

DID YOU

**Intercultural Inclusion Training
can help your workplaces?**



KNOW

In March 2019, D&D consultants concluded research into immigrant inclusion in Kingston workplaces. Here's what they found:

Kingston is facing a labour market shortage

By the year

2021

**jobs in Kingston will exceed
our current available workforce.**

By **2036** Kingston employers will have
a collective **shortage of**

90000

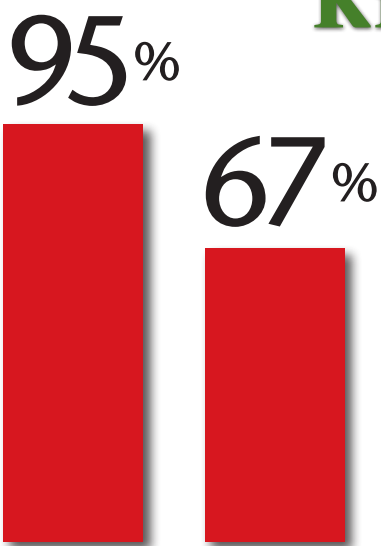
WORKERS.



NEWCOMERS are **65% more** likely to be
**unemployed, even with higher levels of
education and labour market participation.**

To keep our local economy
healthy, Kingston needs to
ensure that newcomer talent
can thrive in our local
workforce.

Kingston's immigrants are frequently overlooked and underemployed



While **95%** of
Kingston employers
see the **benefit of
immigrants to the
GENERAL WORKFORCE,**
only **67%** see it as an
asset to their **OWN
WORKPLACE.**

BUT

DID YOU KNOW

DIVERSE TEAMS:

- ➡ **Outperform** homogeneous groups in financial performance and new product output
- ➡ Demonstrate **greater creativity** and **problem solving**
- ➡ Are **70%** more likely to report **capturing new markets**

YET

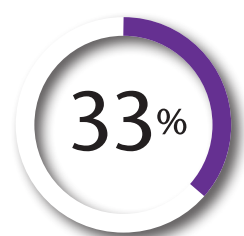
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Newcomers are **HALF** as likely as
Canadian-born employees to **feel
their position matches their
skills-set** and newcomers are **less-
likely to feel their input is valued in
the workplace.**

2/3

The **AVERAGE WAGE** for
newcomers to Canada is
2/3rds that of Canadian
born workers.

3x



Newcomers are **3 TIMES** less likely
to **feel they have fair advancement
opportunities** even though companies
with **ethnically diverse leadership**
have a **33% financial performance
advantage** and their earnings increase as
diversity increases.

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Recruitment and retention challenges

Though **95%** of local employers see the benefit of immigrants to the workforce

95%

Only **70%** of Kingston employers actively recruit newcomers

70%

Only **16%** of companies use targeted methods to recruit newcomers

16%

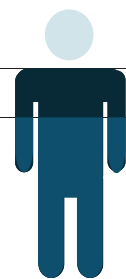
And **45%** experience difficulty recruiting immigrants, most commonly because of a lack of experience assessing immigrant skills and experiences

45%

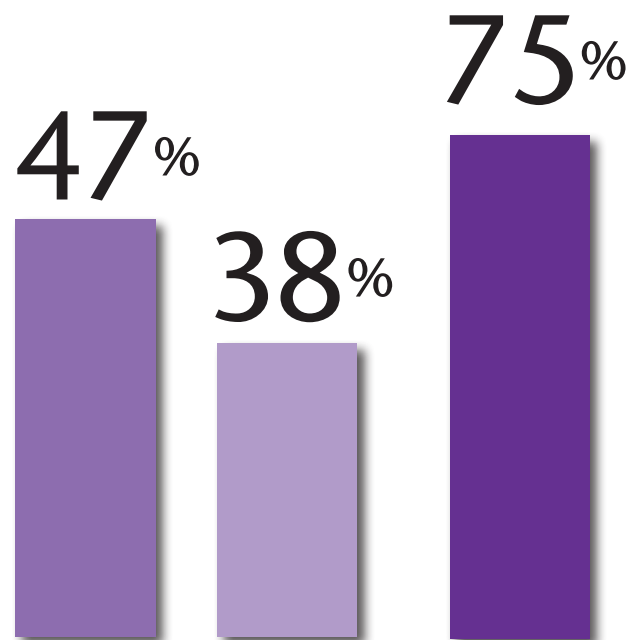
A study of racialized workers across Canada showed that:

Up to **77%** experienced "emotional tax" from racial discrimination at work

77%
69%



Of them, up to **69%** had a high intention to quit due to these experiences



In Kingston, **47%** of immigrants who are **visible minorities** and **38%** of immigrants who are **non-visible minorities** have **EXPERIENCED RACIAL AND CULTURAL DISCRIMINATION** with **75%** coming from colleagues and management.

Employers also need support with newcomer retention. High turnover rates are costly and affect workplace morale and professional reputation.

The facts are clear: Kingston is facing a labour shortage; diverse companies are more successful; employers who can successfully include newcomers in their workplaces will have a competitive advantage in this changing labour market.

Evidence demonstrates the importance of intercultural training to make intercultural teams successful.



Those who use the toolkit can also sign on to the City's Workplace Inclusion Charter, and be recognized for their efforts.

DID YOU KNOW

KEYS CAN HELP

Our **Intercultural Intelligence Toolkit** can provide:

METHODS to attract diverse talent and minimize bias

Intercultural onboarding and retention **STRATEGIES**

COACHING for building **intercultural policies** and practices

KEYS' Intercultural Intelligence Toolkit can help you further develop best practices to benefit from intercultural inclusion.

For more information contact inclusion@keys.ca or call **613.546.5559**