

# Working Papers

A newsletter for  
Workplace Connections Participants

Fall 2009

**IN THIS ISSUE:**

**Survey Results** 1

**Survey Results-  
Newcomers Said** 2

**Hats off to:** 2

**Survey Results  
Mentors Said** 3

**Resources for  
Job Seekers** 3

**Mark your  
Calendars!** 4

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**Workplace  
Connections**

Mentorship Program

This program pairs job-seeking, skilled immigrants with Canadian professionals who volunteer as mentors. Mentors offer informal, one-on-one support to their newcomer partners for three months.



## The Results are In!

This summer, Workplace Connections took time to reflect and assess our program. We conducted focus groups with mentors and newcomers, and followed-up with an online survey. One of the most striking results was the consistent reporting from newcomers that they gained **self-confidence**. Here are some highlights from the responses.



**con-fi-dence:**

[ kónfidəns ]

noun

**Definition:**

**1. belief in own abilities:** self assurance or a belief in your ability to suc-

**We asked Newcomers:**

**What is the most important achievement in your mentorship?**

Feel more confident	50 %
Understand more about Canadian workplace culture	50

**What job search skills did you improve:**

Finding and assess job postings	100 %
Revising and tailoring resume	100
Preparing for interviews	100
Information Interviews	100
Researching potential employers	50

**We asked Mentors:**

**What milestones make a mentorship successful?**

Increased Confidence	91.7 %
New professional contacts	81.8
Clearer Focus	63.6
Improved job Search Techniques	60
Gaining Cultural Competency	54.5

## More Survey Results

### Newcomers said:



"**S**he gave me constructive feedback on my information interview letter. She also referred me to the interviewer."

"**T**he help given by my mentor is not only related to job search. I always have questions about Canadians and their mores and she is always willing to help in that respect too."

"**I** have been able to do things I was putting off for lack of courage. The things that I found difficult to do, she would consider as tasks to be fulfilled from one meeting to the next. That way I have gained confidence in me."

"**P**rogram staff are always there to help. This is definitely a good way to know more GOOD people, including mentors, when you just land in a new country."

"**I** am learning by example valuable lessons that will be very helpful for me."

## Our hats are off to:

**Valeriy Nefedov** who is an Automation Engineer, working in Quality Control. He was offered 3 jobs and chose a position with Coastal Contacts Inc as an Optical Lab Technician. His mentor was **Juan Ferreyro Araya**. Congrats to this great team!

**Jorge Luis Galeano** is a Hotel Manager from Colombia. After a long diligent search, Jorge found his first job in the food industry in Canada. He is working part time for Urban Fare. While this position is far from his ideal job, he is grateful for the chance to continue to improve his English, and learn about workplace culture in Canada. He now has more confidence to continue his search for a more appropriate job. Jorge and his mentor, **Anna Sloan** continue to meet and practice job search strategies.



"Hats off to you" is an expression of respect. It is usually said to someone who has done a good job.

**Judith Forbes-Caldwell** accepted a position with Provincial Health Services Authority in the Internal Audit area. She tells us that the position uses her accounting skills to the maximum and she is enjoying the challenge very much. She sees herself staying with this organization for some time. Judith accepted this role very soon after being matched with **Emmanuel Paul**. She continued with that match to discuss her experiences and is especially appreciative of Emmanuel's encouraging spirit.

**Fanny Boulesteix** will be starting her job as a French Teacher at Douglas College in September. Congratulations to her and to her mentor **Kim Crow**. This was a very special mentorship as Fanny conducted her job search in French, making Kim our official bilingual mentor. How Canadian is that?

## More Survey Results

### Mentors Said:

**W**hat an amazing organization MOSAIC is ... and what a pleasure to be involved."

**T**he mentor orientation session prepared me well for what I should expect. Many of the scenarios that were discussed did become a reality in meetings with my mentee."

**I** was a sounding board for my mentee—showing empathy with his frustrations in his job search, trying to help him prioritize his efforts."

**H**aving a very motivated and eager mentee makes a huge difference as it kept me really excited and it was truly a positive, collaborative relationship."

**I** was very proud when my mentee started getting more and more calls for interviews, and became increasingly confident in handling them."

**I** love the experience so far, and feel honoured to be a part of the process."



## Resources for job seekers

### Recruiting, Retaining, and Promoting Culturally Different Employees

Lionel Laroche, Ph.D. & Don Rutherford  
Butterworth-Heinemann, 2007

You won't find this book in the Vancouver library system and you may have to order it from a bookstore, but it could be well worth your time and investment. These authors address cultural differences as they apply to the workforce, addressing everything from resumes, to interviews, to staff relations and promotions. Plenty of case stories, charts and bulleted points, make the content easier to read and understand. There are many very interesting discussions about how cultural perspectives (such as individualism vs. collectivism) can affect how we approach work and sometimes create powerful miscommunications.



# Mark your calendars!

## Working Sessions

Each month we hold meetings for all mentors, newcomers and interested guests. The evening centers around an activity, discussion or presentation related to job search and workplace culture. Everyone is welcome.

**Thursday September 17th**  
**My First Canadian Job!**

Some mentors, who themselves were immigrants, will share stories about their first jobs in Canada.

**Thursday October 15th**  
**Power up your Social Networking**

Mentor Felicia Granger will share how using social networking tools like Linked In and Facebook can help in your career.

**Thursday November 19th**  
**Going Up? Using an Elevator Speech**

Effective "elevator speeches" are quick, clever self-introductions that make others want to know more about you. In this session we will look at some tips and start to write and practice our speeches.

All meetings held at:

**MOSAIC**  
**1522 Commercial Drive**  
**6:30-8:30pm**

Register by:

**Phone:** 604-254-9626 ext. 483  
**Email:** [mentors@mosaicbc.com](mailto:mentors@mosaicbc.com)



## Upcoming Orientations

### For Newcomers:

Friday Mornings  
9:30 am – 11:00 am

**September 25, 2009**  
**October 23, 2009**  
**November 27, 2009**

In the MOSAIC office  
1720 Grant Street

### For Mentors:

Saturdays  
9:30 am – 3:30 pm

**September 25, 2009**  
**October 24, 2009**  
**November 28, 2009**

In MOSAIC's  
Community Room  
1720 Grant Street  
Ground floor