



NCON
NewComer Organization Network

**Professional Development Conference
2010 especially created for Front Line
Workers of agencies serving Newcomers**

**PROFESSIONAL
DEVELOPMENT
SERIES**

Date: Wednesday, September 29th, 2010
Time: 8:00am – 4:30pm
Location: Stage West All Suite Hotel
(5400 Dixie Road, Mississauga, Ojibwa/Iroquois Room)
Hot Breakfast and Lunch will be served
No charge to attend

Come attend a Professional Development Day that will offer two workshops and three speakers who are leaders in their fields. Registration is on a first come, first served basis. Preference will be given to front line workers who register early.

WORKING EFFECTIVELY WITH CULTURALLY DIFFERENT PEOPLE to be delivered by
Melissa Magder of Cultures in Motion

This workshop will deepen participants' understanding of the cultures they encounter on a daily basis. The challenges that newcomers face when integrating into a Canadian environment are numerous, and misunderstandings arise even when everyone has the best of intentions. By providing context to the culturally different behaviours and communication styles of newcomer clients, this session will provide participants with knowledge and tools to better communicate with and relate to their clients.

WORKPLACE CONFLICT: THERE IS A SILVER LINING to be delivered by **Roslynn Mains of Roslynn Mains & Associates**

Workplace conflict is inevitable. If unmanaged or managed poorly, it is destructive and detrimental to the workplace. Managed well, conflict can be constructive. The goal of this workshop is to identify such benefits, to study the five basic approaches to conflict, and to learn the vital importance of identifying the interests of the parties involved in any conflict.

YOU'VE GOT THE POWER! to be delivered by **Rosita Hall of Motivated Minds**

During this lively, thought provoking and fun filled session, Rosita Hall will share with you the 5 practical strategies that will decrease your stress level and allow you to unveil your best self both on and off the job. Rosita believes that we all have access to a powerhouse of resources to get us through the daily demands of work and life. Unfortunately, many of us don't access this power because we don't realize that we have ownership of it. Rosita will share how she has tapped into this powerful reserve and used it to elevate her life both on and off the job. Using humor and her amazing story telling ability she will teach participants how to tap into this arena of wisdom and potential. Participants will leave this session feeling motivated, inspired, energized and ready to take on the world. **It's your life; want to do something about it?**

TOP 5 REASONS EMPLOYMENT PROGRAMS ARE FAILING AT ENGAGING EMPLOYERS to be delivered by **Teresa Ierullo of Just The Facts!**

We've all felt frustration and anger with employers and their seeming lack of interest in hiring internationally-educated professionals. We collectively think, "If they would only open their minds..." However, research and interviews with business owners and managers tell a different story. Is it possible the non-profit community is closed-minded to the world of business? Are we unintentionally turning off employers to placement when we contact them? Is there a better way that will lead to more employers working with us and not against us?

In this fact-filled and enlightening presentation, Teresa Ierullo brings the employers to you by sharing their words and perspective of employment programs. You will learn what employers want (and don't want) from us and strategies that will get you winning at engaging employers.

AN EMPLOYER'S PERSPECTIVE to be delivered by **Laura Simpson of Ingram Micro**

Having worked in Recruitment for over 20 years both on the agency side and within a corporate HR function, Laura will bring a unique perspective to the challenges of dealing with non-profit agencies. She will share some of the strategies she has used with both partner agencies she has worked with and internally with hiring managers to show them the advantages of considering foreign trained professionals. She will also bring some ideas from her employment agency experience that could help non-profits become more strategic business partners to businesses.