

MaWIC Online Course – Migration and Workplace Integration Coach

Training material – Module 6: Welcome



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Welcome to Module 6: Assisting the migrant employee in social interaction



Welcome to Module 6 on “Assisting the migrant employee in social interaction”.

In this brief and practical module you will learn about how to:

- Recognise and reduce prejudices and discrimination at the workplace
- Help foster social interaction between migrants and their colleagues

This module will combine some presentations on specific topics and exercises to do individually and in groups. The **evaluation** of this module will be 50% the final test and 50% the assignment.

Your module trainer is:



MaWIC Online Course – Migration and Workplace Integration Coach

Module 6: Assisting the migrant employee in social interaction



“Discrimination at work has come a long way in recent decades. It has learned to conceal itself even from those who make it happen. But it's still there, despite decades of activism, legislation and human resources programs to counter it and to promote an appreciation of diversity”.

By Michael Morris and Susan Fiske

Forbes, “The New Faces of Workplace Discrimination, from 12th November 2019.

Discrimination and prejudices at the workplace

Discrimination at the workplace happens when an employer treats unfairly his/her employees or job applicants because of race, gender identity, sexual orientation, disability, genetic information, pregnancy, private relationships, religion, age, national origin, or skin colour. Thus, discrimination can happen to anyone involved with a company, from current employees who go daily to the offices to job applicants that have just been ones at the offices of that company.

International and national antidiscrimination laws protect workers from being treated unfairly because of their gender, religion, national origin or race. However, companies must be responsible from and apply internal procedures to prevent that from happening and also to be able to proceed fairly and transparently if some accusations become public.

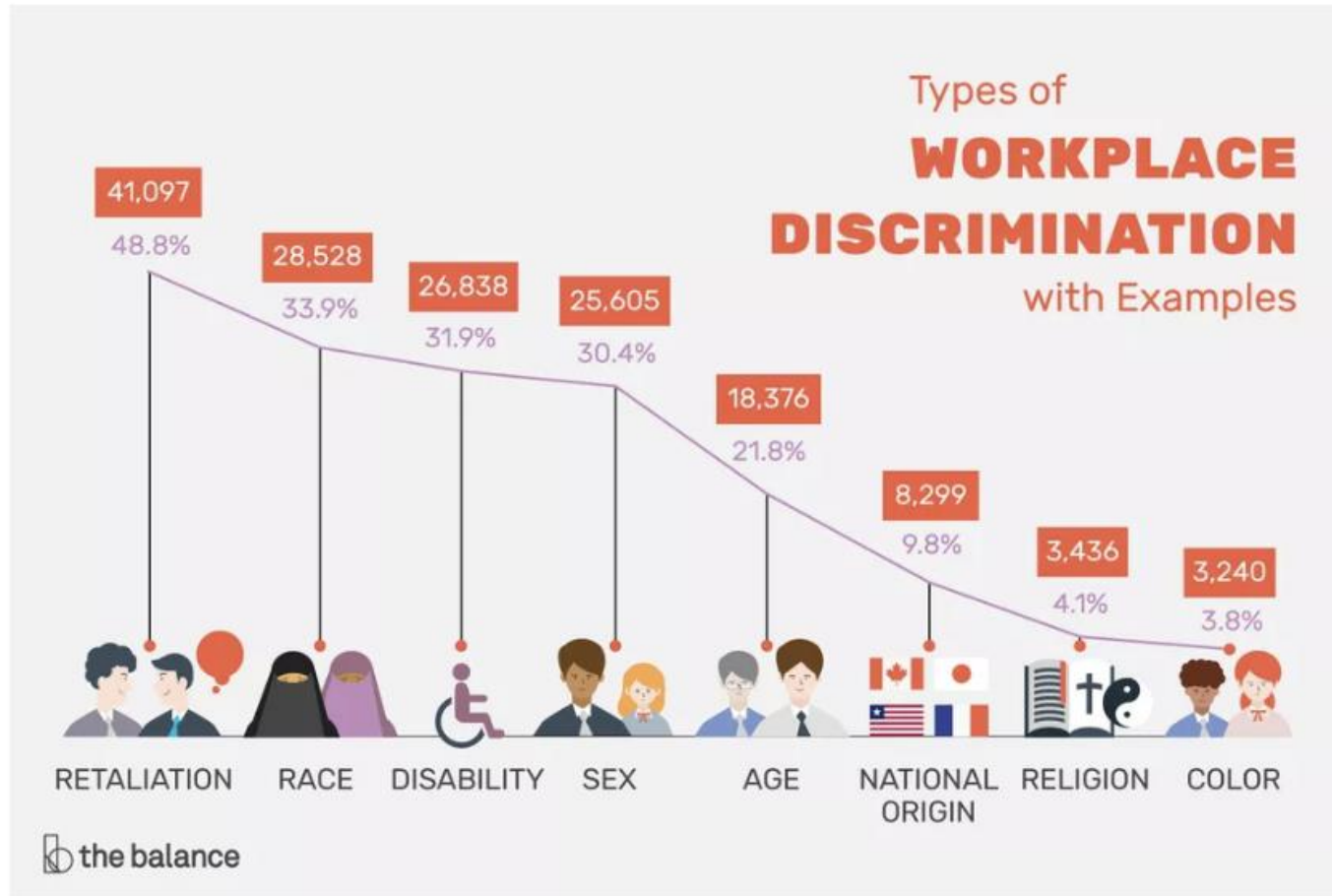
It is illegal for employers to make assumptions based on age, gender, abilities, or race stereotypes.

Source: Alison Doyle (2019), Types of workplace discrimination, The Balance Careers.

Types of workplace discrimination



Types of workplace discrimination



www.thebalancecareers.com

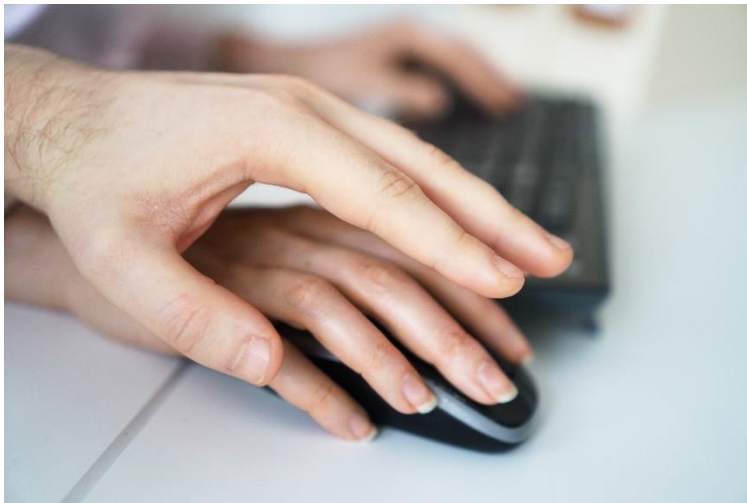
Examples of discrimination

- Not allowing employees to access compensations or benefits they would be entitled to.
- Paying differently according to age or gender.
- Selecting job applicants according to skin colour, race or national origin.
- Selecting non-disabled people equally-qualified for a job.
- Firing someone for his/her private relationship with someone within or outside the company.
- Not following national laws on parenthood.
- Denying the use of the facilities of the office.

Types of workplace discrimination



Harassment is a form of discrimination understood as the behaviour of someone to demean, humiliate or embarrass another person. At work, harassment can have different shapes and it can come from an employer, a co-worker, a client or anyone else in the same place.



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Source: Alison Doyle (2019), Types of workplace discrimination, The Balance Careers.

Strategies for a non-discriminatory workplace

Each company has different procedures to ensure a non-discriminatory workplace. Here it is one strategy you could use:

- Have a **non-discriminatory workplace policy** with transparency at its core. It should include: preventative measures, a reporting process with several methods, how the report will be processed, and disciplinary measures. It should also incorporate time for managers to get familiar and be trained on the policy and how to implement it.
- Accommodate the company to a diverse group of employees acknowledging the differences and making sure every employees right is being respected. For example, having flexible paid holidays, flexible schedules for employees to attend religious events, and respect for religious clothing.

The problem is that discrimination, largely unintended and largely invisible, occurs in everyday activities such as task assignments, informal mentoring and performance appraisals.

By Michael Morris and Susan Fiske

Forbes, “The New Faces of Workplace Discrimination, from 12th November 2019.



Intercultural Exchange



After these few slides, we hope you feel more confident about what discrimination at the workplace is and how your company can prevent it. We believe that while you were reading this presentation some examples of your daily work popped into your mind so... **why don't share them!**

We would like each one of you to upload on the forum folder “Module 6 – Examples of discrimination” and share an example of discrimination that happened at your work (it could be your current job or previous jobs). We would like you to reflect on the type of discrimination faced detailing the 5W (what, when, who, why, where and how), and adding how did you feel and how did you or your colleagues solved it.

Once you have uploaded your example, **comment at least two posts from your classmates.**

It should take you no more than 35 minutes.



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“Strong social connections make people happier and physically healthier, which can translate into work performance”

Alan Kohll, Forbes.com, “5 reasons social connections can enhance your employee wellness program”



Fostering social connections at the workplace

As employees we spend most of our time at work sharing with our colleagues. While it's true that there has to be a clear separation between working life and personal life, our employers should really take care and foster a good relationship between all employees as it will increase happiness and productivity.

According to Forbes.com publication "5 reasons social connections can enhance your employee wellness program", having a friendship or a good relationship with colleagues "can either positively or negatively affect an employee's stress levels, productivity and general feelings of happiness". And physically healthier. This is connected to the need of any person of being part of something, of belonging somewhere. This is a motivation factor for employees.

As humans, we are all about belonging and relationships. And it is a matter of quality and not quantity.

Source: Michael Morris and Susan Fiske (2009), The New Face of Workplace Discrimination, Forbes.com.

The positives of strong social connections at work

1. Less stress

A low level of stress helps reduce burnouts, absenteeism, health issues, and conflicts.

According to Shawn Achor, author of *The Happiness Advantage*, “The people who survive stress the best are the ones who actually increase their social investments in the middle of stress, which is the opposite of what most of us do”.

2. Increased feeling of belonging

This helps create cohesion and a positive working culture based on respect, loyalty, trust, teamwork and collaboration.

3. Healthier

Having positive social connections reduce the chances of having illnesses and increases your life expectancy. And healthy employees perform better at work.

4. Less conflict

Source: Michael Morris and Susan Fiske (2009), The New Face of Workplace Discrimination, Forbes.com.

Fostering social connections at work

Not all employees engage in the same way or at the same level. Some will be shy and will not like to surpass some boundaries with some colleagues. Thus, it is important that the company fosters this social connections and creates spaces for sharing and building relationships. Here are some ways on how to do it:

- Create a workplace culture program.
- Create a social spot like a kitchen or a sofa area.
- Celebrate important corporate and personal events.
- Foster team building activities.
- Build bridges between departments who might be located far from each other.
- Incorporate a positive attitude as part of the communication strategy (internal and external).
- Connect with NGOs and promote challenges to fundraise for that NGO.
- Start a cake club!

”The best way to form more connections at work is to get out from behind the desk”

This comes from the idea of “managing by walking around” popularised in the 80s by Tom Peters who learned from leaders of Hewlett-Packard. It’s called, MBWA.

The barriers

However, not everything is as positive and easy as it seems. On the way of promoting social connections to better integrate employees there are some barriers to overcome. Here are the most common ones:

- People think it is a waste of time.
- It will be difficult to incorporate everyone's interests.
- Racism, discrimination and prejudices.
- Lack of understanding of other's needs.

The most important thing is that there is a culture and a space for interaction and connection. Employees know where and when they can socialise and they will not feel forced to do it. A way to do it is by having 15 minutes breaks during the day and strategically arrange the furniture of the company with working stations, for example, so no one is isolated. Be as diverse as possible and listen to what employees are looking for or would like to participate in.

Some examples of company cultures that foster social relationships

SoundCloud: Eric Wahlforss, co-founder and CTO, describes SoundCloud's organization as "flat," rejecting the traditional top-down management style. Self-managed teams collaborate by deciding together what they need to do, and assign projects amongst themselves. To further encourage a collaborative mindset, the company hosts WE HACK events and fuels a culture of continuous learning.

Lookout: Apart from weekly poker games and movie nights, monthly happy hours and waffles on Wednesdays, the Lookout team engages in a weekly all-hands meeting, including "Ask The Executives Anything," to encourage open communication across all departments.

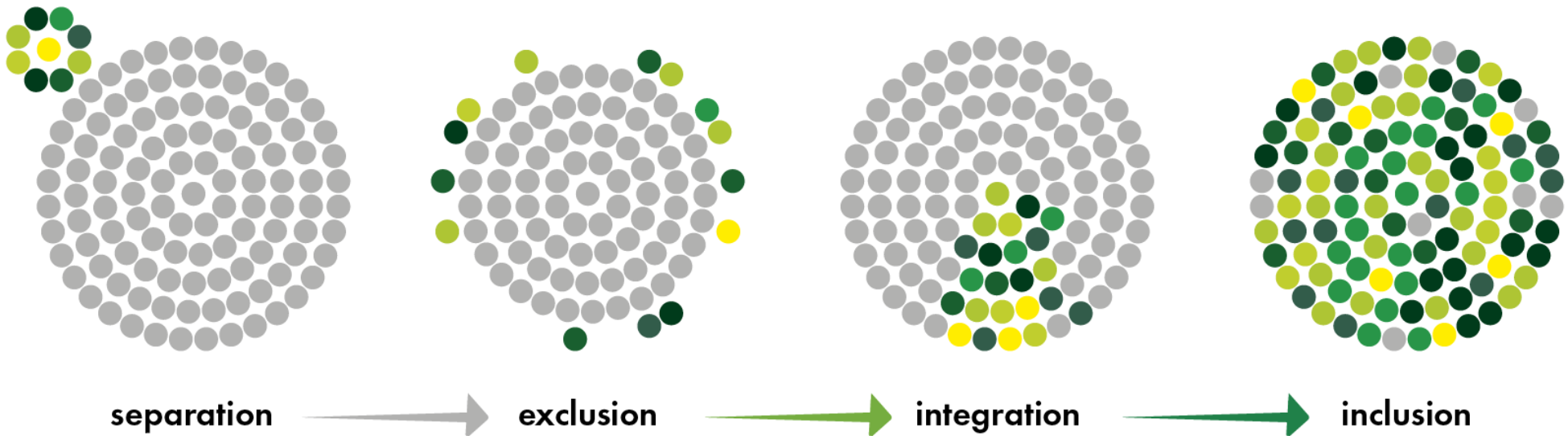
Twitch: This video broadcasting platform for gamers aims to make a lasting impact on entertainment and socialization, and their internal culture speaks to that. In between programming and brainstorming systems design, Twitch employees regularly take breaks to play video games together.

Disqus: With daily catered lunches, Disqus employees have plenty of opportunities to gather around the table together. The company also designed its office as a casual environment, complete with board games, foosball and gaming consoles, which inspires collaborative thinking and exploration of new ways of doing things — one of the company's core beliefs.

Information from: <https://mashable.com/2015/03/30/social-company-culture/>

From separation to inclusion

At the end of the day, the ultimate goal should be moving from separation, exclusion or integration within the company to gain real inclusion. See the figure below to get a clearer and visual ideal of what each topic means.



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Let's all work together!



MaWIC Online Course – Migration and Workplace Integration Coach

Module 6: Assisting the migrant employee in social interaction





Welcome to the assignment of Module 6

Hello everyone!

We hope you are learning a lot from this module.

In previous presentations, we just had a look at identifying discrimination and some strategies on how to create a non-discriminatory working environment. We have also looked at social connections at work and how to create a positive working culture that fosters interaction between employees.

Now, it is the time to practice what you have learned and put it into practice. **We would like you to choose one of the two Case Studies** we have uploaded under folder “Downloadable” of Module 6. **Once you have chosen, read it through in detail and use the template in the same folder “Downloadable” to reply the following questions:**

- Which strategies will you apply to stop discrimination?
- What are the barriers and how would you prevent them?
- How would you create a more respectful environment for Wenling/Sara?
- What would you do to solve the situation? How would you do it?

Remember, **this assignment is 50% of the evaluation.**

Are you ready? Let's do it!



Assignment presentation

Once you are done, please **UPLOAD THE FILE** into the **Module 6 page (NOT the forum!)**.

Remember, use the template provided under the folder “Downloadable” within Module 6 on Docebo and add your name and the number of the case study as your document name.

If you have any questions, please add them on the forum.

3, 2, 1... START!