workshops, mentors, one-to-one coaching sessions, and a job shadowing component.