

PD6 Workshop Series

Sept. 2011 - March 2012

Professional Development Workshop Series

For Individuals Working with Newcomers and Immigrants
Presented by Immigrant Information Services

Register Early! Seats are limited.

Register for one
or all six certificate workshops!

For registration call: 1-888-469-8878,
email start@immigrantinfo.ca
or visit our website www.immigrantinfo.ca

Location of all Workshops:
Welcome Centre - Markham North
8400 Woodbine Avenue, Ste 102 – 103,
Markham, Ontario L3R 4N7

Providing supports for Immigrant Serving Agencies

Professional Development Workshop Series

Immigrant Information Services is pleased to unveil the following Certificate Series for Settlement Workers and other Service Providers working with Newcomers and Immigrants.

This Professional Development Workshop Series, taking place once a month, from September 2011 to March 2012, consists of six Modules.

The Modules are designed to provide additional skills, enhanced learning opportunities and specialized training for staff who work to assist Newcomers and Immigrants to integrate into Canadian society.

You can register for the Modules on an **individual basis** or take **all six** and receive a certificate indicating that you have completed the entire series. Each Module is offered for both a morning or an afternoon session. Choose which one works for best for your schedule. A light lunch is also included as part of each training.

There is no cost to participate. The Series is part of the professional development activities provided by IIS and funded by Citizenship and Immigration Canada.

Take the time to review the attached offerings, make your selections and develop your own training plan.

Enjoy the opportunity to enhance your skills!

The following workshops are available in this Certificate Series:



The Information, Assessment and Referral Process



Cross-Cultural Communication



Responding Effectively to Difficult Clients and Situations



Respect and Diversity



Coping with Change



Staying Motivated in a Complex Workplace



Professional Development Workshop Series

Module One

The Information, Assessment and Referral Process

As Settlement Workers and other individuals working with Newcomers and Immigrants, we provide a wide range of information to clients on a daily basis. In simple terms, Information and Referral can be best described as the process of bringing people and services together. This process is very complex and dynamic as it involves working thoughtfully with people, properly assessing their needs and concerns and then carefully directing them through the maze of community, government and social services to meet those specific needs. In this session, we will cover:

- AIRS Standards for Professional Information and Referral
- Performance-based competencies for I and R Specialists
- The steps in the Information, Assessment and Referral Process

Module One

Workshop Date: Wednesday, September 14, 2011

Morning session: 11 am - 2 pm.

or

Afternoon session: 1 - 4 pm.

Light lunch served from 1 - 2 pm.

Module Two

Cross-Cultural Communication

Effective communication is the cornerstone of successful settlement work. As individuals working with Newcomers and Immigrants, you communicate daily with clients of diverse backgrounds, education levels and linguistic capabilities. Understanding the cultural diversity that exists in Canada is the key to being an effective cross-cultural communicator. In this session, we will cover:

- Three dimensions of communication
- Five factors that affect communication
- Understanding cultural diversity
- Strategies for improving cross-cultural communication

Module Two

Workshop Date: Wednesday, October 19, 2011

Morning session: 11 am - 2 pm.

or

Afternoon session: 1 - 4 pm.

Light lunch served from 1 - 2 pm.

Professional Development Workshop Series

Module Three

Responding Effectively to Difficult Clients and Situations

Daily we deal with many difficult and challenging clients and situations. Clients may demonstrate behaviours that arise from stressful situations in their lives, urgent needs that are not being met or situations where they are confused or frustrated from lack of understanding or clarity. It is often necessary to acknowledge and validate a client's feelings before you can move forward to solve the presenting problem.

In this session, we will cover:

- Identifying anger and hostility and applying strategies to defuse the situation
- From conflict to cooperation
- Managing client expectations – understanding the causes of hostility
- Ten tips for defusing angry and hostile behavior



Workshop Date: Wednesday, November 16, 2011

Morning session: 11 am - 2 pm.

or

Afternoon session: 1 - 4 pm.

Light lunch served from 1 - 2 pm.

Module Four

Respect and Diversity

Respect and Diversity – what do these terms really mean? Respect and diversity start with your own values which are conveyed in the interactions you have with clients. In this workshop we will focus on how to take into consideration the opinions and feelings of colleagues and clients by acknowledging their diverse backgrounds in order to achieve customer satisfaction.

In this session, we will cover:

- Defining respect and diversity
- Living the values of respect and diversity
- Five drivers of client satisfaction
- Values – ours and our clients'



Workshop Date: Wednesday, January 11, 2012

Morning session: 11 am - 2 pm.

or

Afternoon session: 1 - 4 pm.

Light lunch served from 1 - 2 pm.



Professional Development Workshop Series

Module Five

Coping with Change

Our work lives are rapidly changing as is the way we provide services to clients. There are many reasons why we as individuals find change difficult. We like the familiarity of the processes and functions we have learned over the years which make us feel comfortable in our day to day work activities. In this workshop we will learn how to manage change effectively.

In this session, we will cover:

- The three phases of change
- Examples of change in the Settlement Services Sector
- Why we resist change
- Strategies for managing change



Workshop Date: Wednesday, February 15, 2012

Morning session: 11 am - 2 pm.

or

Afternoon session: 1 - 4 pm.

Light lunch served from 1 - 2 pm.

Module Six

Staying Motivated in a Complex Workplace

Self-motivation is the force that keeps pushing us to go on – it's our internal drive to achieve, produce and develop as we move forward. If you are not motivated, how can you inspire your clients to be motivated? Self-motivation, much like personal attitude, is something that only you can influence or be in control of.

In this session, we will cover:

- Self-Motivation - priorities and goals
- How to stay motivated in a complex workplace
- "Catch the Energy"
- Six strategies for staying motivated and three obstacles to avoid



Workshop Date: Wednesday, March 7, 2012

Morning session: 11 am - 2 pm.

or

Afternoon session: 1 - 4 pm.

Light lunch served from 1 - 2 pm.



REGISTRATION FORM

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 E-mail: _____
 Telephone: _____

Select the Workshop(s) which you wish to attend:

**The Information, Assessment
and Referral Process**

Workshop Date: Wednesday, September 14, 2011



Please select one session only.

Morning session: 11 am - 2 pm.
 or
 Afternoon session: 1 - 4 pm.

Cross-Cultural Communication

Workshop Date: Wednesday, October 19, 2011



Please select one session only.

Morning session: 11 am - 2 pm.
 or
 Afternoon session: 1 - 4 pm.

**Responding Effectively to
Difficult Clients and Situations**

Workshop Date: Wednesday, November 16, 2011



Please select one session only.

Morning session: 11 am - 2 pm.
 or
 Afternoon session: 1 - 4 pm.

Respect and Diversity

Workshop Date: Wednesday, January 11, 2012



Please select one session only.

Morning session: 11 am - 2 pm.
 or
 Afternoon session: 1 - 4 pm.

Coping with Change

Workshop Date: Wednesday, February 15, 2012



Please select one session only.

Morning session: 11 am - 2 pm.
 or
 Afternoon session: 1 - 4 pm.

**Staying Motivated in
a Complex Workplace**

Workshop Date: Wednesday, March 7, 2012



Please select one session only.

Morning session: 11 am - 2 pm.
 or
 Afternoon session: 1 - 4 pm.

Fill in this registration form and mail or fax to:

Immigrant Information Services
c/o Welcome Centre - Markham North
8400 Woodbine Avenue, Ste 102 – 103,
Markham, Ontario L3R 4N7
Phone: 1-888-469-8878 Fax: 905-477-3219
start@immigrantinfo.ca

Series Facilitator

All Modules will be delivered by:

Faed Hendry, Certified Information & Referral Specialist, Manager of Training and Outreach, Findhelp Information Services, Toronto.

Faed Hendry regularly conducts workshops on Information, Referral and Communication Skills as well as Understanding the Human Services System. He has provided hundreds of customized training workshops related to information, assessment and referral throughout Ontario and North America with consistently strong evaluations and positive feedback.

Faed has worked in various capacities at Findhelp since 1989.

Established in 1971, Findhelp Information Services (Findhelp) is a charitable nonprofit organization that is a leader in information and referral (I&R).

Findhelp is supported by diverse funding sources including the United Way of Toronto and municipal, provincial, and federal governments.

Findhelp is an Alliance of Information and Referral Systems (AIRS) accredited agency recognized for organizational merit and the high calibre of service provided by its staff.

Faed has served as the Chairperson of the Alliance of Information and Referral Systems (AIRS) Standards Committee which developed the most recent edition of the Professional Standards for Information & Referral and Quality Indicators. AIRS is a professional membership association with over 1,000 organizations. Faed is currently President of AIRS and conducts regular accreditation site visits to Community Information Centres and 211 agencies throughout North America.