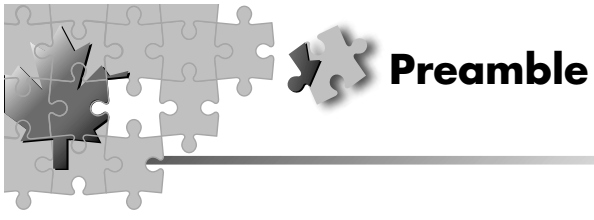
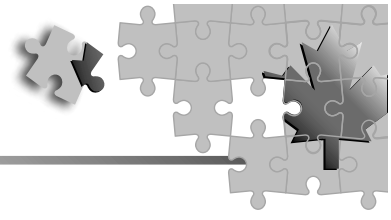


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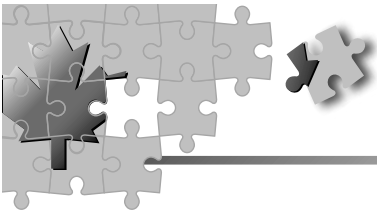
This report intends to reflect and consolidate the themes, ideas, discussions and recommendations captured from the various presenters and attendees who participated in the 2010 IEP Conference held at the Metro Toronto Convention Centre on Friday January 29th. Throughout this report both the author (Turnbull Consulting Group) and conference organizer (Progress Career Planning Institute) have taken the utmost care to record and represent the proceedings as accurately as possible. Delegate feedback and information are completely unabridged and we accept no liability for any errors that may be represented herein.



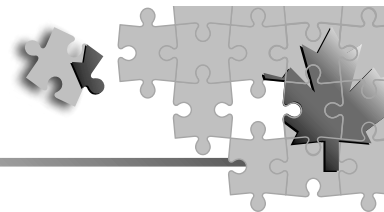
Progress Career Planning Institute (PCPI) is a not-for-profit, business focused organization. Its mission is to offer career development services for people to realize their full potential.

The Internationally Educated Professionals ("IEP") Conference is PCPI's distinctive contribution to assisting skilled immigrants achieve success in their Canadian career journey. Since its inception in 2003 (supported by original partners City of Toronto and Toronto Community News), this conference has been inspired by such principles as:

- 1** Acknowledging IEPs for their risk taking and courage; and for the experiences and education they bring as contributions to the economic and cultural richness of Canada
- 2** Affording skilled newcomers the 'locus of control' to access job information they want and need in a respectful, practical and inspirational setting (facilitated through a systems approach);
- 3** Bringing all stakeholders together to converse and benefit from the interchange of ideas advanced by employers, successful IEPs, regulatory bodies, credentialing organizations, service providers, and government
- 4** Raising awareness with employers, and bringing attention to key sectors and their needs; asking not 'what is', but what can be, when we all hold hands to make the system more equitable, efficient, accessible
- 5** Promoting economic development: settling IEPs quickly into employment that best utilizes their education, skills and experience (and mitigate the tremendous costs of talent 'sitting on the sidelines' and not fully participating).



Greetings from The Honourable Jason Kenney, PC, MP



On behalf of Prime Minister Stephen Harper and the Government of Canada, I am pleased to extend my best wishes to the organizers and attendees of the 2010 Internationally Educated Professionals (IEP) Conference.

Organized by the Progress Career Planning Institute in association with the City of Toronto, Toronto Community News and Citizenship and Immigration Canada, this conference is to be commended for connecting employers with IEPs from diverse fields and backgrounds in an effort to discuss career opportunities and ways to access meaningful employment.

We all take pride in the cultural diversity of Ontario, a province where nearly one-third of the population was born outside of Canada. Our ability to attract and integrate skilled and dedicated newcomers is essential to our future prosperity and success. It is also part of Canada's competitive advantage because in a global economy, having a global work force just makes sense. But it has also brought challenges, not the least of which is ensuring that newcomers with professional and technical expertise find work in Canada in their fields.

There is still work to be done to accelerate credential recognition. But by introducing a new Pan-Canadian Framework and investing in initiatives such as the Foreign Credentials Referral Office and in events such as this conference, the Government of Canada and its partners are making great progress toward fair and fast foreign credential recognition.

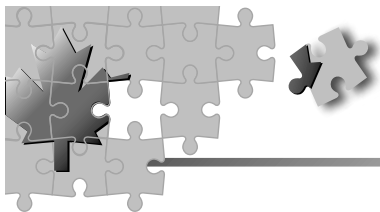
The Government of Canada is committed to helping newcomers find meaningful employment and fully participate in the economy and Canadian society.

As Minister of Citizenship, Immigration and Multiculturalism, I'd like to thank the conference organizers for their efforts in promoting employment opportunities, and I wish all the IEPs and employers who are attending every success in the future.

Sincerely,

The Honourable Jason Kenney, PC, MP





Executive Summary

Attendee Profile

Over 1300 delegates representing 109 countries of origin registered on line or in person, with the numbers and scope of reported birthplaces comparable to previous IEP conferences. India and Iran ranked highest, followed by Pakistan, Colombia, Bangladesh, China and the Philippines. Engineering again led the Sector Hub selection, closely followed by Business Services and Professional, Scientific & Technical Services. Seventy-four percent of attendees reported they were unemployed; 68% indicated they were between the ages of 30 - 49, with 12% falling in the 19 - 29 age bracket. The overwhelming majority of attendees specified they were currently living in the Greater Toronto Area, and 70% had been in Canada three years or less. (Aside from the numbers quoted in attendance the day of the conference, the data cited above is based on information collected from online registrations; percentages are based on total number of respondents)

Conference Objective

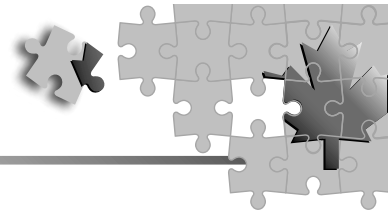
The purpose of this annual conference is to offer Internationally Educated Professionals ("IEPs") a unique opportunity to advance their employment objectives through a 'one stop' access point of information gathering and learning, dialogue, networking, and inspiration. Key stakeholders like employers and governmental bodies are assuming an ever-increasing leadership role in this event, based on the vital roles they play in facilitating successful integration into the Canadian labour force.

Changes and Enhancements

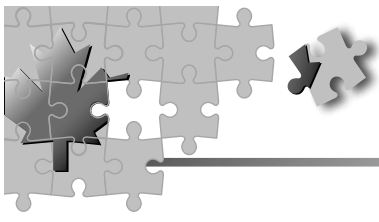
Funding increases through Citizenship & Immigration Canada, as well as from established sponsors contributed toward the noticeable quality improvement of delegate resource materials. Specifically, the provision of a portable memory drive (containing speaker presentations and the popular *IEP Directory*, in both French and English versions) was a valuable addition, as it helped put key information immediately in the hands of every attendee for their post conference use. Online and onsite conference registration processes were efficient and user friendly, supported by excellent volunteer contribution and coordination. Overall, the conference reach and brand penetration expanded beyond the GTA, and will continue to do so by virtue of the first-ever distribution of the *IEP Directory* at Pearson International Airport.

Programming

Events included the traditionally offered skill building sessions on a variety of career related topics, as well as the introduction of the new IEPs Journeys to Success segment following the opening key-note presentation by Merge Gupta-Sunderjii. Responding to last year's feedback, the perennially popular Sector Hubs resumed their original format of incorporating the rotation of employer, regulatory/credentialing body, accomplished IEP, government, professional association and academic institution representatives through several delegate groups. As in the opening plenary, the afternoon session delivered by Laraine Kaminsky offered pragmatic and inspirational advice, echoed in the closing remarks by Lois Brown, MP Newmarket-Aurora.

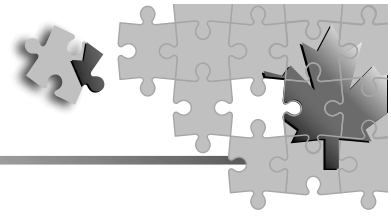


The *Employer Luncheon* again showcased PCPI's commissioned research, as well as expanded on the opportunities for guest networking and interactive discussions. George Schrijver, Principal of WCM Consulting, presented "The Power of Different: The Catalyst of the Creative Economy and The Race to Bridge the Gap", emphasizing the time is right for a new approach to expedite IEPs into desired jobs, one which "removes unnecessary barriers while maintaining the essential hurdles". Additionally, *Rhonda Singer* (PCPI's former President, under whose leadership the IEP Conference was created, as well as the President of Noanda Enterprises Ltd.) shared a model for bridging the "gap of complexity" between culture, communication and credential recognition, noting this was integral to optimizing and fully valuing IEPs' contributions to the Canadian workforce. Following the formal remarks, guests participated in interactive table discussions, generating responses to the question: "What is one action as members of the GTA global community that we can take to positively influence the mindset of our organizations?"



Key Themes and Observations

- 1** The will of the audience was overwhelmingly positive - there was an eagerness for sharing and generating hope, encouragement. The tone was set from the welcome remarks and continued throughout both keynote presentations (e.g., Merge Gupta-Sunderjii's comment: "I've no doubt" you'll be successful...) Furthermore, the decision to limit Q & A segments within the plenary presentations, as well as the high skill level of both speakers (especially Laraine Kaminsky) helped maintain a positive atmosphere.
- 2** IEPs are getting the message about the value of 'networking' in their job search - but not all are grasping the art of practising it to their advantage.
- 3** When IEPs hear the 'tough love' tips from successful immigrants, generally speaking they appear more receptive of the advice, and more willing to try the recommended techniques. Information may be seen as more authentic or credible coming from those who have shared similarly in their cultural context.
- 4** Comments from some sector hubs suggested that IEPs still reported career expectations in Canada were unrealistically elevated based on real and or imagined information.
- 5** Undercurrent of frustration remains with government and regulatory bodies, perceived and described as "bureaucracy" and "barriers" to working in chosen professions; gap remains between what is promised or advertised, and the reality newcomers experience with GTA job market challenges
- 6** Canadian English - acquiring proficiency in the language of the workplace still poses a major barrier
- 7** The conference format struggles somewhat with ensuring its guiding principles are respected: e.g., a balance of affording locus of control to IEPs while maintaining an efficient process, constructive activity and (solutions oriented) discussion. For example, the hub formats generally gave attendees more personal interaction opportunities with the guest speakers, but the 90 minutes allotted to the sessions proved inadequate for 'cycling' all the speakers through the groups.
- 8** Employer Luncheon - Reintroducing the Appreciative Inquiry ("AI") philosophy proved very timely, given the sense of urgency presented by the labour market and immigration statistics. Many employers and service providers present demonstrated what is possible (innovative solutions) when Cultural Intelligence and collaboration are brought to bear on common problems.



- 9** Noting Michael Williams' comment - with approximately 10% unemployment existing in Toronto, how can we afford not to tap into the enormous skill and innovation potential represented by IEPs?
- 10** Given the sense of urgency now facing all stakeholders - created by the 'perfect storm' of a global recession, GTA unemployment and underemployment, labour market statistics, demographics, immigration policies and programs, etc. - this seems a 'watershed' or pivotal year for the IEP Conference. Going forward, what more can it do to influence employers about the economic advantages of engaging IEP talent?
- 11** Employers are the event 'lynchpin', given attendees' desire for more networking access. What can be done to better satisfy employer needs and expectations for this event? Are employers surveyed for their time and sponsorship monies' ROI, and if so, what is their feedback?
- 12** Is there an opportunity within the conference for Government to exchange ideas and dialogue with employers and service providers - in addition to delivering speeches?

89% of those attendees who submitted evaluations indicated this was their first IEP conference, and that they likely learned about it from an organization, family member, or through the iep.ca conference website. Rated highest were the overall organization, registration, promotional information and materials, followed by:

- Keynote presentations (...“encouraged a lot by presenters”; and: “They spoke the language that IEPs want to hear, which is very encouraging”)
- Motivation to take action on job search (“I shall overcome because of the confidence I gained from this conference”)
- Networking opportunities - (“I should believe in myself and rediscover my creativity, then connect with people”)
- Sector Hub discussions (“I learned how to make a better resume and what kind of credentials I should get”), and
- Marketplace (particularly credentials and educational assessment information)

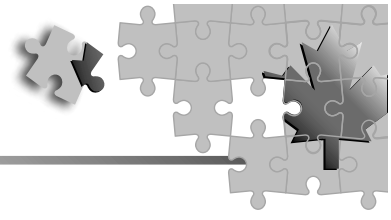
They also reported learning new or more information about topics like *networking* (e.g., personalizing contacts versus communicating solely through online applications), *volunteer work* (as a gateway to gaining ‘Canadian experience’), *entrepreneurial opportunities*, *credentialing/licensing options* (not always necessary to obtain immediately), and *targeting the job search* (upgrade tools, approach, etc.)

A *minority* claimed they knew what to do about finding employment, yet felt reluctant, discouraged, and generally pessimistic about their prospects; others confirmed they already had the information, and would persist with their existing strategies.

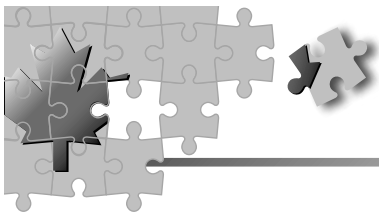
General Comments

- Increase employer representation
- Extend length of conference, or hold semi-annually (Spring and Winter)
- Provide larger rooms and more time for breakouts/hubs, discussions, and delegate questions
- Include more success stories/testimonials of Canadian employers helping new immigrants
- Delegates with multiple sector preferences should have the opportunity to attend at least two sector hubs (“How about taping the sessions so attendees can see more than one?!”)



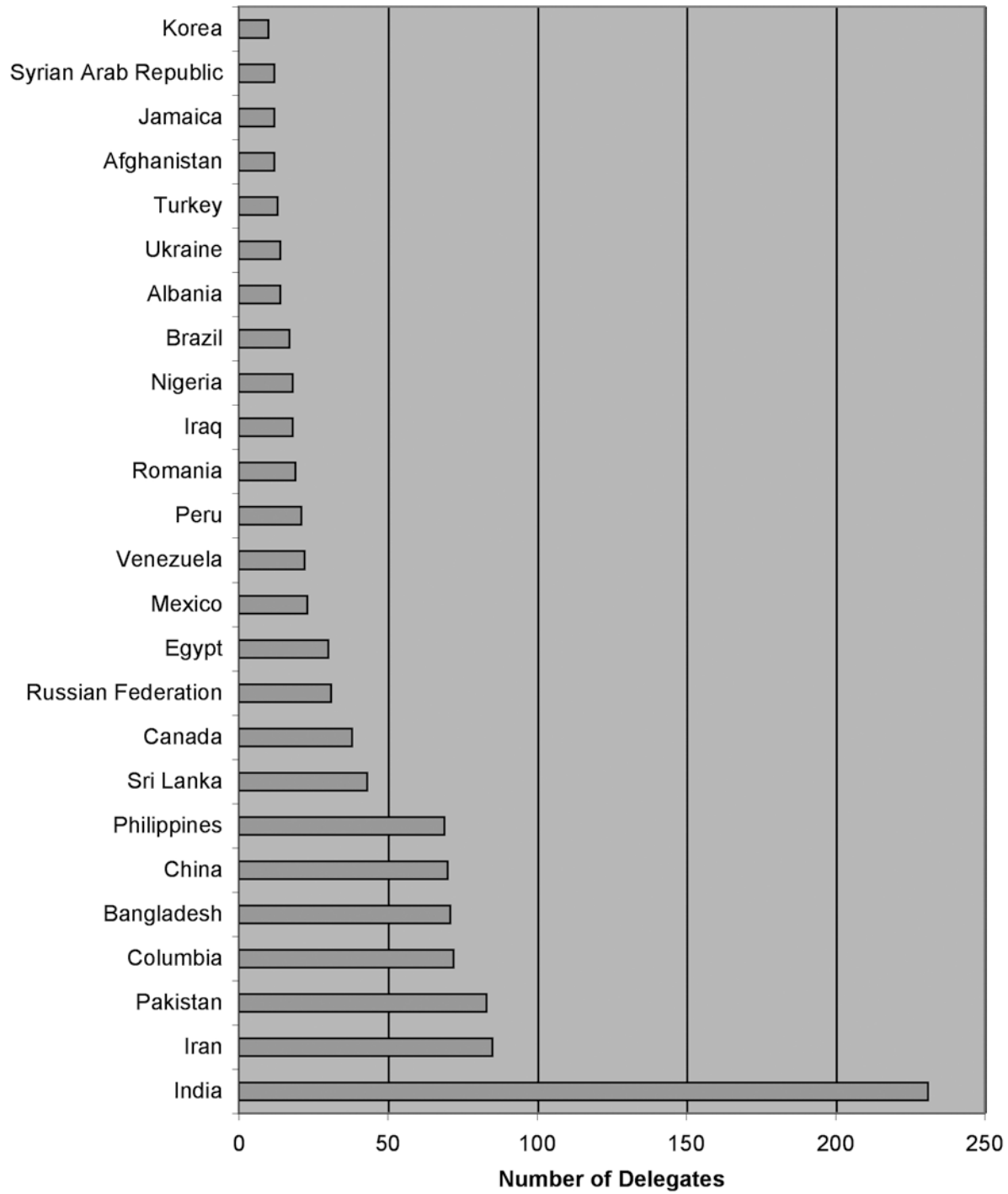


- 1** Include more representatives from regulatory bodies to promote communication between these bodies and IEPs and to share information about the accreditation process.
- 2** Further collaboration between the regulatory bodies and Citizenship and Immigration Canada is needed to accelerate the accreditation process and to better meet the needs of skilled immigrants as well as Canadian employers.
- 3** Keep engaging keynote speakers of the calibre of Merge Gupta-Sunderji and Laraine Kaminsky - IEPs with legitimate, credible, inspirational career journeys *and* skilled at sharing their stories. Attendees appreciated both speakers' ability to tread the fine line between 'tough love', "suck it up" pragmatism and motivation.
- 4** Retain the *IEP Journeys to Success* segment - all speakers were upbeat, motivational and set a positive tone for delegates going into working sessions.
- 5** Continue to infuse the Appreciative Inquiry philosophy and facilitation techniques officially and broadly throughout the conference.
- 6** Feature more success stories/successful IEPs (individuals and employers) in the sector hub panels. Just as with the keynote presenters, they demonstrate credibility and inspiration to others. The information shared is framed in the real and practical versus theoretical and abstract - and consequently more appealing to IEPs.
- 7** To promote greater 'locus of control' for delegates, consider reintroducing the option of having them submit questions beforehand in the online registration process.
- 8** Allow at least *two hours* for the Sector Hubs - incorporating a blended format of panelist remarks, interactive discussion, and networking activity. Create more physical space for the sector hub breakouts, to accommodate audience and panelist movement.
- 9** Market the Employer Luncheon as an opportunity for dialogue, peer networking, and especially to honour panelists and their organizations for their contribution to the conference. And in addition to sharing research or other key information, could the luncheon feature an awards presentation recognizing organizations (with culturally rich workforces) who demonstrate leadership?



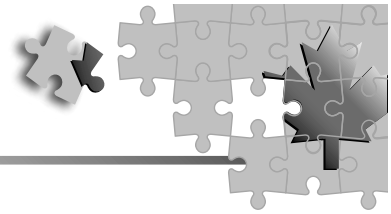
Participant Profiles/Demographics

Country of Origin (Top 25)

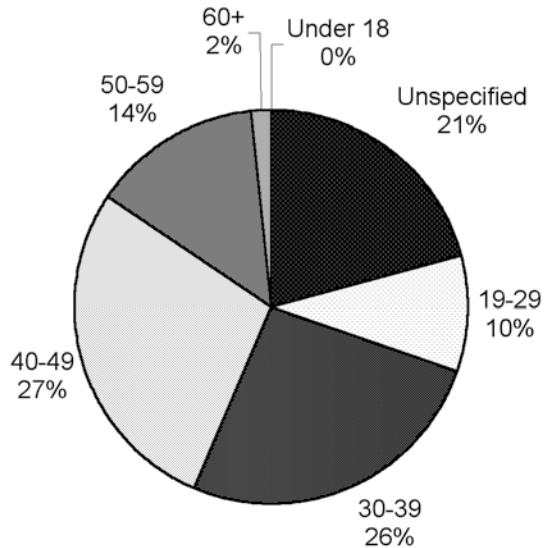


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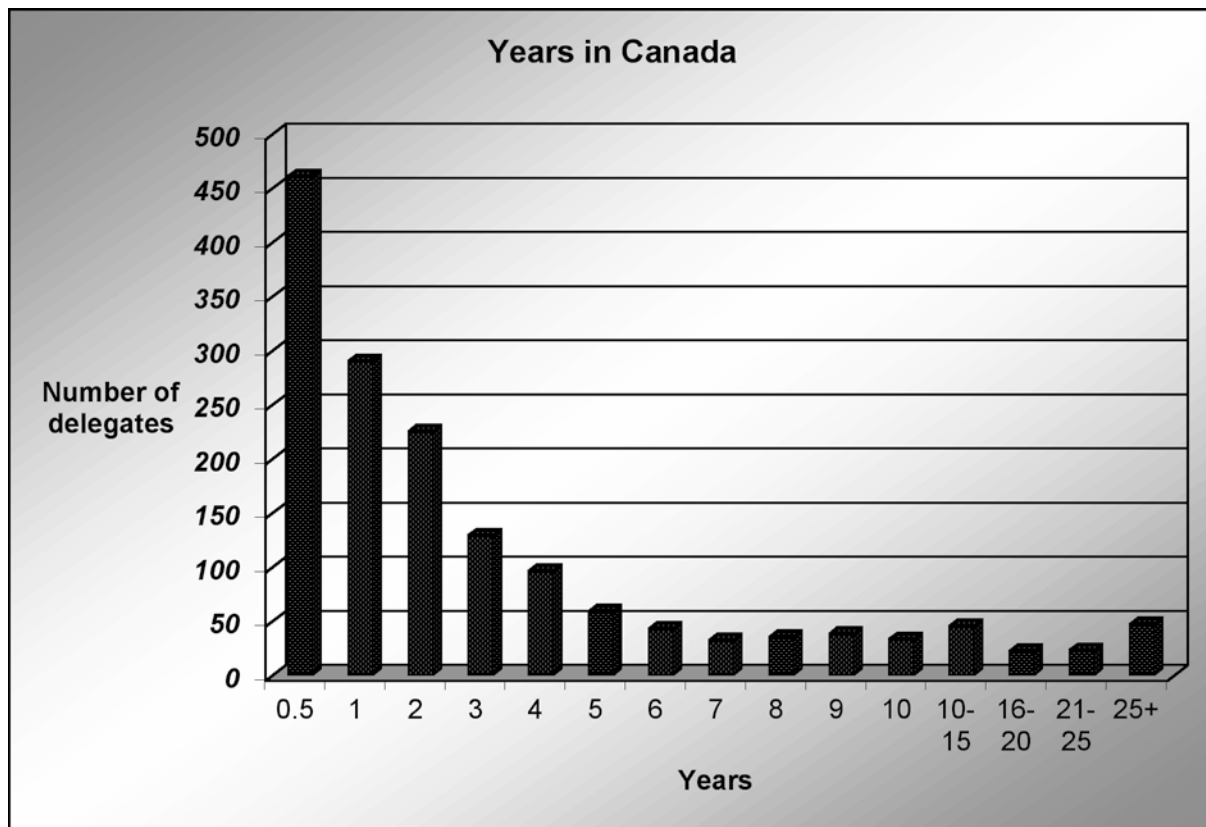
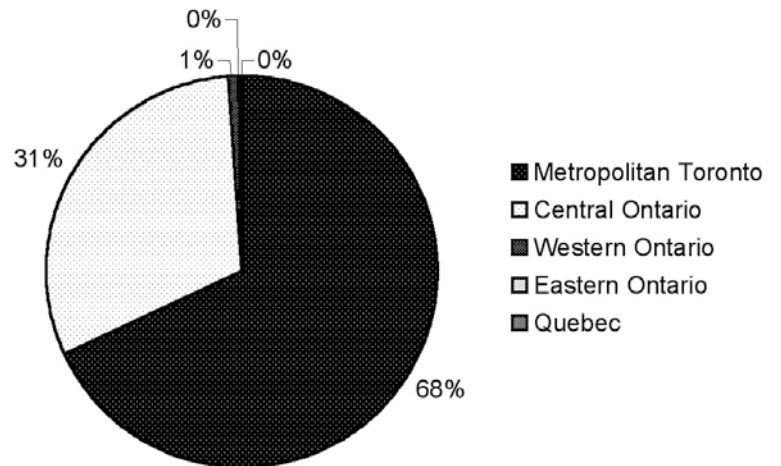
Participant Profiles/Demographics



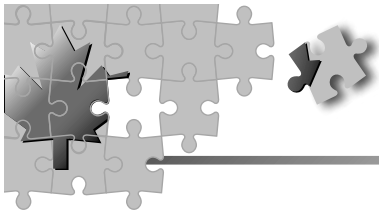
Age Group



Current City

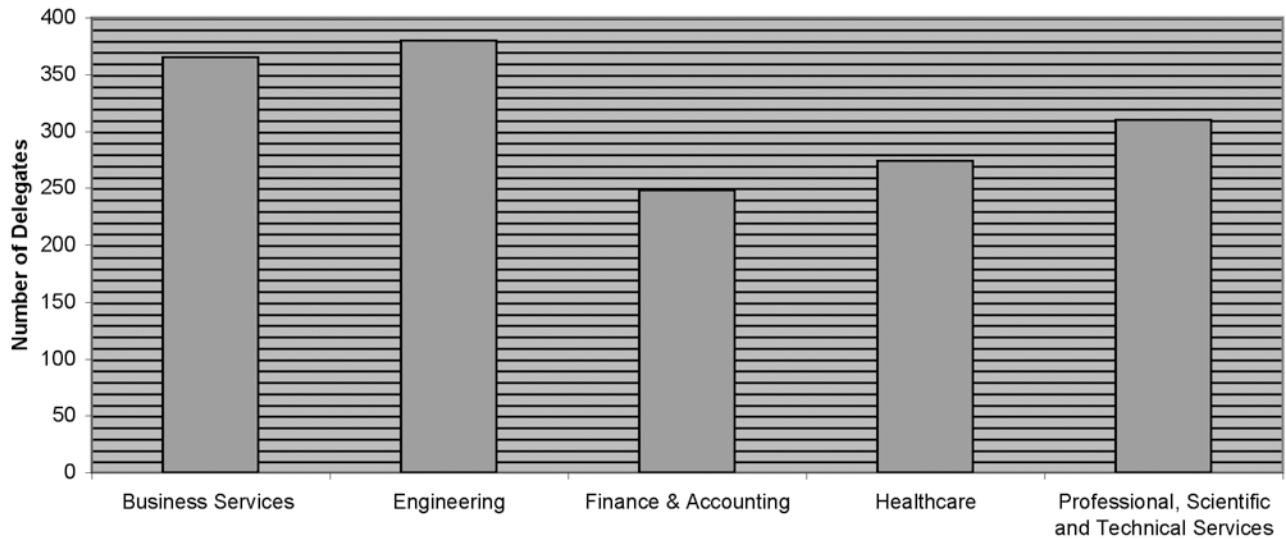


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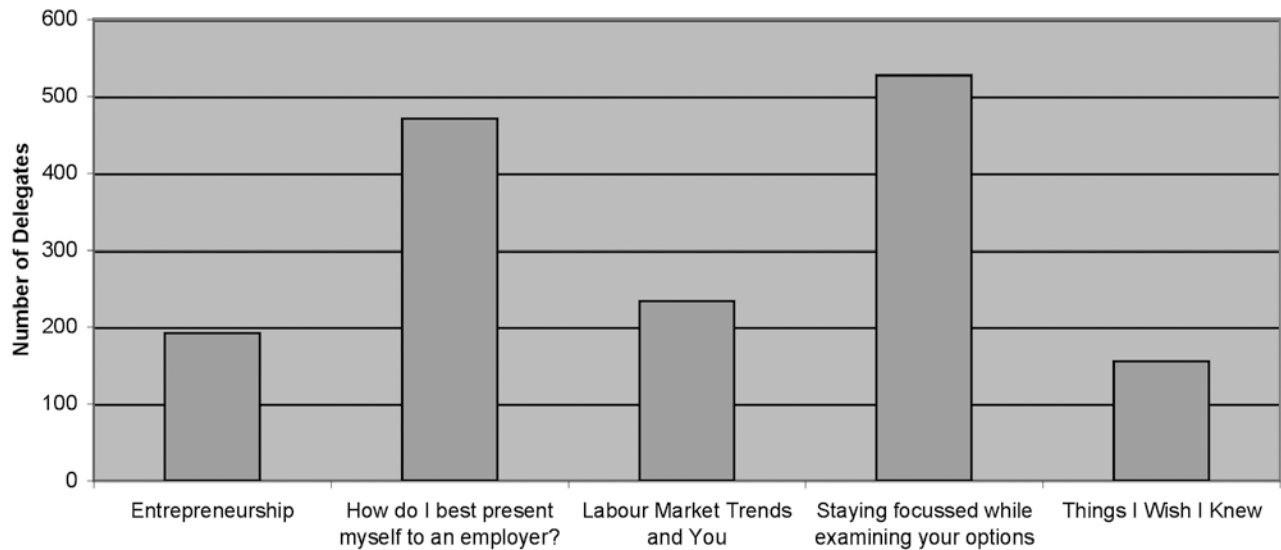


Participant Profiles/Demographics

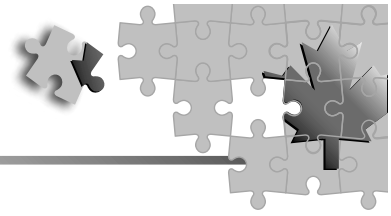
Sector Hub Selected



Skill Building Session Selected



The data represented here reflects information collected from 1577 online registrations.



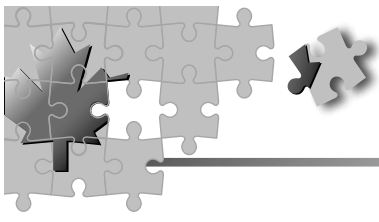
Against the impressive backdrop of the John Bassett Theatre, and the enthusiastic rendition of Oh Canada by the Whitfield Christian School Choir, Conference Chair and PCPI President *Silma Hudson Roddau* invited *Veronica Barnes*, Acting Director, Settlement and Intergovernmental Affairs, Ontario Region, Citizenship and Immigration Canada to bring greetings from the Federal government.

Ms. Barnes remarked on the positive reputation of this unique conference, building impressively every year with the main goal of helping IEPs network effectively, leading to finding meaningful employment. She observed that one-fifth or 21.2% of Canada's labour force in 2006 was comprised of foreign born workers, with this figure certain to rise based on the country's birth rate. Two barriers still remain, however: lack of foreign credential recognition; and the Canadian experience paradox. She noted that more tools are needed to smooth the transition and create immigration as a pathway to prosperity, including expanded programs to reach greater numbers of immigrants in more countries.

In her welcoming remarks, Silma Roddau encouraged employers to "take a chance on IEPs. With over 109 countries represented here today, this offers tremendous cultural richness. We're all working to provide timely, relevant information to create a smooth and seamless transition for IEPs into their careers of choice." She encouraged attendees to be inspired by the speakers, and to establish as many key connections as possible to form part of their lasting network. She thanked the sponsors, Advisory Committee and countless volunteers who contributed to the day's success. Additionally, PCPI Board of Directors Chair *Christopher Alexander* expressed his hope that the attendees would be "inspired to make a difference in this wonderful country of ours."

Ms. Roddau then introduced *Michael Williams*, General Manager, Economic Development, Culture and Tourism Division, City of Toronto. Williams asked the audience, "How many of you were born here or have children born here?" of which less than five hands were raised. "Look around", he remarked, "because you represent the City now, and the future of it." He shared his own parents' immigration journey, and their struggles getting credentials recognized. Finally, he urged the audience to utilize their courage, drive, innovation and education (mirroring the City's four pillars Strategic Plan - Proactive; Global; Creative; and i-Toronto (inclusiveness) to build the local economy and reverse the 10% unemployment trend.





Morning Keynote Presentation

Sponsored by CGA



Merge Gupta-Sunderji, CEO of mergespeaks Inc.

“Why Does the Lobster Cast Off Its Shell?”

In her upbeat, practical and oftentimes humorous presentation, Ms. Gupta-Sunderji revealed that the lobster casts off its shell in order to grow. She explained that in the 2 -3 days it takes to create another shell, the lobster is vulnerable - much like what newcomers feel when stepping outside their comfort zone trying something new (risky, but potentially rewarding.)

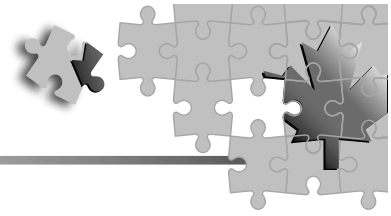
Since coming to Canada in 1981 and forming her own business, along her journey to success she’s discovered “Six Strategies to Grow”:

1. Be a Sponge - If you’re not moving forward, you’re falling behind. Embrace continuous learning.
2. Keep an Open Mind - information you hear may not necessarily fit with your value system, or seem uncomfortable to you at first (“I know I should do this, but...”). It is important to grow your ‘tool box’, as it creates more options and choices for you.
3. Believe in Yourself - our thoughts become our reality. She noted the landmark Rosenthal-Jacobsen Study, based on the theory of expectations. Stuff happens that challenges your self-confidence, and your self-limiting beliefs are the only things standing in your way.
4. Seek out Feedback - Be willing to change your usual course of thinking and acting (‘What worked for me in the past must work for me in the future’.)
5. Rediscover your creative core and let go of life’s certainties, much like children when they start school. Look within and discover creative solutions to overcome your challenges.
6. Connect With People - Make meaningful connections in new and powerful ways. Break up your ‘comfort groups’ and discover the benefits of ‘six degrees of separation’, enabled through Linked In and Facebook.

She concluded that everyone is capable of finding a career of their dreams *when they choose to move forward, and walk down a different street.*



Panel: “IEPs Journeys to Success”



This panel was a new segment introduced to the conference this year. Anna Borissova, Dr. Jianhong Wu, and Leonard Kange shared their experiences entering the workforce, as well as advice for job seekers. Their remarks, highlighted below, served as an excellent bridge to the networking break and formal conference sessions.

Anna Borissova - CMA, Director of Finance and IT, Sheraton Gateway Toronto Hotel (Bulgaria)

Beginning at Starwood Hotels in 1988 as an Accounts Payable clerk, she gradually learned the Canadian business environment through progressive roles and studying at night. Her career “took a different street” full of moral and emotional obstacles, and balancing family and other obligations.

Advice:

- Set a roadmap with clear goals, and do your research (there are no shortcuts, so try using a coach to help you)
- Know your weaknesses, however painful the self-assessment
- Celebrate all your successes, and appreciate the “joy of being today”

Dr. Jianhong Wu - Senior Canada Research Chair and the President-Elect of the Canadian Industrial and Applied Mathematical Society (China)

After 20 years in Canada, he could offer no mathematical theory for success, but humorous insights and anecdotes. To improve his English, he tried watching TV news, only to fall asleep. His first speaking opportunity was to an audience of two people, three days after arriving in North America. He eventually overcame self-consciousness in speaking, by relaxing and drinking beer with his colleagues.

Advice:

- Learning the language is a part of the gateway to cultural integration.
- Use your personal and professional networks to adapt to Canada.



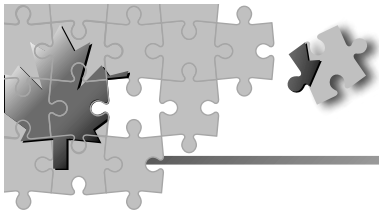
Leonard Kange - Commercial Account Manager, RBC Commercial Banking (Nigeria)

Assuring the audience that they “made the right decision in coming here”, he revealed that he left a very successful career in Nigeria, arriving in Toronto in 2006 with two children and a new baby, and no job or prospects. He checked out the ‘lay of the land’ before bringing his family, applying to hundreds of jobs without response (except Clarica). After researching and discovering he needed the CLU and IFIC designations, he studied in earnest and successfully passed the exams within six weeks.

Advice:

- Do your homework, especially before coming to Canada
- Be persistent, and embrace opportunities to upgrade your skills or credentials

During the refreshment break, participants networked and visited the Marketplace. Exhibitors represented a cross section of employers, academic and credentialing bodies, professional associations and government agencies.

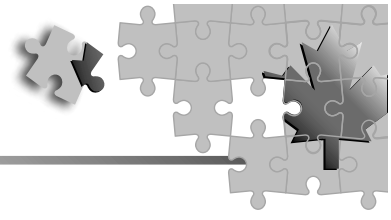


Sector 'Hub' Concurrent Sessions

As in previous conferences, attendees could select from five professional or sector-specific 'hubs' to gain information and advice from employers, entrepreneurs, licensing bodies, and learning institutions. The experienced facilitators utilized various formats in an effort to ensure the IEPs had access to as many speakers as possible within the 90 minutes' timeframe. This year, the presenters were requested to deliver a brief introduction before joining the smaller groups for dialogue. In many cases delegates had opportunity to network with each other, formulate and ask questions directly with the speakers, and share their group's feedback in plenary. The amount and variety of data collected was primarily dependent on the format used and the size of the audience.

The following includes per sector:

- Executive summaries
- Unabridged data compiled by scribes
- Speaker responses to audience questions, including career tips and advice



1 Engineering & Related Professions

Facilitator

Mark Franklin P.Eng., President & Practice Leader, CareerCycles Inc.

www.careercycles.com

Panelists

Professor Hira Ahuja, President, Education Program Innovation Centre, (EPIC)

Professor Mohamed Hamed, Founding Director, Thermal Processing Laboratory, Dept. of Mechanical Eng., McMaster University

Gabriela Tavaru, Project Manager, Engineering Connections Program, ACCES Employment

Lee E. Weissling, Ph.D.; Manager, Business Development,

Ontario Society of Professional Engineers (OSPE)

Peter Bennett, Technical Specialist, Wardrop Engineering

Qian (Channy) Shen, Environmental Scientist, CH2M HILL

Hanan Katerina Jibry, Principal, Program Launchpad of Canada

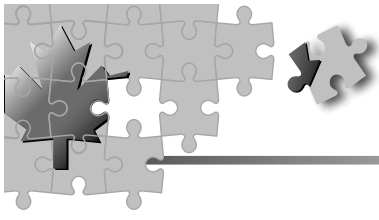
Eduard Moraru, Seneca graduate - Building Sciences

Arun Basu, MMM Group

Syed Kamrul Hassan, Site Engineer, HALSAL Group

John Penaranda, Operating Assessment & Technical Support, Operating Effectiveness Dept., Ontario Grid Control Centre (OGCC), Hydro One Inc.





Sector 'Hub' Concurrent Sessions

Executive Summary

Contributors to the engineering hub discussion represented a cross section of perspectives, including educational bodies, professional associations and employers. Certification and the pursuit of the P. Eng. designation remains the ultimate goal, although IEPs were encouraged to gain Canadian work experience while simultaneously completing courses. To facilitate obtaining an Ontario engineering license, some panelists recommended bridging programs that offered help with job search strategies, labour market information, and workplace communication skills.

'Research' was mentioned in two contexts: first, as an activity suggested for job seekers when aligning their work experience to the needs of employers; and second, as a career option for engineers. The market trends and emerging opportunities cited for engineering professionals included municipal infrastructure projects funded by governments, as well as commercial and residential construction development. Overall, panelists advised that a blend of activity - networking, joining professional associations, upgrading one's skills - can improve the odds of finding work in the engineering field.

Panelist Comments

Eduard Moraru – Seneca Grad, Working at Honeywell

Eduard's pathway focused on getting certification, so he returned to school and completed Seneca's Building Systems program.

"The easiest way is to take a course, get certification, and then get a job. Most companies look at this closely. You have to decide yourself which way to go."

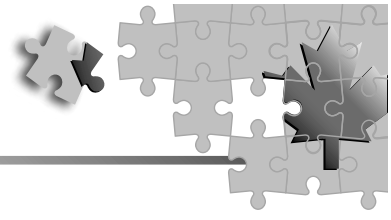
Dr. Mohamed Hamed – McMaster University

Consider registering for graduate studies, particularly since universities are looking for students. At McMaster there are two programs: the M.Eng. is a ten-course program, while the Master of Science involves four courses with a research project. Dr. Mohamed recommends the latter type of program, since you work directly with a professor who meets with you at least weekly and gets to know your style and work ethic. The professor will likely connect you with companies looking for research work, which may increase your employment chances.

Dr. Mohamed believes IEPs are eager, motivated and successful, and can overcome the potential difficulties of returning to school as a mature student.

Peter Bennett – Wardrop

Wardrop recruited Peter from the U.K. on a work visa, to serve as an instrumentation specialist. The company values diversity, as evidenced by its culturally diverse workforce and aggressive recruitment overseas. Wardrop has a growing need for engineers in both design and project management areas. "You don't need all the engineers to be a P.Eng. People can work under the P.Eng and be working towards their designation by gaining the experience. There is always a need for a variety of skills, so be resilient and persistent."



John Penaranda – P.Eng. – HydroOne

John went to SkillsForChange and completed their bridging program. He discovered that not all engineers are the same, and there can be many pathways. Some will let lack of Canadian experience stop them from pursuing certification, which he considers a mistake. He recommends first and foremost to get a clear understanding of what companies are looking for – credentials, social skills, how you can fit in, what you can offer. Researching the company is key.

Syed Kamrul – Halsal

Syed landed his job after completing a bridging program with ACCES employment called “Engineering Connections”. He said it was beneficial to learn how to apply for jobs, prepare his résumé, research companies and learn how to navigate the job search process.

Lee Weissling – Ontario Society for Professional Engineers

Lee recommends taking part in a professional association. Although this does not guarantee you a job, it demonstrates you are dedicated and willing to start the process. It also gives you access to training information, job postings, career planning tools and discounts to insurance packages (“It shows an employer you are motivated”).

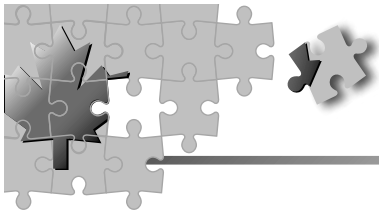
Gabriela Tavaru – Manager, ACCES Employment, “Engineering Connections” Program

“Engineering Connections” is a comprehensive six-week program providing internationally trained engineers with essential knowledge and skills to help them connect with employers. Participants learn and practise effective job search strategies, develop an understanding of workplace communication and employer expectations, learn about the engineering labour market in Ontario and the country at large, and gain important insights on professional engineering standards and professional licensing in Ontario. ACCES has a partnership with Humber College who teach participants about project management, software for engineers and Canadian engineering codes and standards.

For more information call: 416.443.9008.

Channy Shen – CH2M

Channy shared her experiences and career pathway following immigration to Canada in 2002, encouraging attendees to remain positive and keep their goals firmly in mind.



Hanan Jibry – Launchpad of Canada

Hanan described the benefits of bridging programs for engineers, specifically to assist those trained outside Canada obtain their engineering license so that they can work in Ontario. Research the bridging programs currently available by Googling 'bridging programs, Ontario' and then going to the engineering link. There are eight bridging programs in Ontario for foreign-trained engineers currently listed, with more on the way. Each program has unique entrance requirements and outcomes: for example, the English requirement may be a certain CLB level such as 8 for the IEEQB program. Consult program coordinators for more details.

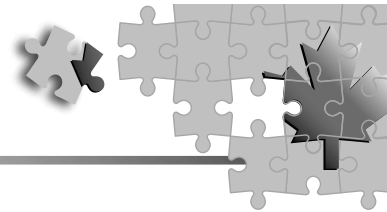
It is also important to check out the various publications associated with the Engineering and Technology Labour Market. For instance, go to www.engineerscanada.ca, scroll to the bottom left-hand corner and double-click on 'Engineering and Technology Labour Market Study', then choose 'Public Documents'. One of the more pertinent reports is the Changing Roles report: this explores changing roles between engineers, technicians, and technologists.

She also recommended that participants pay attention to current developments, e.g. by reading Metro News, since there are always valuable nuggets of information available. For example, a capital investment announcement for infrastructure projects translates to more jobs for civil, mechanical, and electrical engineers.

Some skills are transferable: for example, if you were a petroleum engineer in your home country, look for transferable skills that will enable you to work here as a chemical engineer.

Hira Ahuja – Educational Programs Innovations Center

Hira gave advice about 'survival' jobs that do not necessarily have to be as a taxi driver or working at an ethnic grocery store. They can be related to one's field, as well as satisfy the "priority of putting the bread and butter on the table". Apply for the license right away or take courses to keep up on the new trends. Take your talents and use them in the workforce, even if this means sacrificing evenings and weekends while working full time on subsistence jobs.



Key Tips/Advice to Help IEPs in Their Career Journey

Eduard – *“I recommend getting certification and getting your license.”*

Gabriel – *“Take the lead on your job search. Take advantage of the supports in the community available to you.”*

John – *“Keep a clear goal and use a systematic approach. There are different ways to find a job other than the Internet. Competition is tough so learn how to market yourself, and know the rules of the labour market.”*

Hira – *“Start on the License, but also remember there are so many jobs out there you can get without it. Identify all the jobs like this and highlight your skills in comparison.”*

Lee – *“For any job – research, research, research. Look at what the company has and what they are looking for.”*

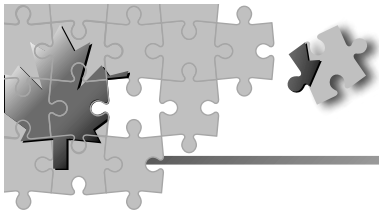
Peter – *“One of the themes is to look at the skills and experience you have from the past and highlight that. Look at what is transferable and how this fits with what employers need.”*

Mohamed – *“Canadian universities are looking for keen and eager people to enroll in their Masters and Ph.D programs. This can make you very marketable.”*

Syed – *“Research the job market. Target your résumé to each job. Do lots of networking and consider upgrading as you go.”*

Hanan – *“Look at Bridging Programs. There are several funded by the Government of Ontario. Do your research before joining them. Find out how successful their participants are. Read reports from the labour market, such as those offered at www.engineerscanada.ca.”*

Channy – *“Be patient, be prepared, seize opportunities, and create connections. Know the rules. The résumé is very important. I came here 8 years ago, and if I can do it, so can you.”*



Sector 'Hub' Concurrent Sessions

Most valuable 'take aways' cited by attendees in this session:

"There is not just one thing, but many things you need to do. I see the importance of certification and being patient. There are jobs and there are many successes."

"Understand the corporate culture and the kind of people you will be working with. Do lots of research."

"Stay focused on your goal. There are survival jobs in your field, not just delivering pizza. Such opportunities can help you reach your goal. There are opportunities out there."

"Look at continuing education like a Masters."

"We all don't need a License. Of course it helps, but understanding the scope of the jobs is just as important to see where you will fit in."

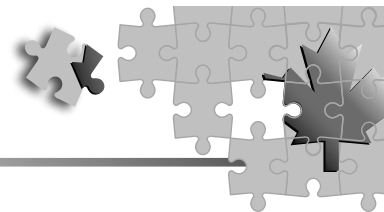
"Look for a bridging program. Get advice before committing to a course or going back to school."

"Focus on setting clear and targeted goals. Know where you want to go. This is where your journey will start. Then explore all the programs and choose what is best for you."

"Mix with professionals in different fields. Take advantage of government programs. Know your previous experience is an asset."

"There are opportunities for training. Networking is important. Check certification paths. Be focused but keep an open mind."

"Rules of work apply here. Do whatever it takes: take an English course, learn about workplace culture, take professional courses, improve your self-marketing skills and show employers your learning ability. Nothing is impossible."



2 Healthcare & Related Professions

Facilitator

Cathy Tait, CMC, Western Management Consultants

Panelists

Dr. Alan A. Monavvari, Assistant Professor, Department of Family and Community Medicine (DFCM), University of Toronto

Dr. Julie S. M. Chan, B.Sc., N.D., Naturopathic Doctor

Lawrence Cordero, Case Manager and Job Shadowing Coordinator, Centre for Internationally Educated Nurses, Creating Access to Regulated Employment (CARE)

Dr. Ricardo Contreras, Clinical Decision Support Lead, eMeds MD Working Group, Mt. Sinai Hospital

Holliday Tyson, Director, International Midwifery Pre-registration Program, G. Raymond Chang School of Continuing Education at Erone Newman, RN, MN, Program Director, Heart and Vascular Program, St. Michael's Hospital

Kaiyan Fu, St. Michael's Hospital

Stuart McAslan, Team Lead, Access Centre, Health Force Ontario

Tabason Eftekari, Canadian Alliance of Physiotherapy Regulators

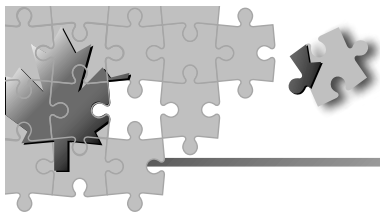
Lorna Poole, Canadian Alliance of Physiotherapy Regulators

Caroline Morris, Director of Professional Practice, College of Medical Radiation Technologists of Ontario (CMRTO)

Executive Summary

Healthcare representatives noted that this industry is expanding, particularly in niche areas such as nutrition and biotechnology. Registering as a physician in Ontario remains challenging, so IEPs with this education and work experience are advised to have alternate plans and explore transferable skill sets. A nursing background becomes a springboard into healthcare administration jobs and consulting opportunities, while doctors may wish to consider alternative options such as Respiratory Therapy, Medical Information Management and Ultrasound Technology.

Attendee questions centred on sourcing the 'right' information, length of time to register, and licensing procedures. They noted that advice such as contacting agencies like HealthForceOntario, focusing on what you really want/love to do, and volunteering at agencies would be used immediately in their job search.



Sector 'Hub' Concurrent Sessions

Questions asked by IEP participants, with panelist responses

Q

How can we make a career change?

A

Look for the right information and agency, take responsibility and be prepared to go through a rigorous process. Trust correct information sources and stay focused.

Q

Upon becoming a Nurse, what else can be done to advance in this career?

A

Nursing provides a basic foundation to expand into Health Administration and Healthcare consulting. Be proud of what you are as an immigrant, be confident, and have a vision for long-term career options.

Q

How long does it takes to become a registered nurse?

A

It usually takes 4 years, with some colleges offering a three-year degree program. Refer to official and trusted resources for information. There are also some short-term programs (1 year) for nurses. Consider why you want to be a nurse, including individual needs, interest and aspirations. The College of Nurses and Care for Nurses help to provide the right information.

Q

If someone is an M.D., what are the different upcoming new career options?

A

Some of these new career options can be in Respiratory Therapy, Medical Information Management and Ultrasound Technology.

Q

Physicians in different countries find difficulty fitting into a foreign country. How can one deal with this problem?

A

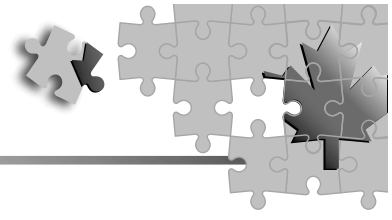
Don't submit résumé just online: network, call and make contacts. Explore your options, as there are various rewarding programs available.

Q

How should Physicians apply for a license?

A

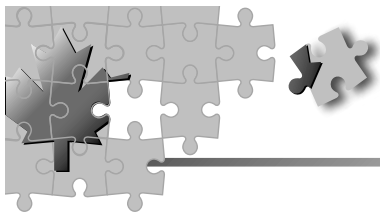
There is lots of competition, but contact an agency, do a targeted search and look for credential sources. Register at HealthForceOntario to contact advisors and get proper directions.



Key Tips/Advice to Help IEPs in Their Career Journey

- *Have patience, be focused and informed*
- *Get access to information from trusted, approved agencies*
- *Be ready with a 'plan B', if what you desire is not working out*
- *Getting licensed is competitive everywhere. Be ready to volunteer to make a start.*
- *Strengthen your portfolio by taking exams and contacting employment assistance services in specialized healthcare areas*





Sector 'Hub' Concurrent Sessions

3 Professional, Scientific & Technical Services - IT/Chemists/Physicists/Sciences

Facilitator

Emmanuel Lopez, President, Motivatorman, Crackers World Communications

Panelists

Dr. Gillian Daly, Risk Assessor, Golder Associates

Norman McDevitt, Vice President, Information and Communications Technology Council (ICTC)

Andrea Vargas, P.Eng., MBA, Business Consultant, Asset Management Division, Toronto Hydro

Vijay Sappani, National Manager - Key Accounts, Biovail Pharmaceuticals Canada

Yves Francis Dantea, M.A., Toronto and Region Conservation Authority

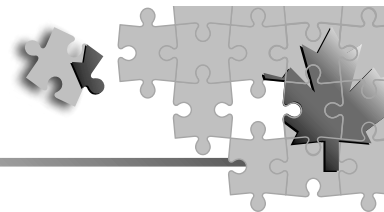
Nadeem Syed, Chief Technology Officer, Nusoft.NET Inc.

Michael Dacuycuy, Network Administrator, PCPI

Executive Summary

Panelists reported that job opportunities would continue to emerge in healthcare, energy efficiency, computer programming, and wherever people interface between business and technology. There are also skills shortages – a mix of technology, business and interpersonal or soft skills - and possessing capability in these will lend certain advantages to applicants.

New jobs are growing in the healthcare sector for ICT specialists because of increasing requirements in Alberta and Saskatchewan, and elsewhere outside Ontario. Niche areas cited are Patent and Intellectual Property, cloud computing and virtualization, work involving coding, logistics and supply chain management, environmental sciences, project management, and how to link scientific knowledge with business requirements. A cutting edge trend in the overall labour market is the importance of clearing the equalization exam.



Questions asked by IEP participants, with panelist responses

Q What are the employment trends in this market sector?

A **Vijay** – Most new immigrants go through the same challenge as those who are Canadian born. A résumé can get you an interview but not a job. While this document may look good, you get hired based on what you can do on the job. Soft skills are very important – communication, understanding structure of the interview, dress, and etiquette.

Michael – I am in the social services sector and currently Employment Ontario is changing systems, so security is important for us. Security will be the greatest issue 2- 4 years from now.

Nadine – I am a Chief Technical Officer, and when we consider hiring immigrants we are looking at the portfolio section. A good degree is ok but we need to see practical application of knowledge, so get volunteer experience in Canada.

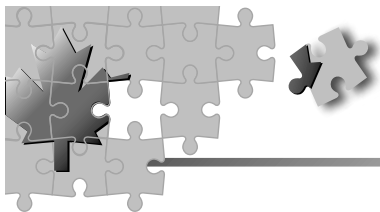
Norman – Trends are in labour shortages: not enough people for the jobs, such as computer programmers and people who interface between business and technology. There are also skills shortages – a mix of technology, business and interpersonal skills. ICTC provides lots of information in this area.

Andrea – Those areas that fall under energy are providing lots of opportunities and initiatives. Government needs to develop certain skills in people, especially since our population is aging. Toronto Hydro typically hires people with technical backgrounds. I would suggest looking where the shortages and opportunities are – especially in Healthcare and IT.

Yves – Environmental science is becoming more inter-disciplinary, and because of the government energy initiative we need to improve energy consumption and focus on innovation. Constructing efficient buildings is for people with engineering and related backgrounds. I came to Canada five years ago and learned English on the ground. Employment is not just about skill-sets but also about mindsets. Stay positive and know what your resources are.

Dr. G. Daly – The environmental field is diverse and often shifting. There are lots of opportunities going forward so use your transferable skills and broaden your job search. Some skills can be used for multiple fields.





Sector 'Hub' Concurrent Sessions

Q What are cutting edge trends in the overall labour market?

A **Vijay** – One is the importance of clearing the equalization exam – i.e. program at U of T, although it can be very expensive. The most important trend is in the healthcare sector: new jobs are available because of growing need in Alberta and Saskatchewan, and elsewhere outside Ontario.

Nadine – We see cloud computing and virtualization emerging - although employers might not even know they need these. You can create a job for yourself by approaching a company and giving them an idea of how they can improve their processes (e.g., moving internal to external servers) through these methods. Create a job for yourself by telling employers you can do this for them.

Michael – IT is in a cutting edge trend. Part of it involves life-long learning, especially finding new ways to learn technology. Look at the soft skills that go along with that. Work involving coding, etc., plus interpersonal skills can make you much more marketable.

Andrea – Focus on transferable skills like project management, and how to link scientific knowledge with business requirements. Be an innovator, know how areas of the business connect, and present yourself effectively to grow your career.

Yves – There was lots of growth from 2000–2004. Many of those jobs were 'hidden', because the Ontario Green Energy Act created jobs that require transferring skills into energy efficiency or retrofitting. The educational training doesn't really exist.

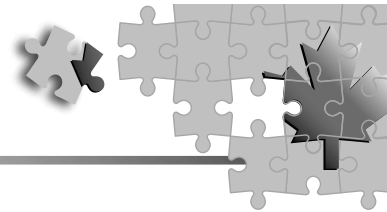
Q How can I open a company here in Canada?

A **Nadine** – Some government offices will help you create a small business, and there are lots of online resources available. You do not need to create a whole corporation; you just need a GST/Business number. It's how you market to the masses/employers, and learn to sell yourself effectively that counts. I have not found discrimination against accents to be an issue: just make sure you know your target, and hit home.

Vijay – Concentrate on three components: the idea; financing, both public and private (target banks in ethnic communities to get funding); and get a business plan done professionally (helps you sell your idea).

Q What are the prospects for supply chain manufacturing?

A The whole logistics division is growing in Canada, especially in terms of IT. Every company will hire people in IT, but these jobs you won't find in a newspaper. Look at professional associations for referrals.



Tips to provide participants in positioning themselves for success

Vijay – Three rules: 1) Always come dressed for an interview and have a business card with contact information and key skills noted on the back; 2) Learn what actually 'sells' in Canada by talking to friends and employers, keep networking, and improve your English by practising at places like Toastmasters; and 3) when given an opportunity, ask for the job!

Nadine – Don't sit idle. Show recent work, even if it is volunteer activity. Employers have reservations hiring you for the first time in Canada, but if you have ties into the society the employer will be more prone to pick you up. Find work in a field that you are passionate about. Create a plan to approach people, and don't take negativity from situations. Be positive, creative and develop opportunities that you never knew existed.

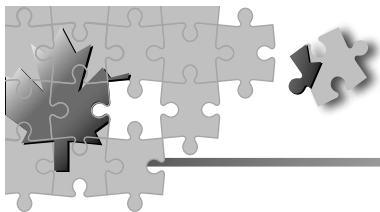
Michael – IT student enrollment is down, so this is a great opportunity for IEPs. Build a network and develop relationships. Do self-awareness and self-assessment exercises, and prepare well for interviews. Discover those organizations that have an internal referral system, since they can hire for free and don't need to pay for advertising. Try doing a practicum or work placement. This experience often leads to a job, as employers see the skill set and performance, with less risk in hiring you.

Andrea – Obtain the right tools for job search by attending information sessions, looking for mentors, and researching certifications. It's all about the competition.

Yves – Networking is not just about "Here's my résumé and business card, now give me a job". Research the company, look at websites, and know the services or products so when you make the call you can ask specific questions. Then you might be introduced to a manager. Ask for information interviews and be very direct about your needs.

Dr. G. Daly – Try networking through sports teams or clubs. Check a company's requirements and make sure those are highlighted on your résumé.

Vijay – Sell the PM Stephen Harper on different levels and paths of funding. It takes time to trickle down, and who will buy it? Become a member of groups such as a chamber of commerce. Join networking events and improve your chances of getting a job 60-80%.



Sector 'Hub' Concurrent Sessions

4 Business Services - H.R./Legal/Sales/Marketing

Facilitator

Maureen McKenna – Co-founder, The SuMo Experience

Panelists

Claude Balhazard, PhD, CHRP, Director, HR Excellence & Acting Registrar, Human Resources Professionals Association (HRPA)

Judy Dahm, CMC, President & Leadership Performance Coach, Reflections Consulting

Sandra Lozano, BA(Hon), MA, LLB, President, H-OLA Hispanic Ontario Lawyers Association

Colette Rivet, Executive Director, BioTalent Canada

Susan Rogers, Manager, Diversity & Inclusion, Xerox Canada Ltd.

Gautam Nath, Director, Cultural Markets, Environics Research Group

Keith Hernandez, HR Professional, Consultant, & Freelance Writer KAH Consultants

Hesham Shafie, President, Brand Momentum

Drupati Maharaj, Sr. Manager, Diversity, Research, Advocacy & Health Promotion, Heart & Stroke Foundation of Ontario

Gina Alexandris, LLB, Director, Internationally Trained Lawyers

Program, University of Toronto Faculty of Law

Raja Ramanathan, MBA, CHRP, Manager Compensation & HR Operations, Bayer Inc.

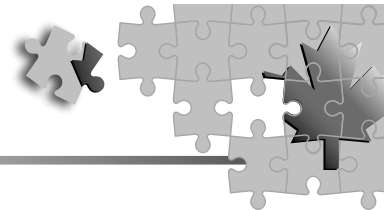
Marcel Strigberger, Lawyer/Advocat (Personal Injury & Family Law)

Latha Sukumar, MA, LLB, Executive Director, Barrister/Solicitor & Notary, MCIS Multilingual Community Integration Services



Executive Summary

This Sector Hub reflected great diversity in the backgrounds of IEPs expressing interest in HR careers. While they were told that obtaining jobs in this sector is currently challenging, those who already possessed a university degree would have little trouble meeting this 2011 requirement to enter the profession. Panelists stressed the need for acquiring the professional designation (CHRP), but also offered that many employers were flexible in hiring applicants with transferable skills, and who demonstrated willingness to pursue the CHRP. The majority of attendee questions concerned networking, presentation and interviewing techniques, as well as generating positive first impressions, and uncovering hidden job opportunities.



Some attendees identifying as legal professionals considered the Ontario accreditation process as potentially long, complicated, and costly. Accordingly, some expressed frustration that their previous education may not be accepted, but became more hopeful when panelists explained what the process was really like, and how others before them had succeeded. Generally speaking, the IEPs were most interested in obtaining information on available career options (e.g., paralegal) that leveraged their home country experience, understanding the transition process from civil code to common law systems, and whether universities (Law Schools) consider more than LSAT scores.

HR related questions asked by IEP participants, with panelist responses

Q How does one break into the field of HR?

A Claude Balthazard, Keith Hernandez & others

Go for the accreditation and connect with the HR Professional Association (HRPA). If you are interested in Human Resources, the most important thing is to land a job in HR to get a foot into the profession. The HR Professional's Association recognizes experience without qualifying where it came from (HRPA is looking for the right experience vs. specifically Canadian experience).

If you want to do anything more than clerical work in HR (i.e.: if you aspire to supervisory, managerial, or executive roles) you will need the designation going forward.

If you expect to make a career in HR, you also need to know that in 2011 it will be necessary to have a university degree (people who do not will have one year in which to pass the exam) in order to qualify for the HR professional designation - CHRP. (Similarly, the Accounting field requires a degree before someone can additionally qualify for a CA professional designation in order to practise).

Coursework for a degree is separate from coursework for the designation. One's degree does not have to have anything to do with HR.

HR has become a regulated profession in Ontario and Quebec. These provinces are global leaders in this professional regulation approach to HR. Likely, IEPs have come from different models.

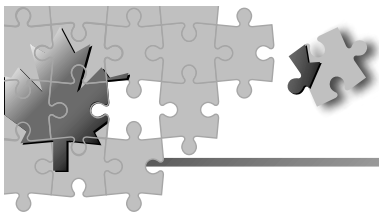
Ontario employers want to know if job candidates for HR positions are pursuing the designation, if they do not already have it. There is an experience requirement, but many are willing to show flexibility if achieving the designation is already part of the IEPs' career plan and action has been taken.

If entry level, an admin assistant background does complement a junior HR role, while taking an HR course/program.

Networking is not a one-way track; while seeking support, be prepared to offer your services in some little manner.

Many Government-funded organizations do support newcomers with Mentoring programs.

Attending HR Professional associations' get togethers are opportunities to meet HR leaders.



Sector 'Hub' Concurrent Sessions

Legal profession questions asked by IEP participants, with panelist responses

In Ontario there is a paralegal option and there are also lawyers who practise the law of their former country.

There are three paralegals for every lawyer in the Hispanic community. It makes sense to bring everyone together through a community association.

Reduce barriers to jobs by upgrading skills and by taking legal studies; go to the LSUC (Law Society of Upper Canada) website to find more information, or the NAC (National Accreditation Center) in Ottawa.

Differences between the civil and common law system may affect applicants' accreditation.

It is a long process to be accredited as a lawyer in Ontario, but it is really worth it as it opens many doors. Remember: since you could do it in your own country, you can do it here too.

Education is a good investment. Make use of financial help through student loans and bursaries

Get a mentor to receive advice, inspiration and encouragement. Your ethnic/community groups and some local firms can advise and refer you.

Some universities do consider more than the LSAT scores: in order to make it more inclusive to get into Law School they also recognize mature students, minority group representation, and letters of reference.

Each Law School has different entrance requirements so check them individually.

In Ontario you must write two licensing exams - for Barrister & Solicitor

Unlike many jurisdictions where people have practiced, in Ontario all registered lawyers are eligible to be both Barristers (argue cases in court) and Solicitors (work outside of court).

There are three active areas of Legal jobs in Ontario: Barrister & Solicitor (registered and regulated); Paralegal (registered and regulated); and Foreign Trained Consultants (registered in Ontario) You practice in your foreign jurisdiction and advise Ontario clients on the law of that jurisdiction.

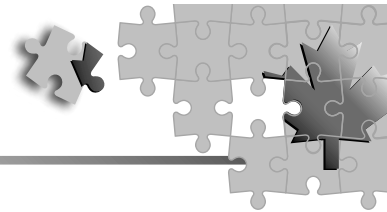
You have to learn two languages to practice law in Ontario – the English language and the legal/professional language.

Some larger firms and insurance companies do use Legal Assistants in their personal injury work.

If you are in the process of taking courses and writing exams, July 31st is an important deadline/date – some of the Law Society rules are changing about what is needed/what training is accepted.

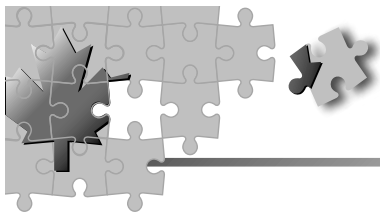
Check with the Provincial Ministry of Colleges and Universities about the standing of specific colleges; consider ones that offer placement opportunities.





Final Advice for HR and Legal Professionals

- *The HRP organization has a lot of resources available, and you do not have to be a Member of the Association or Certified HR Professional (CHRP) to access them. Try connecting first with the local HRP chapters to start your networking.*
- *Explore jobs in the bio-economy, as it is wide open for opportunity*
- *Do not under-estimate the value of working with agencies to improve your job search*
- *Work at getting a job in Canada as a project; set goals and develop a strategic plan, and examine creative ways to market yourself*
- *Focus on your language skills, and leverage the fact that you are bilingual or multi-lingual.*
- *Times are hard; so make it a point to schedule time to have fun and include happiness.*
- *Think of who you were in your country. If you are conditioned to think that you are inferior or don't fit, it will show. Your attitude rules, so change your own attitude to progress.*
- *The way you dress needs to fit for Canada. Dress your best, and believe in yourself*
- *Get involved with immigrant agencies, as they are great for networking*
- *Stay within your areas of expertise and don't give up too soon and switch careers*
- *Treat every contact as a potential job-referral prospect*
- *Check out Volunteer Canada and Charity Village to research associations and NFP (Not for Profit) organizations where you can donate skills you are passionate about. Volunteering in corporate Canada is rare, since they operate on a clear revenue model. Treat volunteer work like you would treat paid employment.*
- ***There is no easy way here.*** *Canada does not know who you are nor your previous company or education, so you make up for that by building your personal brand. Learn that the first name of networking is 'net-giving', and understand two concepts: the 'immigrant black hole', and the 'sundown' response to emails.*
- *The 'immigrant black hole' is where your résumé goes when you apply online to job vacancies on Workopolis or Monster, etc. You cannot not apply, but be aware of this concept so your hopes are not shattered (after sending out a hundred applications with no response, except the odd auto responder). Sundown response means responding to every email you receive before sundown, even if that response is to say that you will respond in 'x' time. This is the concept that the newcomer has to take in spirit, as every email unattended is that much being held up rather than moved forward.*



Sector 'Hub' Concurrent Sessions

5 Financial Services/Accounting

Facilitator

Heather Turnbull, CMF - Principal, Turnbull Consulting Group

Panelists

Vince Dong, Founder, Language Education for Accounting Professionals Inc. (LEAP)

Salman Kureishy, Fellow - HRD, Program Manager (IAFP), Gateway for International Professionals, The Chang School, Ryerson University

Tina Tehranchian, MA, CFP, CLU, CHFC, Branch Manager and Financial Advisor, Assante Capital Management Ltd.

Philippa O'Brien, AVP Human Resources, TD Bank Financial Group

Dara Babaie, Manager of Regulatory Audit and Accounting, Ontario Energy Board

Carmen Jacques, CGA, Business Development Manager, Certified General Accountants of Ontario (CGA Ontario)

Mira Sirotic, CMA, Regional Director Marketing & Communications - GTA West for CMA Ontario

Lisa Sanichara-Persaud, Project Manager, Financial Services, ACCES Employment

Esther Mok, AVP Transfer Pricing, Tax Services, TD Bank Financial Group

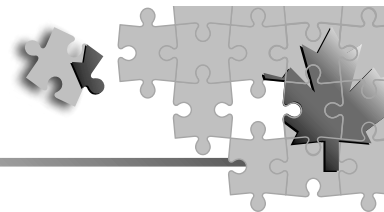
Randy Chara, CGA Finalist, GO LLP Chartered Accountants

Robert Gubbins, Director of Admissions, Membership & Licensing, Institute of Chartered Accountants of Ontario (ICAO)

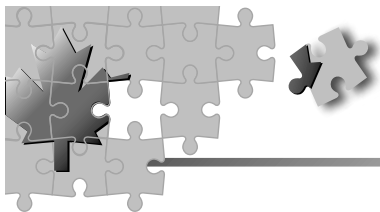
Executive Summary

The majority of IEP questions centered on designations (availability, and steps to acquiring them), job search strategies, and tactics for overcoming a lack of Canadian work experience. Panelists offered comprehensive advice on researching techniques, volunteer opportunities, accessing skills, and customizing documents to match a potential employer's requirements. Overall, the recommendations included a balance of attitudinal and pragmatic/'technical' steps to pursuing careers in this sector.

While the job outlook for financial professionals remains fairly positive across most sectors, panelists suggested that Life Insurance is particularly welcoming to IEPs. Additionally, there is a trend for employing Risk Management skills, particularly in banking, accounting, and insurance. Questions asked by IEP participants, with panelist responses



- Q** **How many licensing bodies exist in Canada for Accounting?**
- A** **Vincent Dong** - There are three types: each is a separate degree, and each governing body has extensive requirements. CA is the hardest to get and includes a number of years articling for a large accounting firm, but leads to the highest pay rate eventually. CGA is a generalist, and CMA is more strategic and includes more public speaking. Your specific educational experience and background will be the biggest factor in deciding which of these is best for you. If you received your certification in a "reciprocity state" then it should only take about two years to get your Canadian equivalency.
- Q** **What designation/certification is best?**
- A** **Carmen Jacques** - The designation does not get you the job; it just opens up the possibility for you to be considered. Employers also want people and management skills.
- Q** **Which firms are looking for IEPs?**
- A** The Life Insurance Industry is always looking for IEPs.
- Q** **How do you get through or around an inside hiring/promotion policy?**
- A** **Lisa Persaud** - Do research on the company. Most companies that restrict positions to internal hires are very large. Find out if there is a librarian or archivist, as they can be helpful in your research. Get a foot in the door by taking any position, so volunteer for projects that show transferable skills and work your way up internally. Maintain contacts in professional organizations, especially those that already work for your target employers.
- Q** **What is a strategy to overcome lack of Canadian experience?**
- A** Look carefully at the career you want to build, and find out both the technical and non-technical competencies required. Build a business plan for your career. Volunteer for two or three months to get the Canadian experience and keep your eyes open for possible contract or permanent positions that become available. Ask the manager for 15 minutes of their time to help you, (DO NOT ask for a job). Find out what the current challenges are in the industry or company, such as the upcoming IFRS (International Financial Reporting Standards), so that you can indicate awareness of these issues and how you can help them.



Sector 'Hub' Concurrent Sessions

Q Where are the places to get volunteer positions?

A **Carmen Jacques** - ACCES Employment Connections, CharityVillage.com, Chartered Accounting Institutions – internships, VolunteerToronto.ca, Chinese Professionals Association of Canada (CPAC), Chartered Accountants of Ontario ICAO.on.ca, LinkedIn.com

Q How can you get foreign qualifications accredited?

A Carmen Jacques - obtain transcripts that have official seals on them.

Randy Chana - Some York University programs are government funded, so look into these courses as it is a good idea to get more Canadian education.

Salman Kureishi - Check out the bridging program at Ryerson University. Register for the orientation workshop (4 -5 hours on Saturdays) to find out cost & length of the program. You get a Certificate upon completion of six courses.

Q Where should you list designations on your résumé?

A Emphasize your skills and put designations in the last part of your résumé. Highlight your accomplishments and achievements in previous positions. Tailor your cover letter and résumé to each specific job. Within the cover letter focus on your value to the organization (skills) and this can include mentioning your designation to make it stand out. Make sure you research and mention Canadian equivalency to your home country designation.

Q What are the transferable skills that are most important for the various roles in your organization?

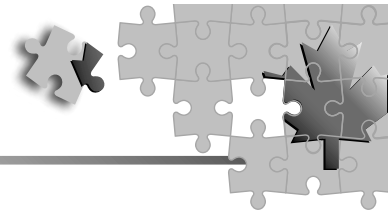
A Daria Babie - Leadership, communication, banking industry, and regulatory skills, plus work on your technical skills continuously.

Tina Tehranchian - Good people skills, accounting, bookkeeping, and organizational skills

Q How do I start a job search in a related field?

A Esther Mok - To get in the door develop some new contacts in the related field. Find a mentorship program to learn a different industry, or set one up for yourself. Tailor your résumé to the job description. Focus on what you can do and not on what you did.

Rob Gubbins - Take even temporary employment or volunteer opportunities in your new field.



Information and advice shared by panel members

Salman Kureishi Growing trend in all financial sectors is Risk Management - in banking, accounting, and insurance. The Canadian Securities Course is a good certification start for all careers in the financial and accounting sectors.

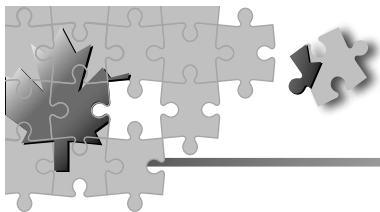
Philippa O'Brien Professional level jobs will require professional levels of English; get tested and do the necessary upgrading and practice.

Lisa Persaud How you present yourself is key. Learn about a few "small talk" topics: weather, hockey, etc. Learn about casual expressions (idioms) to fit in better in business situations. For example, do not get upset about someone saying "holy cow", as this is a positive expression. Use Canadian idioms to better express yourself and connect with Canadian born co-workers.

Tina Tehranchian Ask the Recruiter or Manager what is lacking from your previous experience & work toward filling in those gaps.

Vincent Dong To make your search easier, focus on sending your résumé to recruiters who specialize in your profession, for example Accountants; remove the language barrier by interacting with the local community and doing volunteer work





Sector 'Hub' Concurrent Sessions

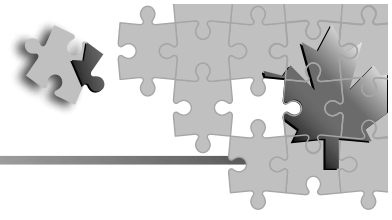
Panelists' responses to most frequently asked questions

Résumés Make them stand out. An individualized résumé is how you get the interview. Make sure you have a cover letter that is tailored to the job, and note how your experience will connect with that job, or that company. Explain how you would be a good 'fit' with the organization.

Canadian experience 85% of professional positions required a designation, do your research, which designation suits or fits you best. Pursuing a certification sends a message that you are passionate about this field and pursuing it here. The designation helps support your experience in the field.

Networking is about knowing who you are. What do you say about yourself so that when you follow up with contacts they remember you? Follow up is essential; otherwise it is like you never met. Read up on current issues or challenges for your industry so that you have something to contribute. Send them the link to an article or magazine as a follow up. Help someone else so they can help you.

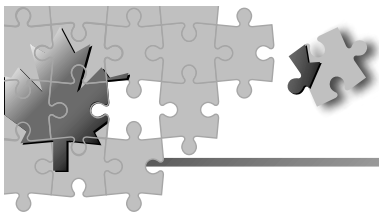




Final advice to help IEPs in their career journey

- *Stay strong, determined, focused - and have fun!*
- *Do your research, open your horizons and consider getting volunteer experience*
- *Treasure & enjoy your life*
- *Choose a career you are passionate about*
- *Assess your strengths and weaknesses; develop where you are weak and have confidence in your strengths*
- *Pursue with excellence: skills can be taught, but you cannot be taught fire and passion*





Employer Luncheon

Silma Roddau welcomed guests and commented about the vast economic advantage offered by diversity in the workplace. “Imagine being able to communicate in 109 distinct languages and build relationships with the talent represented therein.”

Before introducing *George Schrijver* from WCM Consulting, luncheon Emcee and General Manager of Toronto Community News, *Marg Middleton* shared her organization’s delight to be a founding and ongoing partner in the IEP Conference initiative that is “making a difference”.

Through his presentation “The Power of Different: The Catalyst of the Creative Economy and The Race to Bridge the Gap”, Mr. Schrijver highlighted the key learnings and recommendations from the research study, commissioned again this year by PCPI for IEP conference stakeholders. He emphasized that now is the time for leadership (defined as *doing what is needed*, not necessarily popular) by decision-makers on integrating IEPs into the Canadian labour market.

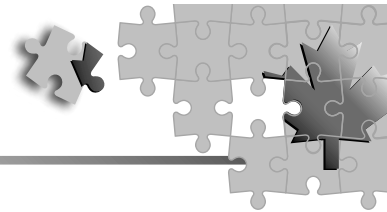
To align action to needs, he suggested starting at a “different place”: assess existing processes, while “removing the barriers but keeping the hurdles”. He noted that there is a unique opportunity now in appreciating the differences to leverage the prosperity-creating assets offered by cultural diversity. “Let’s not squander it”, he advised, particularly in light of looming skill shortages, declining birth rates, an aging population, and other jurisdictions hiring away disenchanted IEPs.

He suggested that larger corporations (especially multinationals) could more readily hire skilled immigrants, since the risk assumed by them is smaller, and language and foreign experience are already considered assets.

(For further details on the study and associated recommendations, refer to: *The Power of Different: The race to bridge the skills gap in the Toronto Region*)

Rhonda Singer, President of Noanda Enterprises Ltd. brought particular attention to “bridging the gap of complexity” and unlocking the innovative potential in IEP talent through her presentation, *The 3 C Connection: Increasing Awareness on how Culture Impacts Communication and Credential Recognition*.

She noted that organizations such as the Information and Communications Technology Council (www.ictc-ctic.ca) and the Human Resources Professionals Association (www.hrpa.ca/hriep) recognize the need to address Culture when addressing Credentialing, as well as Communication, through recent initiatives launched two days prior to the IEP Conference.



Key messages from Ms. Singer's presentation include:

- Decades old, Cultural Intelligence ("CI") now factors hugely as a key strategic skill in the Canadian workplace.
- Although we might all view the same image, it does not mean we interpret it in exactly the same way. Culture has multiple levels and is both visible and invisible/abstract. While most organizations might focus on the concrete aspects, they may not recognize the importance of the symbolic level that incorporates deeply rooted values and beliefs shaped by history and education.
- Cultural Intelligence is built over time and expands the notion of *Be like me*, to one of a global mindset.
- To truly tap into the innovation and increase competitiveness through the richness of this multi-cultural talent pool, we must seek to understand differences, build on similarities, and ultimately clarify the situation. The Business Case is one that resonates for all - the IEPs, organizations, and the economies of both Ontario and Canada.

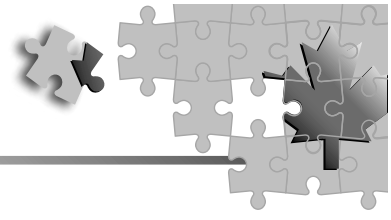
Using these presentations and the Appreciative Inquiry methodology as a context for positive action, Cathy Tait from Western Management Consultants directed guests to generate ideas and actions in response to the question: "What is the one action as members of the GTA global community that we can take to positively influence the mindset of organizations?"

Feedback included:

- Be open to seeing things from a different perspective, and remove the typical 'stiff collar' approach.
- Promote networking among organizations as it eliminates the silos. Foster 'out of the box' thinking, as new ideas lead to innovation and creativity. Just because something has not been tried before doesn't make it impossible.
- Offer hiring personnel the experience of an interview from another culture. Create a 'cheat sheet' of tips for hiring managers so they do not create barriers, and avoid telephone screening for the first interview.
- Create a more global definition for experience, and eliminate the term 'Canadian experience'. After all, designing an HVAC system in Italy is the same as one in Canada.
- Start from the top (at the executive and board levels) to positively influence the mindset. There is a lack of awareness by the 'movers and shakers' of corporate Canada (excluding government and not for profit sectors) regarding the value IEPs bring to the bottom line and risk perspective.
- Develop a tool kit for employers, with strategic planning and information. TRIEC.ca will do workshops with employers. Work with the bottom line to 'sell' employers, using business plans and workplace success stories to make a case for meeting their needs.
- Institute an award across Canada for employers who have made a difference, something like the entrepreneurship awards.
- Ensure employers are aware of all the great subsidy programs that exist for hiring IEPs, for e.g. financial incentives like internship funding and tax breaks.

- Act as the 'good practice' lens for interviewing at my organization. Show my managers the interviewing guide on hireimmigrants.ca
- Adopt an attitude of "No Limits" - no limits on people, no limits on potential.
- An integrated approach of volunteering, job shadowing, mentorship programs, and networking provides IEPs opportunities to interact and contribute effectively
- TAKE PERSONAL RESPONSIBILITY in your own workplace. Training must be embedded into a policy & process, not just a single training event.
- What gets measured gets done. Measure the impact of the IEP and communicate it.





Laraine Kaminsky, CEO of Global LK

“Insights and Strategies on Cross-Cultural Awareness”

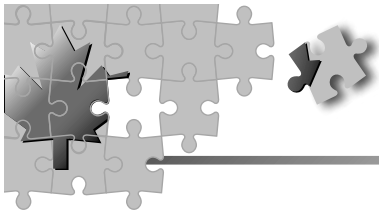
Herself an immigrant from South Africa, speaker Laraine Kaminsky shared pragmatic approaches to navigating Canadian culture, using her own experiences as credible reference points.

She noted that our backgrounds and how we are raised may teach us to be modest, but “that’s not how things work here in Canada”. She urged IEPs to avoid fighting with the system (e.g. how one applies for jobs on line). “This is a compliance or rules-based culture here in Canada - it’s either a black or white answer, so be compliant if you want to succeed.”

Other advice included:

- Be aware that this is a task and process-oriented work environment in Canada (“Do the task first, then I can know you better and may build a relationship with you, but not before”).
- Get to know the culture - the unwritten rules, who the real boss is, etc. because these are the true assets you need to build over time.
- Listen to CBC Radio, watch the Canadian news and surprise people with your knowledge in addition to your technical skills. Read Canadian literature and become familiar with the sports heroes.
- Build connections and stay connected (connect-build-formalize-continue). Appreciate the concept of guanxi in which connections must last.
- Ask questions to get information and be noticed - it’s all part of the cycle of adaptation.



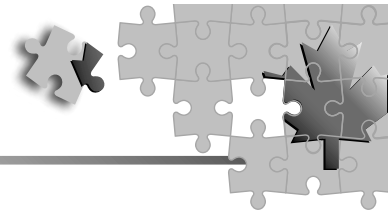


Keynote Presentation

- Accept the notion of necessary losses: in order to grow, we have to lose. This is difficult, especially if we are from cultures where saving face is honoured. For example, in North America, CEOs are asked, “What was your biggest mistake, and how did you fix it?”
- ***Diversity is the mix, and inclusion is making the mix work. It is up to us to support each other, because the infrastructure exists.***
- It all depends on where we place emphasis, e.g. ‘911’, or ‘9/11’: same numbers, but vastly different interpretations
- Work smarter – learn more, inspire ourselves – and each other – to become what we dream to be.

During the question and answer period, Kaminsky offered this key advice:

“If you’re stuck and can’t move, there is only one person to get you unstuck, and that’s yourself”. Especially from her experience in teaching English as a second language, the biggest difference she has witnessed is attitude. Success is defined as “I feel good about myself: I am learning, feel stretched and not always comfortable”.



Lois Brown, MP Newmarket-Aurora congratulated the audience, acknowledging that there are a multitude of things newcomers must learn in addition to job search and certification, like settling children in school and accessing other vital services.

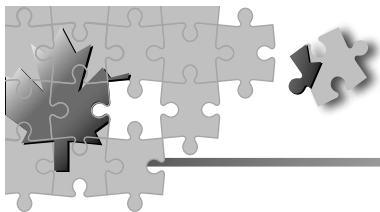
She remarked that with the highest level of immigrant intake in the developed world, Canada places enormous emphasis on the talent represented by IEPs (“We want you to use your skills”). However, one of the challenges is accommodating the Federal Government’s responsibility for regulating immigration within the provinces’ jurisdiction of regulating the professions. (There are 440 regulatory bodies governing 55 different professions across Canada.)

Specific initiatives are ongoing to facilitate skilled newcomers into careers of choice, she noted, such as the Foreign Credentials Referral Office which was created to help IEPs navigate the credentialing process and work with employers upon landing. Additionally, The Framework Program is intended to help get credentials assessed within one year. Studies show that skilled workers and International students are likely to choose Canada if opportunities are available and barriers removed.

The Government cannot do this alone, she concluded: ***“We want talent and diversity to hit the ground running. When you are put to work immediately, we all benefit”.***

Conference Chair Silma Hudson Roddau expressed hope that the attendees found the conference helpful in their networking and skill building, and provided final thanks to the conference sponsors and volunteers.





Appendix A

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 planning by:

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

3 Use a systems approach by:

- bringing all the 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; Professional Scientific and Technical Services; Health Care and Business Services)
- identifying for each sector a champion from the steering committee who contacts key people involved from a licensing body, an educational institution, an employer, an association and a successful IEP
- using skilled facilitators to create a complex yet seamless design

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

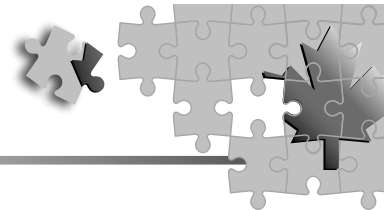
- opening the conference with welcoming words that acknowledge their courage for leaving their homes to come to Canada

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, modeling what happens at a Canadian conference

6 Showcase IEPs as leaders by:

- Identifying as many as possible as panelists in each of the sectors
- having many IEPs run the afternoon skills-based workshops and including them in the sector hubs



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 obtain 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 past proceedings are posted.

Appendix B

2010 IEP Conference Directory - <http://www.iep.ca/directory.php> (English and French)

Appendix C

Marketplace Exhibitors

Citizenship and Immigration
Canada

Accreditation Assistance
Access Centre / SEC

BioTalent Canada

Biz Tech Institute

Canadian Immigrant Magazine

Career Foundation

CASIP

Catholic Immigration Centre

Century 21 Percy Fulton Ltd.

Certified General Accountants of Ontario (CGA Ontario)

Certified Management Accountants of Ontario (CMA
Ontario)

CFIC

Chartered Accountants (CA)

Culture Link

Entreprise Toronto

EPIC Educational Program Innovations Center

Findhelp Information Services

Foreign Credentials Referral Office

George Brown College Immigrant Education

Global Experience Ontario

HealthForce Ontario

Heart & Stroke

Human Resources and Skills Development Canada (HRSDC)

IIBS Innovations Business Solutions

Internationally Trained Lawyers Program - University of
Toronto

Investors Group

Job Skills

KPMG



Ontario Council of Agencies Serving Immigrants (OCASI) -
Etablissement.org

Ontario Council of Agencies Serving Immigrants (OCASI) -
Settlement.org

Ontario Society of Professional Engineers
Polycultural (PICS)

Progress Career Planning Institute (PCPI)

Rotman School of Management- University of Toronto

Royal Bank of Canada (RBC)

Sheridan Centre for Internationally Trained Individuals
Skills for Change

Talent Oyster

TD Canada Trust

Timmins Economic Development Corporation

Toronto Catholic District School Board

Toronto Community News

Toronto District School Board

Toronto Economic Development / Enterprise Toronto

Toronto Workforce Innovation Group (formerly Toronto
Training board)

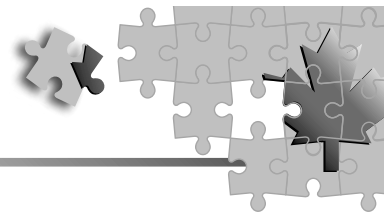
University of Toronto- Biotech

Welcome Centre Immigrant Services

Woodgreen Community Service

YMCA of Greater Toronto

York University



Appendix D

Advisory Committee

Silma Roddau Conference Chair, Progress Career Planning Institute (PCPI)

Cristopher Sloan Citizenship and Immigration Canada

Carol Ford Event Coordinator, Bottom Line Management Services

Arlete Azeredo-Fonseca ACCES Employment

Shalini Bhardwaj Alternative Youth Centre for Employment (AYCE) - a division of Tropicana Community Services

Susan Brown City of Toronto, Economic Development

Patrick Chartrand City of Toronto, Employment and Social Services

Maggie Chen

Lori Dalton Certified Management Accountants (CMA)

Jey Dharmaraj Statistics Canada

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Susan Hawkins RBC

Raquel Ingram TRIEC

Carmen Jacques Certified General Accountants (CGA)

Dauna Jones-Simmonds TD Canada Trust

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Nora Kelly Progress Career Planning Institute (PCPI)

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Shawn Mintz ACCES Employment

Racquel Sevilla TRIEC

Juan Segura Skills For Change

Cathy Tait Western Management Consultants

Ronit White Toronto Community News

Sector Hub Scribes

Amy Koning Engineering & Related Professions

Diana Robertson Professional, Scientific & Technical Services

Shruti Goyal Healthcare & Related Professions

Louise Ross Business Services

Karen Gray Financial Services/Accounting



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For more information on the IEP Conference, please contact: info@iep.ca