

RETAINING IMMIGRANT TALENT

This Tip-Sheet provides ideas, skills and resources to retain immigrant talent.

Orientation:

When introducing the new employee to the workplace ensure you provide:

- A formal orientation of the company, products & services
- Conduct a walk around of the entire facility and provide a site map
- An organizational chart with names of all supervisors and team members
- A list of vital company/industry acronyms and corporate terms
- Copies of all signed documentation (tax forms, employment agreement, policies, etc.)
- Written instructions on how to access phone/voicemail/internet/internal file directories
- A training plan outlining daily/weekly objectives and responsibilities

Integration:

The first few days/weeks of your new employee's experience within your organization are extremely important to both their success and yours.

Ensure you:

- Introduce the new employee to all existing employees and management
- Prepare the workplace - persuade other workers to be open-minded about immigrant hires
- Introduce and provided a mentor or buddy for the new employee
- Inform new hires about upcoming activities within the company (e.g. sports teams, staff meetings, company social events, volunteer work, committees, etc.) and invite them to join
- Review the new employee's training plan daily/weekly to ensure that objectives are being met
- Are available for informal "check-ins" with your employees

Retaining Talent:

- Ongoing Employee Development** - are there opportunities currently available in your workplace? Include opportunities for individual development as well as team-building and workshops to help foster skills for working with diverse teams.

- Offer mini-workshops** - for all employees on e-mail writing, internet etiquette, giving presentations, report writing, writing with a purpose, etc.
- English skills upgrading/training** - this could include business English, accent reduction or customized language training.
- Examine current workplace culture** - do you require cultural diversity training for your team? Do you have a positive, inclusive workplace environment?
- Look at current signage and internal work communications** - are they culturally sensitive and inclusive?
- Be available for informal “check-ins” with your employees** - be aware of how your employees are feeling. Are they happy? Frustrated? Do they feel supported? Challenged?
- Perform regular formal employee reviews** - train all supervisors on effective review practices, working with employees to develop action plans for their goals and “catching employees doing things right”.

The following list of tips on retaining new immigrant talent was created by [Douglas College - the Training Group](#) for the [Surrey Board of Trade's IEC-BC Employer Innovation Fund](#) project.