

QUEST SERIES

QNET presents:

Boost Your Cultural Competence

Friday, October 29, 2010 – 11:30 a.m. to 1:30 p.m.

Manitoba Labour sources suggest that by 2012, 100% of Manitoba's labour pool growth will be new Canadians. Increased immigration means changes in our workplaces and in our communities. To manage and adapt to these changes it is absolutely essential that we build our cultural awareness. Join civility and communication expert Lew Bayer in discussing this important and interesting topic and boost your cultural competence.

After attending this session, participants will be better able to:

- Have a strong understanding of the current immigration demographics and trends and how they will impact the workplace.
- Understand what "cultural competence" is and what it has to do with leadership.
- Begin to acknowledge personal biases, values, and assumptions and learn how these relate to cultural awareness.
- Have a stronger comfort and knowledge level in communicating and interacting with people of multiple cultures.

Presenter: Lew Bayer is nationally recognized as Canada's leading expert on civility in the workplace, with focus on social intelligence and culturally-competent communication. She is founder of the Center for Cultural Competence and President of civilityexperts.com. Lew is a 6-time published author, national columnist and faculty member at Georgetown University. Recently, she won the 2008 Manitoba Woman Entrepreneur of the Year award in the International Business category.

QUEST is a series of information sessions that bridge the gap between business needs and local consulting expertise. Presentations feature a variety of concepts, tools and practices relevant for today's workplace.

PRESENTED IN PARTNERSHIP WITH: Industry Workforce Development, Manitoba Entrepreneurship, Training and Trade, Canada / Manitoba Business Service Centre

REGISTER NOW - Fax this form to (204) 949-4990 or register online at www.qnet.mb.ca

Fee: \$40.00 + GST for QNET Members \$50.00 + GST for Non-Members

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Participants will receive location/final details about 3 days prior to session; please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the course. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. GST Reg # 899755334RT.



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