

5th
Annual

IEP CONFERENCE



A UNIQUE FORUM FOR
Internationally Educated Professionals

CONFERENCE REPORT

Metro Convention Centre
on October 19, 2007
www.iep.ca

Presented by

PCPi

PROGRESS CAREER PLANNING INSTITUTE

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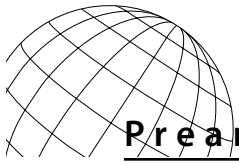
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Preamble

This report intends to:

1. Support the conference principles and objectives of: honouring the Internationally Educated Professionals' (IEPs') courage to immigrate and bring their talent to the Canadian labour market; affording them the locus of control to access job information they want and need in a respectful, comfortable setting (facilitated through a systems approach); raising awareness with employers; and promoting economic development. (See "Ten Conference Principles" in the Appendix of this Report).
2. Share and analyze demographics of the participating IEPs.
3. Document the advice and information offered by panelists and presenters; and share feedback from all attendees.
4. Be a useful reference source for those individuals unable to attend the conference. (Hyperlinks to documents referenced in the conference are included throughout, as well as in the Appendix.)

Historical Context (2002 - 2007): Same Challenges, Only Different

The first Internationally Educated Professionals (IEP) Conference, entitled *Breaking Barriers, Building Bridges*, attracted a capacity attendance of 600 IEPs at Centennial College's Conference Centre in February 2003. This conference could not have occurred without the support of Toronto Community News, City of Toronto Economic Development and the Toronto Training Board. The event was timely: 70% of immigrants were reporting problems in finding employment and 72% of employers were expecting problems when hiring foreign-trained workers. Subsequent conferences in 2004 and 2005 expanded on successful formats and programming (e.g., focus on industry sectors, Appreciative Inquiry or strength-based facilitation methodology, networking opportunities, and skill building sessions), and consequently experienced trends of increased IEP and stakeholder participation. Attendance peaks were recorded as follows: delegates (1,000); speakers and volunteers (150); and marketplace exhibitors (30). In May 2006, organizers hosted a day long "Think Tank", engaging over 60 key stakeholders to brainstorm ideas for the 2007 conference, as well as generate better strategies for integrating IEPs into the workforce.

While the 2007 conference occurred against a backdrop of generally more favourable economic conditions (highest overall employment rates in the Toronto region in over 30 years, with immigrants accounting for 70% of current labour market growth), IEPs were still reporting challenges in their job search, specifically in connecting to employers who are hiring and in acclimating to Canadian business culture.

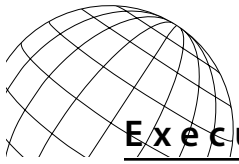


The Fifth Annual IEP Conference, a unique forum for Internationally Educated Professionals, took place at the Metro Toronto Convention Centre (North Building) on Friday, October 19, 2007. A total of 1034 participants from over 90 countries engaged in a varied and comprehensive program of networking, skill development, and information-sharing opportunities designed to facilitate their career dreams into practical action plans for rewarding employment in Canada. A snapshot profile of the predominant IEP registrant indicated they were likely in Canada three years or less, male, aged 30 - 49, unemployed, and originally from a southeast Asian country.

Since first conceiving and producing the inaugural groundbreaking IEP conference in 2003, Progress Career Planning Institute (PCPI) has been at the helm of this distinctive initiative, ably supported by its longstanding partners Toronto Community News and City of Toronto Economic Development. This year's event was also very generously funded by Citizenship and Immigration Canada (the title sponsor and lead contributor), and by:

- Government of Ontario (Ministry of Citizenship and Immigration)
- Educational Program Innovations Center (EPIC)
- Chartered Accountants of Ontario (CAO)
- Information and Communications Technology Council (ICTC)
- Certified Management Accountants (CMA)
- Certified General Accountants of Ontario (CGAO)
- Toronto Training Board (TTB).

The purpose of the conference was to assist IEPs (those both new to Canada as well as having lived here for several years) secure not just a job, but a *meaningful career* in their chosen profession. Possessing the necessary skills is just the first piece of the employment puzzle: connecting with employers who are hiring, getting credentials recognized, gaining relevant work experience, and adapting to Canadian business cultures are also essential for securing a *better job*. For this very reason the 2007 IEP Conference brought together employers, industry representatives, government officials, regulatory/accreditation bodies, educational institutions, successfully employed IEPs, and professional associations - connecting these key stakeholders with the skills, enthusiasm, and potential represented by the talent pool of IEP attendees.



Several popular conference features included:

- Sector Hubs - interactive panel discussions highlighting Engineering & Related Professions; Information & Communications Technology; Human Resources, Sales & Marketing; Finance & Accounting; and Healthcare & Related Professions
- Marketplace - offering networking opportunities and information gathering from a comprehensive array of exhibitors
- Business Luncheon - highlights from the “Strategic Workforce Planning and IEPs: *An Employer Perspective*” Survey, and major implications of the study findings as interpreted by Dr. Lionel Laroche
- Skill Building Workshops (from exploring self-employment options to adapting to the norms of the Canadian job market)
- “World of Work” Panel - sharing unique insights into the trends and issues impacting the workplace and IEPs 3 - 5 years into the future

Marketing and Branding

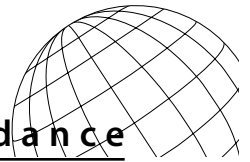
Organizers invested in a new logo and branding for 2007 following extensive stakeholder consultation and in light of the evolution of the conference’s context. Since 2002, barriers have been broken and bridges built: progress *has* been made in terms of more employers hiring from this talent pool and greater numbers of IEPs are securing work in their chosen fields. Consequently, this ‘advancement’ inspired a new marketing campaign consisting of a fresh logo (hands symbolically connecting across a globe), a Canadian flag puzzle piece (i.e. the conference helps IEPs in connecting the pieces of their job search puzzle), and the new tag lines: “Ask questions. Be inspired. Get connected for professional success in Canada.” (encapsulating opportunities the conference offers attendees).

Conference Data

All information and attendee feedback included in this report is entirely unabridged.

Evaluation Highlights

Conference feedback (captured anecdotally as well as formally submitted through the 212 written evaluations) was decidedly favourable. Attendees rated the conference overall 4.5 out of 5, and cited particular satisfaction with three areas: 1) Opening Ceremonies: 2) Damindra Dias’s “Networking for Success” keynote presentation (as a motivational tool to apply their new learning), and 3) the wrap-up plenary “World of Work” panel discussion (a glimpse into the future workplace, and how to plan for it).



The majority of Sector Hub and Skill Building Workshop attendees “strongly agreed” that the sessions were “educational and useful”, as well as the information provided to them was both “relevant and valuable”.

Additional evaluation data:

Most of the attendees (predominantly IEPs) learned about the conference from an organization or friend, and over a third of those who completed the evaluation identified as an Engineering professional.

Attendance

Participants were requested to pre-register electronically through the conference website (www.iep.ca). Of the 1,034 official delegates, 943 completed the process online prior to the event, while the balance (91) registered onsite. Over 75 speakers were present, in addition to 39 Marketplace exhibitors (with 130 staff), and approximately 50 volunteers.

The 2007 registration form was expanded and customized to capture more demographic and employment information, to provide registrants opportunity to submit questions to the “World of Work” panel, and (if required) to apply for daycare assistance (new service offered).

From the data submitted by attendees (see below), organizers particularly noted the 38% increase in the number of countries of origin represented - from 66 at the 2005 conference, to 96 in 2007. Of the 861 attendees who responded to the question “What is your country of birth?” nearly 73% indicated coming from 16 or fewer countries, while the remainder were distributed across 34 global places of origin.

Demographic Information

The following data was collected through the registration process:

Are you employed?

No 71%
Yes 29%

If yes, are you employed in the field of your choice?

No 70%
Yes 30%

*“Today I felt that
**choosing Canada
to be my country
to live** was a right decision
for the first time in 6 months.”*



Attendance

Age group

Not indicated 19%

19-29 10%

30-39 28%

40-49 31%

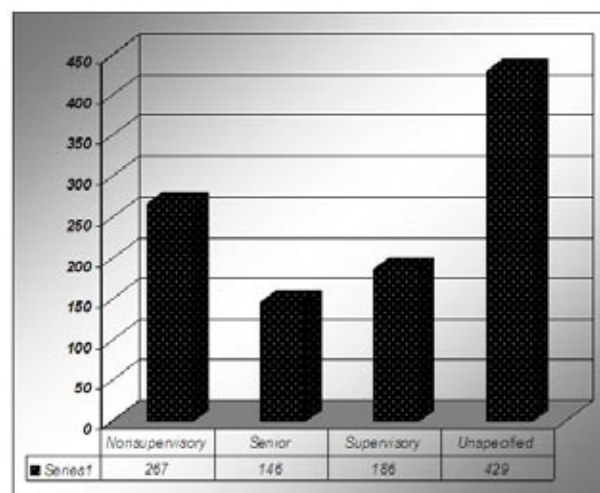
50-59 11%

60+ 2%

Occupation level

Number of years in Canada

0.5	293
1	159
2	144
3	96
4	52
5	53
6	44
7	40
8	13
9	9
10	14
13	32



Country of birth

(rated in order of selection with representation greater than 1%)

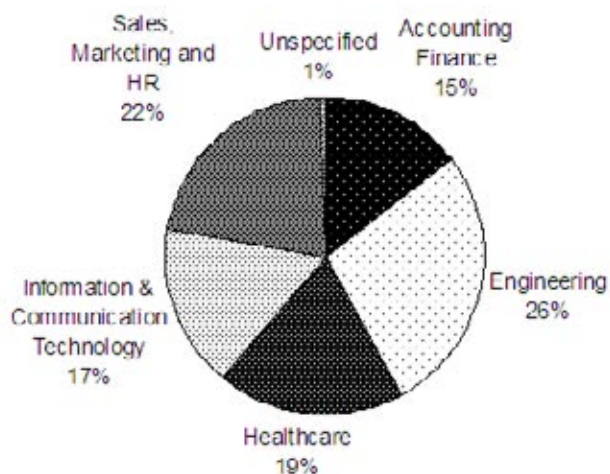
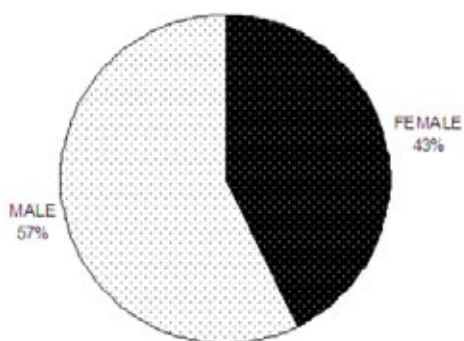
Country	Count
INDIA	129
CHINA	115
PAKISTAN	56
PHILIPPINES	47
BANGLADESH	39
COLOMBIA	33
CANADA	32
IRAN	29
MEXICO	27
SRI LANKA	22
VENEZUELA	22
RUSSIAN FEDERATION	21
BRAZIL	17
UKRAINE	14
NIGERIA	12
JAMAICA	10
ALBANIA	9
EGYPT	9
PERU	9
ROMANIA	9
CAMEROON	8
ETHIOPIA	8
HONG KONG	7
TRINIDAD AND TOBAGO	7
ALGERIA	6
IRAQ	6
POLAND	6
TURKEY	6
BELARUS	5
INDONESIA	5
JORDAN	5
KENYA	5
MOLDOVIA	5
NEPAL	5
SYRIAN ARAB REPUBLIC	5
UNITED KINGDOM	5



UNITED STATES	5
BOSNIA AND HERZEGOWINA	4
GUYANA	4
KOREA	4
LEBANON	4
MONGOLIA	4
TAIWAN	4
AUSTRALIA	3
COTE D'IVOIRE	3
ECUADOR	3
EL SALVADOR	3
GERMANY	3
UGANDA	3
ZIMBABWE	3
BOLIVIA	2
CHILE	2
CONGO	2
FRANCE	2
MACEDONIA	2
MAURITIUS	2
ST. LUCIA	2
SAUDI ARABIA	2
SOMALIA	2
UNSPECIFIED	2
UZBEKISTAN	2
VIET NAM	2
ARMENIA	1
AUSTRIA	1
AZERBAIJAN	1
BAHAMAS	1
BARBADOS	1

BENIN	1
BHUTAN	1
BRITISH INDIAN OCEAN TERRITORY	1
BULGARIA	1
CUBA	1
CZECH REPUBLIC	1
GEORGIA	1
GHANA	1
GUATEMALA	1
ISRAEL	1
ITALY	1
JAPAN	1
KAZAKHSTAN	1
KUWAIT	1
KYRGYZSTAN	1
LITHUANIA	1
MALAYSIA	1
MOROCCO	1
MOZAMBIQUE	1
MYANMAR	1
PALESTINIAN TERRITORY	1
SAINT VINCENT AND THE GRENADINES	1
SERBIA AND MONTENEGRO	1
SIERRA LEONE	1
SINGAPORE	1
SUDAN	1
TUNISIA	1

Industry sector hub selected





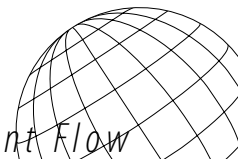
A predominant atmosphere of optimism, eagerness, and professionalism greeted delegates at the opening session. In her welcoming remarks, Conference Chair Rhonda Singer commended IEPs for their courage and determination in immigrating to a new country, as well as finding work in their chosen profession. She urged them to participate fully in the day's events - to network, ask questions, and be open to learning new skills - as a means of advancing their career opportunities in Canada. Following the video presentation *With Glowing Hearts*, Singer remarked: "We acknowledge all of you for the richness you bring to Canada. It seemed only fitting that in our welcoming ceremony that we share something from our country's rich heritage – a traditional Smudge Ceremony."

First Nations representatives Dan and Mary Lou Smoke conducted this purification ceremony, inspiring attendees to focus on their listening skills, knowledge gathering, concentration, and inter-connectedness ("We are all of one mind" in our career journeys). Rahul Bhardwaj, President & CEO of the Toronto Community Foundation, then spoke briefly about the challenges newcomers face in finding work in Toronto, as well as acknowledging that labour market statistics and the availability of many resources currently favour immigrant job seekers.

Damindra Dias, a successful IEP and former senior executive with Coca Cola, Kellogg's, and Dunlop, then delivered her "Networking for Success" plenary presentation. Citing networking as "an art that any IEP can master", Dias suggested that it also takes "willpower, focus, discipline, strategic planning and strong determination to succeed". Her pragmatic advice, complemented with personal anecdotes from her own job search over 30 years ago in Canada, made for a compelling, informative and inspiring session.

Highlights from her presentation/demonstration include:

- Overcome the "no Canadian experience" challenge by swallowing your pride and take an entry-level position; nurture relationships early and often in your career.
- The importance of networking in Canada is key to accessing the 'hidden' job market (companies fill 40-45% of positions through internal contacts; 20-30% of jobs are not advertised).
- Referrals from a networking contact typically get 60% better results.



- Most IEPs are ineffective at networking because of their ad hoc or haphazard approach: they “need a strategy of plan, prepare, and practise”, consisting of:
 - Step 1 - Understand the market - do your research;
 - Step 2 - Explain or define who you are. Be positive, confident, clear in whatever accent you have (“We all have accents”);
 - Step 3 - Create a relevant and powerful résumé (2 pages maximum); and
 - Step 4 - Don’t demand help; create a comprehensive list of everyone you know to extend your exponential reach.
- Use common sense in respecting social etiquette: demonstrate good people skills (balancing assertiveness with humility), professional image, knowledge of Canadian business norms, firm handshake; turn off your communication devices.
- Present a business card and an effective opening ‘pitch’ (3 - 4 lines to share when meeting someone for the first time); ask a relevant question leading to a response (keep the conversation business focused); and request a business card.

Ms. Dias’s advice was illustrated through a role-playing demonstration presented by Advisory Committee volunteers Wilf Flagler, Lucy Ramirez, Patrick Chartrand, and Judith Kaufman. Delegates practised their networking skills during the refreshment break and at the Exhibitors’ or Tradeshow Marketplace before proceeding to their respective Sector Hub.

Sector Hubs

These popular interactive sessions afforded participants direct access to career information and guidance from employers and successful IEPs, as well as representatives from regulatory/credentialing bodies, professional associations, educational institutions, and government. Based on feedback from industry representatives and current labour market information, the five sectors featured this year were:

- Engineering & Related Professions
- Information & Communications Technology
- Human Resources, Sales & Marketing
- Finance & Accounting
- Healthcare & Related Professions



Sector Hubs

Reprising the successful two hour format introduced at the 2005 IEP conference, panelists circulated through small groups of attendees, answering questions and sharing information on a variety of career and job search topics specifically related to their sector and area of expertise. IEPs consequently had greater access to the representatives in this relaxed and open environment. Facilitators knowledgeable about each sector guided the process while volunteer scribes captured the questions, comments, and valuable insights offered by panelists and attendees alike. In many instances, attendees were invited to practise their networking (introduce themselves to others), leadership (chair small groups), and communication (record notes or present to plenary) skills. Overall, IEP evaluations of these sessions were very favourable, with the main suggestions for improvement being extending the session time and adding more employer representation on the panels.

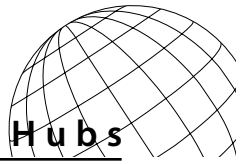
What follows is the unabridged data collected at each Sector Hub, including panelist commentary (best advice/top tips), and attendee feedback/evaluation.

(1) Engineering & Related Professions

Facilitator: Mark Franklin, P. Eng., Principal, Career Cycles

Panelists:

- Mike Sava, P.Eng., IRAP, National Research Council
- Rakesh Shreewastav, Senior Project Engineer, Ministry of Transport Ontario
- Randy Sinukoff, P.Eng., Jacques Whitford Limited
- Professor Hira Ahuja, President, Education Program Innovation Centre, (EPIC)
- Gurmeet Bambragh, PhD, Executive Director, The Council for Access to the Profession of Engineering (CAPE)
- Jose Costa, MBA, P.Eng, Former Chair, Mechanical & Automation Engineering Technology, Centennial College
- Thierry Guillaumont, GEO Bilingual Information and Referral Officer, Global Experience Ontario - Ontario Ministry of Citizenship and Immigration
- Gerry Meade, P. Eng, Executive Director, Canadian Construction Innovation Council



- Angela Dorigo, Clear HR Solutions
- Edwina McGroddy, Director, Policy & Government Relations, Ontario Society of Professional Engineers (OSPE)

Recap of Panelist Questions and Responses

Question: What are employers looking for in applicants?

- A. • Employers look for communication skills and a good fit. Technical qualifications are not enough.
- Know what you do well.

Question: How can I get Canadian experience?

- A. • It's not easy. Push your own experience and see how you can apply your skills. Talk and call people.
- You need to network, and make yourself stand out.
 - Focus on your strengths.
 - Have your credentials assessed.
 - Ontario Centre for Excellence – Professors connect with industries.
 - Licensing – I was asked to write 7 examinations. I appealed. Instead of writing 7 exams, I only wrote 5 exams.
 - Employers do not know your university. Provide information to your employer.

Question: It's hard to get to the manager and speak to the manager. How do I do it?

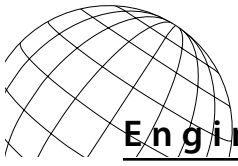
- A. • Do what a salesperson does. Try again and again. Be positive. Don't have an attitude (employers can tell).

Question: In Canada, is it what you know or who you know that gets you a job?

- A. • It's both. Networking is important.

Question: What are the new trends in the engineering job market?

- A. • More important to network and know people who work in an engineering company. Jobs may not be advertised. Jobs are posted in internal memos.
- It's not the company you're from, but what you can do for the company.
 - Do not delay in getting your license.



Question: What is the main highlight from the *Guide to the Required Experience for Licensing as a Professional Engineer*?

- A. • Licensing looks for the critical thing of whether you apply your engineering theories learned from university.

Question: How do I get the 12 months of experience in Canada to qualify for being a licensed engineer?

- A. • Become involved and join the appropriate engineering associations (e.g., civil engineers, electrical engineers). They do not require you being a licensed engineer. Networking is key as 80% of jobs are not advertised.

Question: Many of us started in technical positions and moved up to management positions in our countries of origins. We are told to provide information on courses we took in university, which was a long while ago. Can you comment on this?

- A. • Link what the job requirement is to your skill and experience. Use a “T” format in your cover letter. On one side is the job requirement and the other side is your experience. Make it easy for the decision to be made by the employer.

Question: Do I put in the résumé my ‘survival job’ experience?

- A. • Yes, it’s important to fill all the time periods and not leave room for speculation.
- Cultural fit is important. Technical skills are a given. For example, can you handle the stress in a highly stressed company? The ‘fit’ depends on the company. A consulting firm is a bit more polished, for instance. Always ask to find out what the ‘fit’ is.

Question: How can we get into engineering quickly?

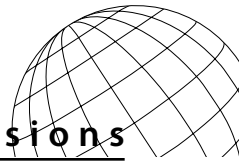
- A. • Have your experience assessed. Get the training to prepare for writing your exam. Continue with professional development. You can join the Society as a student.

Question: What is the difference between Ontario Society of Professional Engineers and Professional Engineers Ontario?

- A. • Professional Engineers Ontario (PEO) sets the licensing requirement.

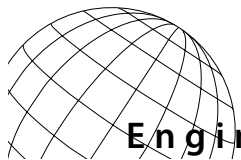
Question: How can one become an operating engineer?

- A. • Anyone can become an operating engineer. You have to take the courses for the relevant operating engineer position.
- Check with Education Program Innovation Centre (EPIC) – It offers online training and courses on the weekend.



Additional information gathered from the panelists:

- It has never been a better time to find employment as an ITI; almost all labour growth shortages will be filled by ITIs by 2011.
- For information about regulated professions in Ontario, go to www.OntarioImmigration.ca or www.healthforceontario.ca.
- The accreditation body, Professional Engineers of Ontario, will do their own assessments; ITIs should go to www.peo.on.ca for more info.
- It takes approx. 2 -2 1/2 years to get a license (if no exams are required), but 80% interviewed did not have to write exams.
- If applying for a license within the first 6 months or less of arriving in Canada, the application fees are waived.
- It can cost up to \$1000 for exams to be a P.Eng. and requires 1 yr. Canadian experience under the supervision of an engineer.
- 80% of Canadian engineering graduates are applying for non-core engineering jobs that don't need licenses – advise ITIs to do the same .
- Engineering is undergoing a skills shortage across all sectors but especially in the environmental, automation, aerospace, consulting, food, and pharmaceutical sectors.
- The Ontario Society of Professional Engineers (www.ospe.on.ca) will advocate for ITIs, give professional development courses for exams, has a job board etc.
- Also Council for Access to the Profession of Engineering, www.capeinfo.ca is an excellent resource for job postings by geographic areas, self-assessment tools, etc.; they will match ITIs to jobs; courses are free and on-line; they also provide orientation and training.
- The Education Program Innovation Centre (EPIC) will also help with exams.
- Consulting Engineers of Ontario (www.ceo.on.ca) has over 300 companies that are hiring engineers.
- SNC – Lavalin (www.snclavalin.com) is also a huge multinational company hiring engineers.
- Résumés should show what work has been accomplished (competency based or functional résumés).



Advice/information attendees regarded as significant:

- Focus on your strengths. Keep positive. Network.
- Networking is the best way. Don't count on emails.
- Soft skills and hard skills are important.
- Connections will get you a job easier.
- Volunteer to show your ability.
- Try the smaller companies.
- Tailor your résumé to what the employer requires.
- Continue. Never give up.
- Do not need licensing to start working. Get help from existing programs.
- Look to yourself first. Look at your soft skills and what you can do.
- We have to start from the bottom. Acquaint ourselves with the system in Canada.
- Have your past education and work experience assessed for getting into an engineering job.
- Write an accurate résumé, and you may not need licensing.

Engineering & Related Professions

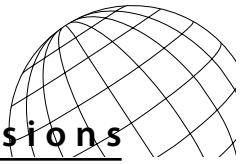
SECTOR EVALUATION

Received: 90

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The panelists were well informed & willing to share advice, information.	1.49
The facilitator was knowledgeable and professional.	1.41
I had sufficient opportunity to ask questions.	1.83
The information was relevant and valuable to me.	1.66
I had a chance to network and communicate with others.	1.72
Overall, this was an educational and useful session for me.	1.52

***“Bravo for a fabulous,
respectful, beautiful
conference. As I said, it's the best thing
I've attended for IEPs in years!”***



General Comments:

- I am amazed by the professional way everything is organized!
- I'm very happy to be here.
- Many thanks for providing us this very important session for IEPs.
- I learned of the benefits of networking and that soft skills are as important as technical skills.
- Very good effort in direction to encourage professionals in their search to modify themselves to get Canadian look.
- This is a good moment to know what to do to get a job easily.
- Short time to get name and contact information.
- Not bad.
- Very interesting.
- We need handouts, better to work in smaller groups.
- Thanks.
- Soft skills essential.
- I have learned a lot about PEO application process.
- Very impressive.
- Very good.
- I learned new things. Thank you.

***“Very, very well organized,
structured, catered
...very good value for our taxes.”***



2. Information & Communications Technology

Facilitator: Louisa Jewell, Principal, Crystallizers

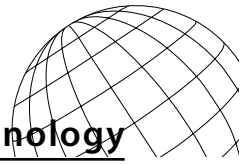
Panelists:

- Keith Carter, VP Business Development, Professional Computer Consultants Group Ltd. (Procom)
- John P. Esvelt, Director of Technology, Fraser Milner Casgrain LLP
- Mechelle Gittens, PhD, Research Staff Member DB2, IBM Toronto Lab
- Cal Haverstock, Chairperson, York Technology Association
- Milind Joshi, Chief Technical Officer, IDEA TECHNOSOFT
- Nitin Mathur, Senior Manager, Thoughtcorp
- Anton Panchishin, P.Eng., Technical Strategist, Ganymede Group Inc.
- Walter Pranke, Sr. HR Manager, (Canada/East Coast) Adobe Systems Inc.
- Kapil Raval, Managing Client Principal, Hewlett-Packard (Canada)
- Paul Swinwood, President & CEO, Information and Communications Technology Council (ICTC)
- Doug Wilson, VP Systems integration & Consulting, CGI

Recap of Panelist Questions and Responses

Question: How do you form an I.T. résumé?

- A: • (Keith) No magic formula. It should be logical, organized. Contact info at top. Include summary of experience at top. A recruiting manager should discern what your skills are and what your objective is. Consider having it professionally written. Résumés are often reviewed by people in HR with an Arts background, without any knowledge of the IT industry. Research the position and company well ahead of time. No one has time to read a 6-7 page résumé. Try to keep it to 2-3 pages.
- A: • (John) A good résumé is important and should flow logically. Highlight strengths. Engage the services of a professional writer. There are usually 100-1000 résumés for each position.
- Ensure your résumé includes the core skills the employer is seeking.



Question: How to network on a professional level?

A: • (Doug) Through work interactions and environments, educational institutions (if possible), associations and conferences. Try to begin your career at a large company to network with many people, e.g. IBM.

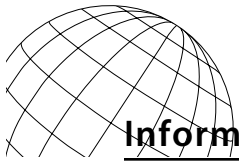
Q: How can I get Canadian experience?

A: • (Doug) Over half of the people hired at CGI are trained outside of Canada. CGI is engaging recruiters in other countries i.e. India to recruit people, with skills sets being sought after.

- Universities offer co-op programs. There are very few companies that provide volunteer opportunities. Agencies and recruiters are the main way to obtain Canadian experience.
- (Kapil) 70-80% of companies insist on Canadian experience. The Chamber of Commerce has an association that helps with networking. As they say, it is not what you know, but who you know that is important. Take advantage of mentoring programs. A mentor is assigned to you based on skills and experience and connects you with a mentor to offer you advice i.e. Peel Region, Skills for Change, Mentoring Partnership program. There is no single way to obtain Canadian experience.
- (Walter) Not always applicable. It is more important to understand how Canadian experience is needed or fits into an IT employment opportunity. Understand The Canadian workplace culture and work in a team.
- (Anton) Try to determine what it will take to work really well in a company you seek to work for. Make it safe for a company to indicate for you what you need to work on so you can obtain constructive comments.
- (Mechelle) Network strategically. Know your strengths and promote them. Take courses and seek opportunities to volunteer to utilize your skill set.
- What is the definition of Canadian experience? We have a low 6% unemployment rate in Canada; in IT, it is even lower with only 3% unemployment. CGI has 400 open positions; companies are looking for people with legacy experience. Applicants should present skills that employers are looking for. HR are not techies, they are the roadblock that you should be able to do away with. Try to be able to reach technical people and convince them of the skills that you know. Most HR people don't understand the technical side of the job; go to a company website and do research.

Question: How do you approach the job market with few contacts?

A: • (Kapil). Join a mentoring program or professional IT association.



Question: Is it necessary to take training in Canada?

A: • (Kapil) It may help but is not always needed. Do not go for a job that is below you. It will be an uphill battle after this. Do your best to find work matching your skill set and experience.

Question: What are some alternatives to ‘bragging’ on your résumé?

A: • (Paul) Mention the team or group you were a part of. This emphasizes teamwork.

Question: How do you get the first interview?

A: • (Anton) Read these books- “Don’t Send Your Résumé” and “It’s Your Move.” They can be found in Chapters bookstore. They emphasize the hidden job market where 90% of jobs are found.

Question: How do you get your ‘foot in the door’?

A: • (Milind) Go with as many recruiting firms as possible. Work with agencies. Access newcomer programs i.e. Partnership programs, TRIEC Mentoring Partnership program, YMCA, JVS.
• (Nitin) Access Indian Rainbow.

Question: How do you get past the receptionist to speak to IT Hiring Manager?

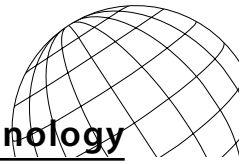
A: • (Nitin) The more people you meet and network with the better. The best time to find a good job is when you are working. Be flexible. The résumé is key: target it for a specific objective and do not include everything to appear overqualified.
• (Milind) Don’t appear too needy.

Question: How do you get opportunities to volunteer?

A: • (Mechelle) Use the library to access community resources for volunteering. Convince potential employers that you have the skill set they are seeking. Seek out “Communitech” on Google.
• (Cal) Know what your strengths are and seek to promote them with your networking contacts. Tell a potential employer: “Allow me the opportunity to work for you for a month to demonstrate my skills” and this may lead to future opportunities.

Question: Are internships the same as volunteering?

A: • (Mechelle) No. Internships are similar to co-op placements that you are paid for.



Question: What is the best way of finding information about the job?

- A. • Most jobs are not advertised. Go to websites, do your research.

Question: Is cold calling recommended?

- A. • Once you pass HR, it's a starting point. Key is to be able to present yourself in a résumé that matches the requirements of the job. There's nothing wrong with cold calling but it's hard to get the right person. Go to the website "Linked In". Call friends and ask if they know anyone who can lead you to the right person.

Question: What are the most valid qualifications for an IEP to get a job?

- A. • What you've done for the previous company you'd worked for; identify one thing you've done that benefited the company; express in quantifiable means; e.g., improved customer satisfaction by 50%, etc. HR screens the people applying for jobs. Emphasize accomplishments, brag about what you've done in your résumé.

Question: What are the strategies for programmers/developers to use since most companies hire through agencies?

- A. • Be able to demonstrate why you're different, what makes you stand out from the rest of the candidates. IT companies are always looking for people; e.g. to replace those who are retiring.

Question: What's your advice for people who don't speak English as a first language?

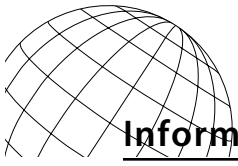
- A. • Practise, practise, practise. Do not be afraid to speak. Use tools on computer to enhance your skills; use Spell Check; don't be afraid to ask; it is important that you're able to bring in your skills. If you don't understand the question during the interview, ask the interviewer to speak slowly and ask to repeat the question.

Question: Some jobs require excellent communication skills, but English is not the first language. How do I go about that?

- A. • Your chance depends on your fit with the rest of your skills. Sell the fact that your skills are good but they're not excellent and that you're willing to work on it. If you know you possess 95% of the skills, then that should not deter you from applying for the job.

Question: What about the age factor?

- A. • Employers are looking for skills rather than age, especially the expertise that they can bring to the job. Sell your strengths.

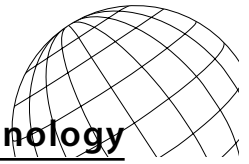


Question: How do you recruit new applicants?

- A. • You can apply through our website. Must have a very powerful cover letter and résumé. Hiring managers must see those qualifications why you should be hired. Style in résumé is important; invest/hire someone to help make your résumé. If you don't get called after sending a lot of résumés, consider rewriting your résumé. Your résumé is your advertisement. See a job on Monster.com that truly interests you instead of sending your résumé to all companies that have openings. Do your research. Look at the job description and focus on them. Take note of mandatory and 'nice to have' skills.

Best advice (top tip) from panelists:

- (Paul) HR people who work for most companies seek Canadian experience to sort résumés.
- You need to get past the HR department to the IT hiring manager. Know your skill set and know what you accomplished from your previous work experience (developed web page to increase business by %, reduced down time, etc.). Give HR manager a reason to tag your résumé as important to consider further. Do not make your résumé too technical since the HR manager may not understand your technical expertise. Brag about what you have accomplished in a project you worked on or team you led and how these accomplishments benefited the company so the potential employer can determine how you can benefit them.
- (Anton) Do what you love to do. If running a business is not an interest or strength, it may get neglected, and not go well, especially when circumstances in life take a downturn.
- (Keith) Emphasize your résumé and target it to a specific IT position.
- (John) Many people are seeking to obtain Canadian experience. Don't short sell yourself, but focus highlights on your skill set and promote this to potential employers. Realize you represent something more than a Canadian trained and experienced professional.
- (Mechelle) Build relationships. Communicate your strengths. Know where you succeeded before, and be honest with your weaknesses and let people know what you are doing to improve upon them.
- (Cal) Determine what your strengths are and express them in the interview. Know your weakness and state it so an employer would understand your situation.
- (Nitin) Focus on soft skills - communication, teamwork, values system. Understand Canadian workplace culture.
- (Milind) Harness this positive energy from this discussion. Persevere through the challenges. Don't give in to negative thoughts.



- (Anton) How to get the interview to work for you? Realize you are interviewing the company just as much as they are interviewing you. Highlight your most critical skills so the company can benefit from your skills and experience.
- (Walter) There is power in networking. Highlight your background and it is amazing how quickly you make connections. Listen more and talk less.
- (Kapil) How to sell your experience? Match your strengths and experience to the position you are seeking and emphasize them five times to show your enthusiasm. Keep networking. Join a mentoring program to get one-on-one coaching and advice.
- (Paul) Every job has a customer. Somebody wants something done. Show how your skills and experience will make that customer happy. Put technical skills on back of business card and stress how you can meet customer's needs.
- (Doug) Help the employer and put your education and experience in context to how this would benefit them.
- (Louisa) Be confident. There is always a bridge between your background and experience and the needs of employers. Crossing arms in the opposite way than the normal way you do is similar to learning new ways of adapting to ways of job searching in Canada.
- Work in community organizations; do volunteer work; employers would like to know if you would fit in the Canadian work environment.

Information & Communications Technology

SECTOR EVALUATION

Received: 31

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The panelists were well informed and willing to share advice, information.	1.16
The facilitator was knowledgeable and professional.	1.29
I had sufficient opportunity to ask questions.	1.65
The information was relevant and valuable to me.	1.43
I had a chance to network and communicate with others.	1.61
Overall, this was an educational and useful session for me.	1.32



3. Human Resources, Sales, & Marketing

General Comments:

- Absolutely fantastic!!! I really enjoyed it
- This is very educational
- This conference has been very informative so far. May I suggest a membership organization be formed for this group? Association of IEPs
- Please let me know same kind of opportunity in the future
- Wonderful method for getting lots of impressions from different employers & comparing answers!
- More time for questions

Human Resources, Sales, & Marketing

Facilitator: Maureen (Mo) McKenna, Mentoring with Momentum

Panelists:

- Vikram Ahluwalia, Senior Brand Manager, Glaxo Smith Kline Beecham
- Tim Banerjee, Accreditation Facilitator, Accreditation Assistance Access Centre
- Malcolm Gabriel, Manager HR, Goodyear Tire and Rubber Company
- Jenny Johnston, Recruitment and Staffing, Xerox Canada Inc.
- Alice Kubicek MBA, CHRP, CMC, AK Performance Solutions Inc.
- Susan Lilholt, Acting Director of Marketing and Communications, Ontario College of Art & Design
- Ashling Moore, Director of Advertising, Toronto Community News, Metroland
- Mona Nazif, Human Resources Manager, Municipality of Markham
- Shanker (Shanks) Seetharam M.A., MBA, DADPR, DJPR, Coordinator and Professor, International Business Program, School of Business, Centennial College



Recap of Panelist Questions and Responses

Question: Why do we have to work in service jobs even if we have university degrees and international experience?

- A. • It's important to gain experience through a "First Step" type of job.

Question: Is there an appropriate sales and marketing degree I can do?

- A. • College
2-3 K.P.A
• University
6-8 K.P.A

Question: Four years teaching at a university – if I want to teach at a college do I need to re-qualify?

- A. • Yes, you need a Canadian degree - try University of Toronto.

Question: Why do I get no response after an interview?

- A. • Ask if they need background checks and ask for their feedback.

Question: What is a realistic salary range for entry- level sales in Canada?

- A. • It may be difficult to get great salaries at the beginning – however sales jobs are the easiest to get in Canada. Wherever you come from you can be the best rep for your community. It is a good idea to take advantage of your background/strengths as much as you can.

Question: How can we have the academic achievement made in another country recognized by this country?

- A. • Prepare the details of what you have achieved before.

Question: How can we get Canadian experience?

- A. • Network with more people, and get your foot in the door.



Question: How does an immigrant that has work experience with companies, get recognized in Canada?

- A. • For over qualification, a piece of advice can be that you can focus on the achievements you've made, instead of the amount of years you've worked. Use the well-known names in Canada as much as you can, as you do not have a lot of references here. Use business language other than HR language.

Question: Is it necessary for newly educated immigrants to take degree- related academic programs vs. short-term courses?

- A. • Yes, short- term courses are useful, please go ahead with that.

Additional information attendees learned from panelists (general comments):

- It is very important (sometimes mandatory) to get an HR certification in Canada in order to get a job in the HR field in Canada.
- I gather that foreign degrees, diplomas and certification in HR are not recognized in Canada – although the Government is doing something to change this.
- Toastmasters are very good in teaching/ coaching clients on the art of Public Speaking/ Communication.

Panelist Advice submitted prior to the conference:

How can HRP AO help me to get a job?

HRPAO helps support our members by providing access to a variety of services to aid them in their employment searches:

Hire Authority:

HRPAO hosts the premier Human Resources job board in Canada, the Hire Authority. The Hire Authority provides our members with the opportunity to review and apply for positions directly and to upload their resume into a candidate database searchable by employers. Members can also set up notifications so that when a position that meets their needs becomes available, they are notified directly and can determine if they want to apply. On average, there are approximately 200 new positions per month. Positions range from entry to senior level. In addition, there are often volunteer positions which may be of interest to individuals while they are seeking full time employment.



Resource Centre:

HRPAO's resource centre provides members with access to extensive HR information and custom research. The Resource Centre's highly trained expert researchers provide personally guided access to HR and business information in this unique service. Information specialists research the HR and business issues that HRPAO members face in the workplace, in their professional and career development such as HR best practices, metrics, compensation, trends, legislation and legal cases.

Chapters:

When an individual joins HRPAO, they select a chapter association to belong to. Each of HRPAO's 28 chapter associations provide a range of local programs and services that meet the collective needs of their chapter members. This can include monthly events, professional development sessions, employment networking groups and distribution of local job posting information. Chapter events are also a wonderful opportunity for individuals to meet and network with other human resources professionals in their local business community.

***"Thank you for such an
amazing conference that made me
feel valued as an Internationally-trained
professional. I believe that your efforts are
making history in Canada."***



How can I get the HR designation?

HRPAO grants the Certified Human Resources Professional designation. In order to achieve the designation, individuals must complete HRPAO's academic requirements, write and pass the national knowledge examination and then the national professional practice assessment. It is important to note that effective January 01, 2011, in addition to the three steps mentioned, individuals will also require a degree in order to gain the designation. Upon successfully achieving the designation, individuals are required to recertify every three years. In order to qualify to write the national knowledge examination, one must meet HRPAO's academic requirements. This includes completion of academic credits in eight specific human resources areas. HRPAO supports foreign trained professionals in achieving the academic requirement via several options:

1. **Accreditation:** HRPAO offers an accreditation process whereby a committee of educational experts reviews human resources courses taken anywhere in the world. If these courses are found to match the curriculum and grading criteria, credit is given in those subject areas.
2. **Challenge Exams:** Individuals have the option of self-study and writing a final exam in any or all of the required eight human resources subject areas. If successful on the exam, an individual is given academic credit in the given subject area/s.
3. **Alternate Route:** This route allows individuals with ten years or more of senior level experience in human resources, the opportunity to have their experience assessed for equivalency to the academic requirements. If an individual is successful in this area, then they can proceed to writing the national examinations.

HRPAO staff are available to speak with foreign trained professionals, and determine the best options available to them in gaining the academic requirements.

How can I connect with people in Human Resources?

HRPAO services provide for a variety of opportunities to connect with other HR professionals. HRPAO seminars, events and annual conference provide individuals with the opportunity to develop professionally and to meet other HR professionals.

Chapter events are a wonderful opportunity to meet other professionals and develop knowledge about your local business and HR business community. In addition, HRPAO and our chapter associations also provide individuals with volunteer opportunities. These include committees, annual conference, chapter executive positions etc. Volunteering is a wonderful way to meet other professionals and to add to one's skill base.



How do I get into sales when English is not my first language?

Sell them on the value your cultural background brings to their business and the doors that it can open for new business for them.

English is not my mother tongue. How do I address any language issues?

- Consider language training if you are not really fluent.
- In an interview situation, it is acceptable to ask the interviewer to repeat or rephrase the question. Sometimes a mock interview with a friend or mentor can help before the actual interview.

My degree is not from North America. How do I address this?

- You can your foreign degrees and accreditations formally translated and assessed for equivalency by the World Education Services or other recognized institutions.
- There are a number of different professional associations. Examples include the HRPAAO and the CSTD for human resource professionals. You may need to “shop around” to determine which associations are best for accepting your foreign credentials.

I do not have Canadian experience.

- Consider stepping back in your career and accepting a job that might be a little less senior than then one you had in your country of origin. You can always change positions.
- Be willing to investigate what is different in your field in Canada than in your country of origin.
- Sometimes bringing examples of your work to the interview can be helpful in demonstrating that you have the skill and experience required.
- Be prepared to talk about how your foreign experience is similar to, or can be of value to, the interviewing organization.
- Network with other newly immigrated professionals that have recently obtained professional work and ask about their approach, which search firms they used and so on.
- Consider working with Career Bridge or other programs to secure an internship or co-op to gain Canadian experience.
- Consider additional training through on-line courses and other avenues.
- Research the companies you are interviewing with well and demonstrate your knowledge of the organization in the interview.



How do I network or access resources?

- There are government-sponsored programs that assist foreign trained professionals in obtaining professional employment. Career Bridge is an example.
- Consider finding a mentor through COSTI.
- COSTI, and other programs, can provide great advice about how to prepare for Canadian interviews and what not to say.
- Join professional associations and your local chapter.

General résumé and interview tips

- Do not include a picture, your gender, birth date, marital status on a résumé in Canada.
- Try to maintain eye contact with the interviewer during the interview process (this is not looked down upon in the Canadian work place).
- It is important that the employer understands what you are saying. Talk slowly and clearly.
- Consider booking an interview simulation with an employment advisor at various community agencies.
- Employers do want to know what skills you have to offer. Present your foreign experience as it relates to the job description, and show employers how you can add value.
- Send a thank you e-mail after the interview reiterating your interest.
- Remain in contact after the interview as positions are not always advertised.

10 simple rules to break barriers and understand the Canadian workplace

Some pitfalls to avoid...

- Avoid stereotyping and being stereotyped
- “Oh....so you have no Canadian experience”
- Avoid living in the past
- Stop complaining

Some Do s...

- Clear Objectives
- Attitude, Attitude, Attitude
- It is all about timing & persistence
- Be authentic
- Impossible is Nothing – Write down your Brand Plan (You are the brand)



Human Resources, Sales, & Marketing

SECTOR EVALUATION

Received: 66

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The panelists were well informed & willing to share advice, information.	1.18
The facilitator was knowledgeable and professional.	1.24
I had sufficient opportunity to ask questions.	1.68
The information was relevant and valuable to me.	1.45
I had a chance to network and communicate with others.	1.41
Overall, this was an educational and useful session for me.	1.35

General Comments:

- I liked this session, very interactive. I like the panelists, very inspired!
- Organize often this kind of event.
- I think it would be better to group people with the same profession together, and assign a person with exact profession as panelists - sounds doable?
- Need some more specific group (for instance, there is no group for social science profession).
- Excellent - I am willing to offer volunteering for this or other organizations.
- Thank you! I wish you success!
- Very relevant, informative.
- I got a knowledgeable outlook on a lot of my concerns and questions which will help me in my search for employment.
- Excellent.
- It was a well-planned and meaningful session.
- Very useful.

Document available: Malcolm Gabriel, Panelist

(<http://www.iep.ca/07documents/ValueProposition.ppt>)



4. Finance & Accounting

Facilitator: Heather Turnbull, Principal, Turnbull Consulting Group

Panelists:

- Dianne Hunnam-Jones, Regional VP, Robert Half
- Dr. George Andrew Gekas, FCMA, Associate Prof. of Business Administration, Ryerson University School of Business Management
- Irene Daniel, Senior Coordinator, Canadian Payroll Association
- Robert Gubbins, Director of Admissions, Membership and Licensing, Chartered Accountants of Ontario (CAO)
- Igor Nakhshon, CGA, CPA, Financial Controller, Dependable IT
- Carol Costa, Manager of Admissions and Registration, Certified General Accountants of Ontario
- Navam Navaratnam, Accreditation Facilitator, Accreditation Assistance Access Centre
- Joy Creed, GEO Information and Referral Officer, Global Experience Ontario, Ontario Ministry of Citizenship and Immigration
- Denise Bacon, Director Employment Development, Certified Management Accountants Ontario (CMA Ontario)
- Michael Bach, Senior Manager, Director of Diversity, KPMG LLP

Recap of Panelist Questions and Responses

Group 1 – Navam Navaratnam (AAAC)

Question. How do you get a designation to practise accounting?

- A. • There are two categories (license and non license). You don't need a license to practise as an accountant, but you need a designation. You need to get designations from regulatory bodies. You need a certificate to practise public accounting. Your degree will be evaluated by regulatory organizations. You will be assigned a level.



Question: How do you enter the banking profession?

- A. • Try to start with a lower level position that will make it easier to enter the field and you will gain Canadian experience.

Question: Is experience in a different field other than accounting valuable (e.g. work experience with a Canadian retailer)?

- A. • Yes, any Canadian work experience is valuable—this is the most important thing.

Group 2 – Robert Gubbins (CAO)

Question. Can I get a job before I get a CGA?

- A. • Yes, you can get experience in the field without a CGA. You can join a temp./placement firm to start building Canadian experience.

Question: Is government experience valuable? I am from the UK.

- A. • Yes government experience is valuable. The criteria requirement is broader now.

Question: What do I need to do to get in the field?

- A. • You have various options. You can take some of the exams—this makes a candidate more attractive to employers.

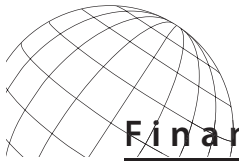
Group 3 – Igor Nakhshon (Dependable IT)

Question: How do I develop my skills and career further?

- A. • We check the database first, and then we check outside. You can join an organization that will give you the opportunity to develop your skills and career. You should research organizations.

Question: Why do employers always ask and look for Canadian experience?

- A. • There is specific information to working in the accounting finance field (i.e. Tax Laws, and other specialties). One of the ways around this is if you obtain Canadian Credentials. This shows employers that your interest does lie in the financial field.



Group 4 – Irene Daniel (Canadian Payroll Association)

Question: What are the fees and courses needed for certification?

- A. Our Online courses are 500.00 plus GST for CPA members and 665.00 plus
- GST for non members. For class room courses, the students has to pay the college as well as CPA and the fees depends on each college. To rewrite the exams, the fee is \$150.00 plus GST.

Question: How long does it take to complete the course?

- A • Fourteen (14) weeks.

Group 5 – Dianne Hunnam-Jones (Robert Half)

(Note: This panelist accepted résumés from group participants.)

Question: What are some useful job strategies?

- A. • You need to stand out. You can knock on doors of agencies and accountants. Networking is important. Find out when there are information sessions (for associations). We have a division that does banking. We are talking to companies that are hiring so we can give you some advice. We like to see that you are proactive, have initiative and want to work.

Question: Are there programs available for accountants?

- A. • Yes, the government also funds bridging programs.

Question: What is the best way to break into the field?

- A. • Get experience! Get a job in the Accounting divisions to gain experience. By getting an entry-level position, also can gain access to further training as well as be eligible for assistance in obtaining accreditation.

Question: How do I get noticed by potential employers?

- A. • Make yourself stand out. Many employers/agencies receive hundreds of applications a day, so anything that you can do to get noticed is good. Instead of providing résumés via online methods or by mail actually go out in person to distribute your résumé. Not all employers will be open to this process but some will welcome it.



Group 6 – Michael Bach (KPMG, LLP)

Question: What courses should I take?

- A. • It depends on the position that you want to pursue. If you want to do tax, take tax courses. General Comments: The regulators are very careful that we have certain credentials since the Enron situation. Although an ad requires 7 years experience we may take someone with 5 years experience. So you should apply anyway.

Question: Is experience from our home country valuable?

- A. • If you have experience from your home country you should indicate this. We are big on promoting from within (once you are hired).

Question: Is it possible for students to apply for part-time jobs if you have (Canadian) experience?

- A. • Yes, we have many part-time jobs.

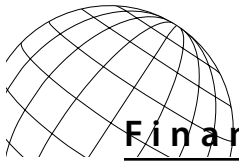
Group 7 – Carol Costa (CGA)

Question: What are the steps to get the CGA?

- A. • First, fill out an application. Then your documents are evaluated for transfer credits. You'll need a letter of good standing if you are a member of another association. Then we conduct an individual assessment and you will be notified of where you stand. You will be advised about what credits were accepted and what courses you will need to complete. You can take the courses wherever you want—online or in a classroom program.

Final Advice from Panelists:

- Get Canadian credentials.
- Emphasize computer and communication skills.
- Any experience is good - to get first foot in the door.
- Network.
- Determination and willpower lead to success.
- Enroll in accreditation program.
- Practise communication skills.
- Skills for Change, Career Edge - get involved.
- Stay current, enhance your skills, adapt to Canadian business culture.



Finance & Accounting

SECTOR EVALUATION

Received: 65

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The panelists were well informed & willing to share advice, information.	1.22
The facilitator was knowledgeable and professional.	1.26
I had sufficient opportunity to ask questions.	1.42
The information was relevant and valuable to me.	1.38
I had a chance to network and communicate with others.	1.48
Overall, this was an educational and useful session for me.	1.31

General Comments:

- I learned networking from all the recruiters, talking, smile, keep doing it, don't give up!
- It would have been useful to have some bankers in the session rather than being focused only on accounting.
- The program was very useful for newcomers like me.
- Very helpful! I got an idea.
- Time was too short to communicate well.
- There must be a representative from banks.
- All panelists from different institutions were just selling courses - waste of my time. It should be interactive from different employers and networking not the instructors selling me courses. However, there was a person from KPMG.
- More representation from finance needed (e.g. CSI).
- Thanks for the opportunity.
- Such types of conferences should be held a number of times in a year. I have an opportunity to meet with the different persons and that helps a lot.
- This course has been the most helpful source of information since I arrived in Canada.
- The organizers were great. The government should abide by their responsibilities or immigrants will be frustrated.
- Not really finance related information. Security research, fund managing etc.
- This was a good open up and well presented information.



5. Healthcare & Related Professions

Facilitator: Cathy Tait, Western Management Consultants, Principal

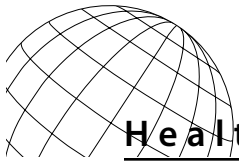
Panel Members:

- Jatinder Bains, Director, Bridgepoint Health
- Mary Bayliss, Manager, Policy and Investigations, College of Respiratory Therapists of Ontario
- Paul Chiappetta, Senior HR Consultant, City of Toronto
- Peggy Cleary, Director of Development and Training, Pangea Group of Companies
- Kaiyan Fu, Director of Nursing Innovation and Change Management, St. Michael's Hospital
- Wendie Hutchinson, Human Resources Consultant, Mississauga Halton CCAC (Community Care Access Centre)
- Louie Locsin, Accreditation Facilitator, Accreditation Assistance Access Centre
- Caroline Morris, Director of Professional Practice, College of Medical Radiation Technologists of Ontario
- Ellen Moyo, Project Coordinator, Office of Access & Options for International Health Professionals, The Michener Institute of Applied Health Sciences
- Ralph Rangai, Program Manager, Meat Inspection Services, Ministry of Agriculture, Food and Rural Affairs
- Jasmine Singh, Operations Manager, HealthForceOntario, Access Centre for Internationally Educated Health Professionals

Recap of Panelist Questions and Responses

Question: What is the role of Health Force Ontario to help IEPs gain access to work in Canada?

- A. • 75% of those coming to this resource are doctors. Role is to provide doctors with information they need to become certified. Important they understand the steps.
- Very competitive process – 200 funded positions/year for IEP doctors – 1600 IEP doctors – Ontario has the most positions available.
 - Ontario is dedicated to providing access to IEP doctors, but can't increase capacity over night.



- Access centre – helping with the process – networking.
- No ‘magic’ – just support to be as competitive as possible.
- If the path to practice isn’t realistic – other options discussed.

Question: What about dieticians?

A. • Yes - one place you can go is Ryerson – helps all medically trained professionals.

Question: What is the relationship between Health Force Ontario and the Centre for the Evaluation of Health Professionals Educated Abroad?

A. • One focus – Health Force Ontario offers counseling; CEHPEA is evaluation and assessment -clear distinct line between the two resources.

Ralph Rangia – Ministry of Agriculture, Food and Rural Affairs

Question: What about training for IEP agriculturists?

A. • No specific training required – looking at a variety of different scientific backgrounds: vet medicine, agriculture, etc. hazards, health and safety.

Question: Is there any training to be a food inspector?

A. • Meat inspection is handled by Ministry of Agriculture, Food & Rural Affairs.

Question: What has been the initiative to introduce diversity in this Ministry?

A. • The Ministry has a fair process in terms of hiring. With exception of Vet medicine, no specific skills required - they follow the general government programs.

Question: Is meat inspection appropriate for someone with a dietician’s background?

A. It might be – because of the scientific background (emphasis on this).

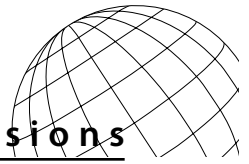
Question: Do you get a large number of IEP applications?

A. • Yes - we get many IEP applications.

Peggy Cleary - Pangea Group (Pharmaceutical Industry)

Question: How can IEPs gain access today?

- A. • Research in Pharma – Canada, U.S. & U.K. - doctor can work as a medical director – doesn’t need to be licensed in Canada.
- Through crafted programs, promotional activities – practices of Pharma companies are sound from a medical perspective.
 - Try large companies with R & D organizations.



- Biotech startups now – may not have the full range of activities that a large company would, but they would be looking for people with strong medical backgrounds.
- Explore BioTECH – networking organization.
- Also – jobs called market access - pricing structure for drugs – submissions on prices by province.
- Regulatory jobs – through Health Canada – stats, research into Health Canada; PHD level science background required.

Question: What are requirements for clinical research associate?

- A. • Project management, medical background, strong interpersonal skills.
- Companies will take a chance on those with limited Canadian experience but need to demonstrate knowledge of how the health system works here.
 - Know the products, competitors and key opinion leaders they drive the market in each area of medicine.
 - Audience is changing – was sales- driven; now nurses and pharmacists can prescribe some products.

Question: Do you need to take a required course?

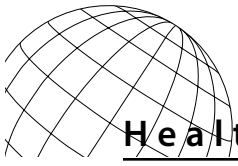
- A. • No – but need to demonstrate knowledge – RESEARCH.

Mary Bayliss, College of Respiratory Therapists of Ontario

Question: What are opportunities, especially accessing short-term training – options for a medical doctor? Prior Learning Assessment and Recognition (PLAR)?

- A. • Processes and the law govern who we can license in Ontario.
- Requires specific training in respiratory therapy.
 - If don't have the training – go to educational facility offering assessment of applicant.
 - Write didactic exam – two opportunities to pass it; same exam as those in the regular program; bedside assessment involved – clinical.
 - 18 months to pass board exam.
 - 6 IEP medical doctors now working as respiratory therapists.
 - Program is 3 years in length – might be faster to actually just go through the regular program.
 - Need to develop a bridging program – looking for funding from Ontario

www.crto.on.ca.



Ellen Moyo – The Michener Institute of Applied Health Sciences

Question: What language skills are required?

A. • Higher language proficiency– suggests working and volunteering to improve English.

Question: What about bridging programs?

A. • Brush up on certain areas based on your knowledge.
• Component based assessments.
• Bridging program accepted by many employers as Canadian-based experience.

Question: Could you share your job search experience as an immigrant?

A. • I found it very practical to visit organizations and talk to the manager.
• When going to an interview, be prepared for behavioural questions.
• As an employer, I look for good soft skills.

Question: Can I get my registration as a Practical Nurse from another organization?

A. • No. CARE for Nurses supports individuals to become licensed. Go to CARE. They can talk to you and come up with a plan for you.

Question: How do I apply for Case Manager positions?

A. • You need a Nurse Bachelor degree, and need to be registered with the body in Ontario only.

Question: How long does Registered Nursing program take?

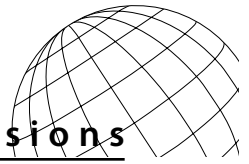
A. • RN is broader. Need a Bachelor's degree depending on your background. Discuss this at University of Toronto. There is also specific focus on this at York University. You usually go back to school. Invest the time in getting your Canadian degree (a personal recommendation).

Question: How easy is it to switch to the nursing profession?

A. • Start from the beginning unless you already have a medical background. There are second entries after assessment. You could maybe attend a 2 year program Bachelor of Nursing.

Question: How do you become an assistant physician?

A. • Some opportunities through the military, or go through assessment. This is a pilot program; there is some training to bridge into the field but no official positions yet. Syllabus in USA could help.



Question: What about observancy programs?

- A. • No room for this. The regulatory body will always equate the foreign trained physician with the Canadian standards.

Question: What do you do once you have your studies completed in medical radiation?

- A. • Register in the program - 2 or 4 years, depends on the syllabus. For MRI technicians, there is a tremendous shortage. There are some courses for ultrasound if you have a medical background and registration with Ontario Society of Medical Diagnostics.

Question: Are there restrictions because of culture?

- A. • Scarborough and other hospitals are not affected by accents or diversity since that is the population we serve.

Question: Is there an awareness of discriminative oppressive hiring policies in mainstream agencies in general, and in the City of Toronto particularly?

- A. • Barriers are definitely there - may be racial, may be newcomers' perceptions.

Question: Is it good to invest in our own education?

- A. • It does expedite it if you do. But if you have the skills and training at the Canadian level, you meet the requirement. You need to go through regulated bodies.

Question: What are alternative careers for doctors?

- A. • Ultrasound, clinical research assistant (see continuing education websites), advanced life support, anesthesiologist. Refer to TOEFEL level requirements for doctors. There are different programs to transition from medical doctor to nurse like 2nd entry programs.

See www.ccac.jobs.ca, and www.bridgepointhealth.ca.

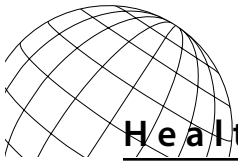
Final Advice from Panelists

1. Caroline Morris

- Seeking information is good. Don't wait too long (there are time limits) to apply. Make contact with people at your regulatory bodies and colleges.

2. Kaiyan Fu

- Know system in Canada but be proud of your own achievements, and share your achievements.
- Seek out professional associations.



- Know what you want and then seek out information to pursue opportunities.

3. Jatinder Bains

- Networking is essential. Limited opportunities without networking. Don't be shy. Start thinking outside the box. Professional pride is important. For example, teaching assistants as way to share your professional knowledge.

4. Louie Locsin

- Common theme: problem of where to acquire information? The answers are out there. Recommend that participants get advice from those in the field, from mentors, bridging programs.

5. Paul Chiappetta

- The future of Canada lies with these participants. There may be some challenges, don't let anybody say "no" or close the door on you. You have excellent expertise. You need to find the secret or key to unlock the possibilities. Does not matter where you got your training.

6. Wendie Hutchinson

- Try to be open minded about what your opportunities are. Do the networking, and hear what people have to offer. Difficult to look for work, so try to surround yourself with people who make you feel good about yourself.

6. Peggy Cleary

- Contact CARE for Nurses if you want to become a nurse in Ontario (<http://www.care4nurses.org/>).
- Research Canadian healthcare system. Understand their products, processes and system

7. Jasmine Singh

- Lots of organizations committed to working with newcomers. Please access their services. Get information and get connected to services.

8. Ellen Mayo

- Facing challenges is not easy. Take time to research what you are going to do before you trek ahead. Find out the best programs and opportunities for your situation. Explore all options. Insist on getting information, but do your research before you visit the institutions.



9. Ralph Rangai

- More help these days then there was 20 years ago. Don't under-qualify yourself. Don't get discouraged. Look at the job ad and match your qualifications to the job ad. Do a good résumé.

10. Mary Bayliss

- Start first with the regulator. Check out the websites to get you started with your information search. Get your facts straight.

Healthcare & Related Professions

SECTOR EVALUATION

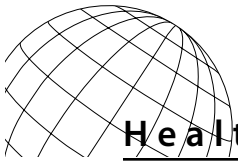
Received: 73

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The panelists were well informed & willing to share advice, information.	1.55
The facilitator was knowledgeable and professional.	1.40
I had sufficient opportunity to ask questions.	1.82
The information was relevant and valuable to me.	1.67
I had a chance to network and communicate with others.	1.51
Overall, this was an educational and useful session for me.	1.48

General Comments:

- Had regulation bodies been included in the panelists it would have been better to get the details of licensing process.
- Very well done.
- They don't have concern to modify regulation of regulatory body to adjust to immigrants (IEPs).
- Thank you very much.
- The related sectors were hardly present. Participants spoke in a very low voice, hard to listen even if willing and trying.
- More space would have been ideal.
- Thank you.



- Wish I could hear all the panelists at our group. We heard only about 4 of them.
- These programs help us to interact with other people.
- One man was sharing his grievances and some did not have the language skills to follow the panelists.
- This is the second time I attended this conference and it is getting better every time.
- Keep up the good work to help newcomers; we are the future of Canada!
- The smaller groups were a great idea for people to share their thoughts freely.
- The conference proved to be a very good source of information for newcomers and gave a good lead on how to start looking for a job.
- Please include a representative from pharmaceutical/biotechnology R&D field - thank you!
- Unfortunately not enough time but very useful - thanks!
- We definitely need more time to talk to facilitators.
- Good.
- Thank you for the opportunity to get informed and network.
- None of panelists said confidently and was brief to the panel.
- These events needed more often.

***“This course has been the
most helpful source of
information since I arrived
in Canada”***



Over the lunch period, delegates networked and visited the Marketplace while enjoying a variety of complimentary boxed lunch options.

During this time, employers and other stakeholders attended a Business Luncheon hosted by Progress Career Planning Institute and emceed by Indira Naidoo-Harris from Omni TV. Rhonda Singer, IEP Conference Chair, presented highlights from the Employer IEP Survey (“Strategic Workforce Planning and Internationally Educated Professionals: *An Employer Perspective*” <http://www.iep.ca/07documents/StrategicWorkforcePlanning.pdf>), after which Dr. Lionel Laroche, Principal of Multicultural Business Solutions was invited to facilitate a discussion on the research implications for business. (To access Ms. Singer’s presentation, go to: <http://www.iep.ca/07documents/BusinessLuncheon.ppt>)

*“Some of the **talented candidates** whom I met at the IEP Conference have since managed to secure interviews with KPMG in Canada, and thus far **the feedback has been quite positive.**”*

*- Michael Bach,
Senior Manager, Director of Diversity, KPMG LLP*



Skill Building Workshops

Concurrent Skill Building Workshops

The afternoon programming offered attendees a mixture of sessions - from entrepreneurship to cultural norms - designed to enhance their job search strategies and skills in the Canadian marketplace. These sessions were facilitated by subject matter experts and included the topics:

- How To Press Play When You're Stuck On Pause
- Making the Right Connections: Linking Career Goals to Network Contacts Through Social Exploration
- Is Self-Employment Right For You?
- Show Employers You've Got the Right Skills and Work Habits For the Job!
- Analyze, Accept, Adjust and Adapt to the Norms of the Canadian Job Market to Accelerate Your Career Path in Canada
- Lost in Translation

Wherever possible, a brief description of the session is included below with the participant comments and evaluation. Check the Appendix of this report for a list of presenter documents available electronically.

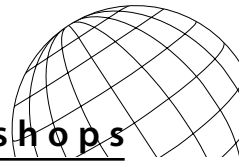
(1) How To Press Play When You're Stuck On Pause - Emmanuel Lopez, MotivatorMan

Session Description:

Anyone can overcome challenging transitions. Discover basic life skills for getting unstuck in your life and career. See how your passions and personal interests can re-energize your spirit and help connect you with others. Discover how to fill yourself with hope. Through fun, interactive exercises and inspiring stories you will learn how to confidently communicate your goals with others. This presentation will help you enjoy your job search and become optimistic in achieving your goals.

Learning Objectives:

Participants will have the opportunity to learn simple self-motivating tips, how to visualize & magnetize goals, and how to build supportive connections with others. Themes: 1) Face Your Fears; 2) Energize Yourself & Your Goals; 3) Passion Connects You With Others; 4) Sources For Support.



WORKSHOP EVALUATION

Received: 31

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The presenter was easy to understand and kept me interested.	1.10
The presenter was knowledgeable and professional.	1.16
I understand the “essential” skills and habits for workplace success.	1.35
I’ve learned to document evidence of my skills.	1.35
I feel better able to communicate my transferable skills to employers.	1.42
Overall, this was an educational and useful session for me.	1.19

General Comments:

- Outstanding experience!
- Good.
- Excellent session - thanks!
- This presentation was great. He is a great motivational speaker.
- Great session, great speaker.
- I learned how to follow my passion.
- More personal anecdotes.

“I liked your presentation (today) at the IEP Conference. It helped me stay motivated regarding my passion (life coaching) and the book I want to write. Thanks.”

“I enjoyed it and found it very insightful. Thanks for all your advice today. It’s always good to be connected to positive-minded people. “

“Thank you for that very motivational lecture today at the IEP Conference. It was a very enlightening session with lots of energizing tips.”

“Thank you very much for a wonderful presentation this afternoon! I am really motivated and inspired by your presentation. I am from: Xinjiang China.”

“You did a wonderful job today to motivate me. You made me begin to think positively again as I pressed eject and rewind from being stuck on pause. This is a new beginning for me. Thank you for your Passion in presenting today’s lecture. Now I can really picture the type of



future I want.”

“It was awakening when you presented motivational session at IEP yesterday and your encouraging advices for those career achievement tips.”

Additional information available: <http://www.motivatorman.blogspot.com/>

(2) Making the Right Connections: Linking Career Goals to Network Contacts Through Social Exploration - Dr. John-Paul Hatala, Flowork International

Session Description:

Social Exploration (SE) is the process of systematically exploring our social networks for resources that may help us reach our goals. This requires the ability to access the right contacts that can provide the right information at the right time. For this to occur, we need to know who is in our network and how they can help us. When this has been accomplished, it is only then possible to cash in on our social capital. This session will introduce a systematic way for individuals to explore their network. The process involves four steps: (1) Assessing network accessibility, (2) Setting career goals, (3) Linking network members to goals, and (4) Mobilizing network resources around goals.

Learning Objectives:

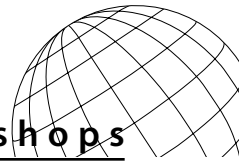
1. Increase participants’ awareness of the utility of social networks through social exploration;
2. Provide participants with the process of assessing current networking capabilities; and 3. Introduce framework for helping clients to improve their ability to access network resources.

WORKSHOP EVALUATION

Received: 73

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The presenter was easy to understand and kept me interested.	1.33
The presenter was knowledgeable and professional.	1.21
I understand the “essential” skills and habits for workplace success.	1.40
I’ve learned to document evidence of my skills.	1.56
I feel better able to communicate my transferable skills to employers.	1.56
Overall, this was an educational and useful session for me.	1.37



General Comments:

- Very good exposition with such valuable information. Just too much info all day and not too much break time.
- It sounds easy but it is a difficult process.
- Thank you, very insightful.
- Include some solutions to barriers, which keep people away from networking, such as shyness, fear, lack of confidence, etc. Perhaps some more practice helps. Thank you!
- It was too short, and without practice we will forget everything, I think, it needs 1 day practical and theoretical conference.
- Time of session was too short.
- Excellent presentation: not only words but knowledge, research and enthusiasm! Thanks JP!
- Very good.

Document available: <http://www.iep.ca/07documents/MakingTheRightConnections.ppt>

(3) Is Self-Employment Right For You? - Ian Kennedy, Essential Communications

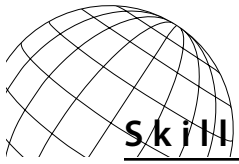
Session Description:

Starting and running your own business can be a profitable and fulfilling way to enter the Canadian labour market. Discover if you can - and how to - transfer your professional skills into an entrepreneurial enterprise. This session looks at the ramifications of the different types of self-employment, and examines the type of business you could create given your background/experience.

Discover the seven keys to a successful business launch: business match, market research, marketing, a living business plan, working with others, an assertive sales approach and, the mind set to make it happen. We'll look at the pros and cons of market research techniques, strategies for creating a marketing buzz, and the best way to keep your records straight. You'll come away from this session better prepared to determine if entrepreneurship is a viable option for you.

Learning Objectives:

Determine if your professional skills can be transferred and how to use your skills in an entrepreneurial setting; discover the pros and cons of the various types of self-employment; learn about the seven keys to running your own successful business, including effective market research techniques, and 12 strategies for creating a buzz about your business.



Skill Building Workshops

WORKSHOP EVALUATION

Received: 35

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The presenter was easy to understand and kept me interested.	1.26
The presenter was knowledgeable and professional.	1.26
I understand the “essential” skills and habits for workplace success.	1.46
I’ve learned to document evidence of my skills.	1.43
I feel better able to communicate my transferable skills to employers.	1.46
Overall, this was an educational and useful session for me.	1.23

General Comments:

- Thanks!
- Good facilitator.
- Would prefer more technical regulatory details.
- Time too short.
- Good.
- Very educated presenter.
- Ian - I want to follow you.
- Thank You Ian!
- Inspiring and confidence building - thank you Ian.

(4) Show Employers You’ve Got the Right Skills and Work Habits For the Job!

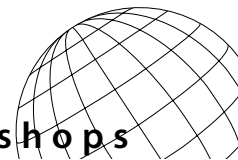
- Chantal Locatelli, Ontario Ministry of Education

Session Description:

Don’t have Canadian work experience? Not sure of the skills and work habits you possess? Got a job but want to get a promotion or switch careers? Join us for a live tour of the OSP and see how you can identify, assess, build, demonstrate and transfer your Essential Skills and work habits to a job. The workshop will be interactive, informational and practical and will show you how you can use the OSP to “wow” employers and get the job you want!

Learning Objectives:

Learn about the Essential Skills and work habits important for success in work, identify the skills and work habits you possess and further build your Essential Skills through project activity sets. Gather evidence of your demonstration of skills and work habits in the workplace and transfer them to a job.



WORKSHOP EVALUATION

Received: 21

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The presenter was easy to understand and kept me interested.	1.71
The presenter was knowledgeable and professional.	1.52
I understand the “essential” skills and habits for workplace success.	1.50
I’ve learned to document evidence of my skills.	1.67
I feel better able to communicate my transferable skills to employers.	1.76
Overall, this was an educational and useful session for me.	1.57

General Comments:

- Organize more activities like that

Document available: (<http://www.iep.ca/07documents/OSPMaster.ppt>)

(5) **Analyze, Accept, Adjust and Adapt to the Norms of the Canadian Job Market to Accelerate Your Career Path in Canada** - Damindra Dias, IEP & Former Senior Executive

Session Description:

Emphasis will be placed on developing a résumé/ cover letter, demonstrating relevant experience, networking, and interviewing, as well as expectations of Canadian employers (work ethic, adapting to the business culture, demonstrating value to the organization, and climbing the corporate ladder).

Learning Objectives:

Learn how to create an effective strategy to market yourself as an ideal candidate.

WORKSHOP EVALUATION

Received: 34

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:	Rating
The presenter was easy to understand and kept me interested.	1.15
The presenter was knowledgeable and professional.	1.12
I understand the “essential” skills and habits for workplace success.	1.32
I’ve learned to document evidence of my skills.	1.21
I feel better able to communicate my transferable skills to employers.	1.29
Overall, this was an educational and useful session for me.	1.21



Skill Building Workshops

General Comments:

- Please bring more handouts - thank you for your efforts.
- Excellent presentation, it is educational, thought provoking - thanks!
- Very good.
- Extremely useful.
- Ms Dias was an outstanding presenter and was very helpful.
- Wonderful, concise info - happy it's available to all.

Document available: <http://www.iep.ca/07documents/MakingTheRightConnections.ppt>

(6) Lost in Translation - Shanker (Shanks) Seetharam, Centennial College

Session Description:

Toronto being a multicultural model is undergoing change in accepted workplace issues to a lack of understanding of key issues that govern business and personal lives. The inspiration of this course/seminar comes from some well-known bloomers of big brand advertising that exist in non English-speaking countries. The information combines some learning strategies using Cultural Models (Jezewski's/ Hofstede/Hall) and explores mental constructs in interpersonal discussions.

Learning Objectives:

Understand substantial differences between societies arising from cultural differences;
understand the differences between culture and values that shape work place behaviour;
understand how communication in English varies regionally and globally and how this has implications of understanding contextual information; demonstrate the power of the non-verbal forms of communication across cultures.

WORKSHOP EVALUATION

Received: 6

RATING SYSTEM: 1 – Strongly Agree 2 – Agree 3 – Disagree 4 – Strongly Disagree

Statement:

Rating

The presenter was easy to understand and kept me interested.	1.17
The presenter was knowledgeable and professional.	1.00
I understand the “essential” skills and habits for workplace success.	1.67
I’ve learned to document evidence of my skills.	1.17
I feel better able to communicate my transferable skills to employers.	1.00
Overall, this was an educational and useful session for me.	1.17

General Comments: None.

Document available: <http://www.iep.ca/07documents/LostInTranslationHandout.pdf>



The final plenary session of the Conference was the inaugural “World of Work” panel, featuring discussion on the trends and issues shaping the next 3 - 5 years in the workplace. This was an opportunity for delegates to learn what the future job market might look like in Canada, and how IEPs can prepare to be successful in it.

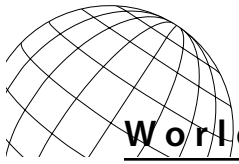
The panelists included:

- Claude Balthazard, Ph.D., Director - HR Excellence, Human Resources Professional Association of Ontario (HRPAO)
- Kurtis Kitagawa, Principal Research Associate, Conference Board of Canada
- Dr. Richard Loreto, Ph.D., Futurist, R.A.L. Consulting Ltd.
- Mariette Sequeira, Director - People Development, Wal-Mart Canada

Moderated by Betty Carr, Publisher of the Toronto Community News and Chair of the Toronto Board of Trade, these representatives from some of Canada’s most recognized organizations fielded delegates’ questions with pragmatism and inspiration. They also graciously remained afterwards to meet and speak with IEPs individually.

The complete list of questions (previously submitted by IEP attendees via the conference website) is included below, as well as a synopsis of the panelists’ comments:

1. What sectors will be driving the economy in the next 3 - 5 years, and what professions will be most in demand (and paying competitive wages)?
2. What are the most significant trends facing your industry or sector, and what opportunities (and challenges) will emerge from these trends?
3. How must employers prepare themselves to successfully meet the challenges, especially regarding their workforce planning, hiring strategies, etc.?
4. How can private enterprise help expedite the process of hiring and integrating IEPs?
5. What is the profile of a successful IEP in Canada’s future? (Skills, aptitude, attitude)?
6. Assuming the “Canadian experience” question becomes less of an imperative (out of necessity), how can IEPs quickly integrate and adapt to Canadian workplaces?



7. If an IEP was considering entrepreneurship/starting their own business in the next 1 - 3 years, what fields would you recommend, and why?
8. Given the age demographics in Canada, what job opportunities will there be in 3 -5 years for older IEPs?

“World of Work” Panelists’ Comments

Advice to IEPs:

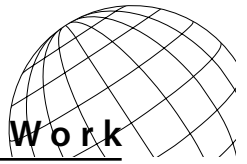
- “Own your career, establish your brand, manage and maintain quality.
- Don’t discount your experiences prior to arriving in Canada; add them to your new workplace to make a meaningful contribution. Know yourself well (including your non-negotiables), but be sensitive to Canadian workplace norms” -Mariette
- “Demonstrate a ‘can do’ attitude and be willing to learn. Ask for the opportunity to do the job - and to be treated just like everyone else when being considered for employment. Remain courageous. Talk about your unique contribution to employers, and bring a business focus to the conversation” -Kurtis
- “The Talent ‘crunch’ is really acute and the whole system is adjusting. It’s a seller’s market (depending on your talent), regardless of wherever you come from. Those who figure this out fastest will have a competitive advantage.” -Claude

Sectors driving the economy in the next 3 - 5 years:

- Construction, leisure (packaged tours for 50+), funeral business, information and telecommunication technologies (custom applications for workflow and productivity)
- Richard, Kurtis

Advice to Employers:

- “Take a broad view of what individuals bring to your workplace.
- Appreciate IEPs’ linguistic abilities (beyond English and French).
- Employers need to be more strategic in their hiring behaviours - from short term thinking (“We need 10 bodies now”) to long term (“In 3 years we will need “x” skills to fulfill our requirements”).



- Be more open to competency-based skills and the demonstration of them by IEPs. Problems of credential recognition is “self-inflicted” for employers.” -Kurtis
- “Days of ‘easy’ labour are over. Employers must be more open to giving IEPs the jobs they deserve - the foundation of workforce planning needs to be done.” -Richard
- “Key challenge is to identify what the individual will be able to do (future fulfillment). The sports industry is much better at scouting talent: HR folks have yet to ‘get’ this. They tend to look for/select people who stand out, have a learning capacity.” -Claude

On Entrepreneurship /Opportunities for Older IEPs:

- “Be wary of being your own employer. Baby boomers are your competition as they realize they won’t retire (in the manner they expected) and are becoming consultants. Better strategy: replace the boomers in the organizations they are leaving. Remember: I am your competition!
- Know the sector and market - and be prepared to move outside the Toronto region.” -Richard

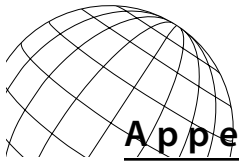
Documents available:

Claude Balthazard, panelist (<http://www.iep.ca/07documents/ClaudeBalthazard.pdf>)

Kurtis Kitagawa, panelist (<http://www.iep.ca/07documents/CredentialingSlides.ppt>)

Richard Loreto, panelist (<http://www.iep.ca/07documents/worldofworkoct2007.pdf>)

*“A terrific conference in which I was honoured to participate. Thank you to Rhonda and the organizers - it was **flawless, inclusive, respectful, motivating and amazing!**”*



Appendix

Marketplace Exhibitors

Association of Career Professionals International (ACP International, Toronto Chapter)

Accreditation Assistance Access Centre

Career Edge

Career Transitions Catholic Immigration Centre

Certified General Accountants (CGA) Ontario

Chinese Professionals Association of Canada

Citizenship & Immigration Canada (CIC) /Job Search Workshop (JSW)

City of North Bay

City of Toronto- Enterprise Toronto

Certified Management Accountants (CMA) Ontario

COSTI Immigrant Services

Diversity Careers.ca

Dixie Bloor Neighborhood Centre Employment Programs

EPIC Educational Program Innovations Center

Findhelp Information Services

Goodyear Canada

Health Force Ontario

Humber Institute- CASIP

Information & Communications Technology Council (ICTC)

Imagine Art

Institute of Chartered Accountants of Ontario (ICAO)

Investors Group

Lever Executive Worldwide

Ministry of Citizenship and Immigration (Ontario)

Ontario Council of Agencies Serving Immigrants (OCASI)

Ontario Society of Professional Engineers (OSPE)

Progress Career Planning Centre (PCPC)

Peel Adult Learning Centre

Ryerson University - G. Raymond Chang School of Continuing Education

Thorncliffe Neighbourhood Office

Toronto Community News

Toronto District School Board (TDSB)

Toronto Melab Centre University of Toronto

Toronto Training Board (TTB)

Tropicana- Alternative Youth Centre for Employment (AYCE)

University of Toronto - Rotman School



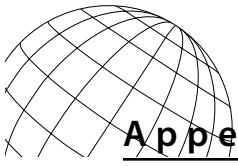
VPI- Scarborough Specialized Job Finding Club

Woodgreen Community Services

World Education Services (WES)

Advisory Committee

- Rhonda Singer - IEP Chair and President, Progress Career Planning Institute
- Susan Brown - Senior Policy Advisor, Economic Development, City of Toronto
- Carol Ford - Conference Coordinator and President, Bottomline Management Services
- Cindy Love - Advertising Manager, Toronto Community News
- Ashling Moore - Advertising Director, Toronto Community News
- Honey Crossley - Executive Director, Working Skills Centre
- Ian Kennedy - Director, Essential Communications Ltd.
- Jey Dharmaraj - Marketing/Trade Consultant
- Judith Kaufman - Community & Labour Market Manager, York/Humber Social Services
- Karen Charnow Lior - Executive Director, Toronto Training Board
- Saddam Syed - Partnerships Coordinator, Toronto Training Board
- Lucy Ramirez - Accreditation Facilitator, Accreditation Assistance Access Centre
- Michelle Fernandes
- Najia Alavi - Communications & Outreach Coordinator, ACCES
- Nancy Millward - Business Development Manager, World Education Services
- Neva Kotsopoulos - Career Consultant/Facilitator, Progress Career Planning Centre
- Oliver Howey - Executive Director, Office Workers Career Centre
- Patrick Chartrand - Manager, Toronto Social Services, City of Toronto
- Shawn Mintz - Marketing & Communications Manager, ACCES
- Suzana Belan - JSW Program Assistant Manager, COSTI Immigrant Services
- Wilf Flagler - Project Administrator, Toronto District School Board Career Solutions
- Zana Dragovic - Program Manager, Accreditation Assistance Access Centre/YNS
- Website Administrator: Ian Langdon, Progress Career Planning Centre
- Kevin McLellan – Project Manager, hireimmigrants.ca, TRIEC
- Directory Advisor: Jennifer Wilson, Information Specialist, PCPC



Appendix

Ten Conference Principles

1. Value the person by:

- moving from “foreign trained” to “internationally educated”
- giving the attendees the locus of control where they get to ask the questions that are of interest to them
- validating international perspectives and experience
- basing the conference on hope and possibilities, not complaints and cynicism

2. Include IEPs and the community in the planning by:

- establishing an advisory committee comprised of IEPs and stakeholders to help shape the conference

3. Use a systems approach by:

- bringing key stakeholders into the room for each of five sectors that we identify as presenting labour market issues for IEPs
(for example, engineering; finance/accounting; ICT; health care and HR)
- identifying for each sector a champion who contacts key people involved in areas such as a licensing body, an educational institution, an employer, and an association
- using highly skilled facilitators to create a complex yet seamless design

4. Have politicians wherever possible from each order of government honour the delegates by:

- opening the conference with welcoming words that acknowledge their courage for leaving their homes to come to Canada

5. Give permission to network by:

- having a keynote speaker who not only talks about networking but also has the delegates practise networking on the spot, demonstrating what happens at a Canadian conference

6. Showcase IEPs as leaders by:

- selecting as many as possible to be panelists in each of the sectors, and workshop facilitators

7. Provide information to take away by:

- producing an accurate and relevant directory of services as a resource



8. Hear IEP voices by:

- using an evaluation process to ensure that IEPs can share what they appreciate and want more of at the next conference

9. Provide additional resources by:

- having a marketplace of programs and services where delegates can get information in one place

10. Communicate with delegates and others after the conference by:

- creating and maintaining a conference web site at www.iep.ca where proceedings are posted

IEP Conference History

Year One: February 2003

Centennial College Conference Centre

Over 600 attendees with the Conference Centre packed to capacity.

Year Two: February 2004

Toronto Congress Centre

776 registered from 66 countries

200 were turned away as venue capacity was 700

100 volunteers, market exhibitors and presenters

Year Three: March 2005

Metro Toronto Convention Centre, South Building

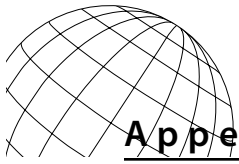
Over 1,100 people registered with 1,000 people attending from over 66 countries

70 speakers

80 volunteers

30 exhibitors with 100 people

Included a policy roundtable lunch for government and key community leaders co-sponsored by the ICE Committee



Appendix

Year Four: May 2006

Members Lounge, Toronto City Hall

A 'Think Tank' was held to bring key stakeholders into the room to brainstorm ideas about facilitating the integration of skilled immigrants into the workforce and develop ideas for the 2007 conference. The 60 attendees highlighted the following areas for attention:

1. Mentors
2. Employer Education
3. Informed Immigrants
4. Skilled Immigrant Transition Program

Year Five: October 2007

Metro Toronto Convention Centre, North Building

With new funding from Citizenship and Immigration Canada, the 2007 Conference was planned for the North Building of the Convention Centre on October 19, 2007.

Documents

Documents Available Electronically (www.iep.ca)

Plenary Sessions

Rhonda Singer, Employer Survey Highlights

(<http://www.iep.ca/07documents/BusinessLuncheon.ppt>)

Sector Hubs

Malcolm Gabriel - Human Resources, Sales, & Marketing panelist

(<http://www.iep.ca/07documents/ValueProposition.ppt>)

Afternoon Concurrent Workshops

Emmanuel Lopez, "How to Press Play" (<http://www.motivatorman.blogspot.com/>)

John-Paul Hatala, "Making the Right Connections"

(<http://www.iep.ca/07documents/MakingTheRightConnections.ppt>)

Chantal Locatelli, "Show Employers You've Got the Right Skills"

(<http://www.iep.ca/07documents/OSPMaster.ppt>)

Shanks Seetharam, "Lost in Translation"

(<http://www.iep.ca/07documents/LostInTranslationHandout.pdf>)



“World of Work”

Claude Balthazard, panelist (<http://www.iep.ca/07documents/ClaudeBalthazard.pdf>)

Kurtis Kitagawa, panelist (<http://www.iep.ca/07documents/CredentialingSlides.ppt>)

Richard Loreto, panelist (<http://www.iep.ca/07documents/worldofworkoct2007.pdf>)

Other Documents

“Strategic Workforce Planning and Internationally Educated Professionals: *An Employer Perspective*” (<http://www.iep.ca/07documents/StrategicWorkforcePlanning.pdf>)

“Ten Conference Principles” (<http://www.iep.ca/07documents/IEPConferencePrinciples.pdf>)

Media

City of Toronto Media Release (<http://www.iep.ca/07documents/TorontoMediaRelease.pdf>)

Report Author

Turnbull Consulting Group

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The author and conference organizer have throughout the entirety of this report taken the utmost care to record and represent the IEP Conference proceedings as accurately as possible. We accept no liability for any errors which may be represented in this document.



Notes

Conference Report



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