

Preparation Tool for Interviewing and Integrating Immigrants

Interview component

Social codes are very different from one culture to another. It is important not to associate immigrants' manners with Quebec manners, since they do not necessarily have the same meaning. For example, in some cultures, looking someone in the eye can be considered impolite. As a result, some individuals may tend to look down and away, out of politeness. The same goes for handshakes, etc.

Behaviour to adopt

Importance of verbal and non-verbal communication (facial expression and body language).

Questions to ask:

1. Experience related to the job?
2. Expectations regarding the job?
3. Constraints related to the job?
4. What values are important to you in a job?
5. What are your expectations regarding relationships with coworkers (behaviours you expect)?
6. What are your expectations regarding relationships with superiors (behaviours you expect)?
7. What are your expectations regarding the work schedule (constraints)?
8. What motivates you in a job?
9. What demotivates you in a job? (what you don't like so much)
10. What is your perception of the workload, autonomy, decision-making, safety, quality requirements, etc.?

Integration component

To optimize teamwork and immigrant employees' integration, it is essential to understand **diversity**. It is important to know and understand their values and expectations since these elements will shape their behaviours and their perceptions of various situations.

Before immigrant employees arrive	When immigrant employees arrive <i>Familiarize them with the premises and work</i>
1. Learn about the culture in the immigrant employee's country of origin.	1. Give a guided tour of the business (work station, break room, bathrooms, cloakroom, etc.).
2. Raise existing employees' awareness and give them the tools they need so that when immigrant employees arrive, they will be familiar with their realities and can help support them in the process.	2. Assign a personal space such as a locker and the equipment required to do their job.
3. Suggest to employees the idea of adopting a buddy system between a new and an experienced employee. To do so, thoroughly explain the process and make sure to designate any volunteers as tutors.	3. Introduce them to each employee. Mention resource persons, supervisor and Mentor.
	4. Explain how things are done in the company (regulations, schedules/brakes, dress code, etc.) and provide them with the employee manual.