

Workplace Culture in Canada

Newcomer Youth Employment Toolkit
- Module 5 Workshop -



Let's Get to Know Each Other

Everyone has 30 seconds to tell us

- Your name
- What grade you are in

Then answer one of the following questions

1. How do you show respect to people where you moved from?
2. How do you prepare to have a conversation you are unsure about?
3. What is the best outcome you ever had from a conversation you were nervous about?



Workshop Goals

Equality in the workplace means everyone is treated fairly, provided with equal opportunities, and equal pay.

Inclusive workplaces value diversity and make an effort for their employees to feel heard, promote a sense of belonging, provide support, and respect differences. This webinar is about positive communication with your co-workers and supervisors.

Today we will cover:

- Positive communication and resolving conflicts
- When you might need to approach your manager
- How to notify of a need for a schedule change
- Tips for requesting time off
- Things to consider when accepting or declining a shift request
- Making mistakes
- Unfair treatment at work



Why is Communication Important?

Communication plays an important role in our daily lives. Assertive communication involves expressing thoughts and ideas in a polite and respectful way that considers other opinions and feelings. Assertive communicators take responsibility for themselves and are respectful of others. They listen and solve problems.

To move forward in the working world and to better help you to become more professional at work, it is a good idea to learn more about good communication, and how this can help you avoid and resolve conflict.



Resolving Workplace Conflicts

Conflict can happen between coworkers, with managers, and even with customers/clients. People can have disagreements about their beliefs, values, and actions. Though it can be uncomfortable, conflict can be an opportunity to make changes and lead to improvements.

To resolve conflict, it's important to be cooperative:

- Communicate and listen to understand different points of view
- Set and maintain boundaries (you have the right to be respected)
- Agree to disagree
- Find the root of the problem, and work together to find solutions (make compromises)
- Take responsibility for the part you played in the conflict and apologize
- Commit to solutions, practice solutions, and re-evaluate solutions
- Seek support



Approaching Your Manager



When Do You Need to Talk to Your Manager

Approaching your manager can feel intimidating and maybe even scary. Our goal today is to talk about how to talk to your manager when you have needs or concerns.

When might you need to talk to your manager?

- Notifying of a need for a change in schedule
- Requesting time off
- Declining a shift
- Expressing concerns
- What else?



Schedule Changes and Time Off



Requesting a Change in Schedule

Maybe the schedule doesn't work well for you, or maybe your availability has changed. You will have to approach your manager to discuss this.

Tips for notifying a need for a change in schedule:

- Plan ahead
- Try to make your request before the next schedule is made
- Choose an appropriate time to speak to your manager
- Provide the general reason for the change
- Reassure that this will not get in the way of you doing your job
- Thank them for listening and working with you on this

In some cases, it will be necessary to have a written record. This could be an email or a letter.



Requesting a Change in Schedule

Example of a verbal request:

"Hello [name], I was wondering if we could talk about scheduling. Is this a good time?"

- **If they say no:** "Could we schedule a better time to chat about this? What would work for you?"
- **If they say yes:** "Great, thank you! I am usually scheduled to work at 5pm on Mondays. Due to my school schedule and bus route, this shift doesn't work very well for me. I was hoping we could change my shift to 6pm. If we can agree to this change, I would be willing to be trained on closing the store and work from 6pm to 9pm instead of 5pm to 8pm."

Follow up any verbal agreements with an email to confirm the changes in writing.



Requesting a Change in Schedule – Example of Written Request

[Date]

Dear [name of supervisor, employer or superior responsible for shift changes],

I'm writing to request a change in my shift schedule. At this time, I work [current work hours] at [company] as a [position]. For the foreseeable future, I'd like to change my shift so that I'd work [desired shift] instead. This change would take place [dates in which you hope for the new shift to begin].

The reason for this request is [reasoning behind wanting to change shift]. I'm confident we can come to an agreement, and if I could work these days, I'd be willing to [incentive for the employer to make a change]. I'd be interested in further discussing the matter in person if possible.

Please feel free to call me at [your phone number] to arrange a meeting time that's most convenient for you. I appreciate your time and consideration, and I look forward to hearing from you soon.

[Signoff],

[Full name].

Source: <https://www.indeed.com/career-advice/career-development/how-to-write-request-letter-for-shift-change>



Requesting Time Off

Tips for requesting time off:

- Check the company calendar
- Review applicable time off policies
- If requesting in person:
 - Plan ahead - determine what/when you are requesting
 - Choose an appropriate time
 - Provide the general reason for the time off (for example: vacation, personal)
 - Follow any required process after speaking with your manager
- Use the established system (if applicable)
 - Some systems include request forms or electronic systems



Accepting/Declining a Shift Request

There may be times when you are asked to work a shift outside of your schedule by a manager or coworker.

Things to consider:

- Do you have the capacity to take the shift?
- Do you want to accept the request?
- Paying it forward
- Declining respectfully
 - If you are unable to work because of an appointment, being sick, or other valid reasons, you can share this reasoning.
 - You can also apologize and say that you are unavailable for that specific time and date. Ask if they would be able to find someone else.

Expressing Concerns to Your Manager

How to have a conversation with your manager:

- Keep an open mind
- Hear what your manager has to say
- Schedule an appropriate time to express your thoughts/concerns
- Be genuine and assertive with what you want to say
- Have an idea of your ideal outcome of the conversation
- Be respectfully firm if there is something serious happening
- Be comfortable with silence
- Bring any documentation you may have

Making Mistakes



What if You Make a Mistake at Work?

- Mistakes are part of life and work
- It's not a matter of *if* you will make one; it's when, and the degree of impact that will affect how you address the mistake
- The best you can do is to:
 - Own up to your mistakes, take responsibility, acknowledge, apologize, and move forward
 - Do what you can to correct it and minimize any negative impact
 - Learn and grow from your mistakes

Being OK with Making Mistakes

Group discussion

Everyone will have a few minutes to share a small mistake you have made and answer:

- When did you make the mistake?
- How did you feel when you made the mistake?
- What impact did it have on what you were doing and those around you?
- How did you deal with it?
- Who did you have to talk to and how did you approach them?
- What was the outcome?
- What did you learn going forward?

Unfair Treatment At Work



Content Warning

THE FOLLOWING SLIDES WILL DISCUSS UNFAIR TREATMENT IN THE WORKPLACE
UNFAIR TREATMENT CAN INCLUDE DISCRIMINATION, HARASSMENT OR OTHER
FORMS OF VIOLENCE

Unfair Treatment at Work

Unfair treatment can show up at work in different ways, some common examples are:

- Gossip and spreading false rumors
- Unwanted and inappropriate comments (harassment)
- Being yelled at or other verbal/emotional harm
- Being intentionally excluded
- Bullying and cyber-bullying
- Being physically harmed
- Having boundaries disrespected
- Being denied promotions or pay increases due to a protected personal characteristic or non-work related trait
- Being paid less, not receiving owed pay, or being denied a pay increase based on a protected personal characteristic or non-work related traits
- Being demoted or fired without a fair reason or legislated process
- Being laid off or fired due to age or other protected personal characteristics

Protected Personal Characteristics

The Canadian Charter of Rights and Liberties as well as Human Rights laws protect people from discrimination and harassment

According to the Canadian Human Rights Commission, the following personal characteristics are protected within Canada:

- Race, national, or ethnic origin
- Colour
- Religion
- Age
- Genetic characteristics
- Sex
- Gender identity and expression
- Sexual orientation
- Marital status
- Family status
- Disability
- A conviction for which a pardon has been granted

Unfair Treatment at Work

Unfairness: *A person in a relationship (whether work or personal) feeling like they are being taken advantage of by the other person could be unfair treatment*

Conflict is a normal part of life and communication - resolving conflict and communicating assertively are important skills

What can you do if you feel you have been treated unfairly?

- Identify the feelings you are having and reflect on "why" you feel this way
- Document your "evidence" of what has happened
- If you have come to the conclusion that you have been treated unfairly, bring your concerns to the person that has treated you unfairly first to try and resolve it, and to your manager if the problem continues
- If your concern isn't resolved, you can report it to higher management or a third party if the treatment is serious and harmful or if illegal action has been taken against you

When Unfair Treatment Should be Reported

Illegal Treatment

- If you are treated unfairly because of protected characteristics that is breaking the law. These characteristics include race, colour, religion, gender, family status, etc. (*see Employee Rights and Responsibilities handout*)
- If you are treated unfairly due to these grounds this needs to be brought to the attention of management in your workplace or reported to a third party such as the Human Rights Commission. Keep a record of incidents and identify any potential witnesses

Canadian Centre for Occupational Health and Safety (CCOHS) Young Workers Rights:

<https://www.youtube.com/watch?v=wfSxen3E7LU>

How to Deal with Unfair Treatment at Work



https://www.youtube.com/watch?v=Qj8SHVhZ6QU&ab_channel=DrJoti

**Any
Questions?**



Thank You!



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