

Pathways to Success

Pathways to Success

Opportunities for Indigenous Trades Students

LIN BRANDER, KIMBERLY CARTER, JOYCE LEE, TARA MOLLETT, AND
LAUREN OLEKSEWICH

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY
BURNABY, BC



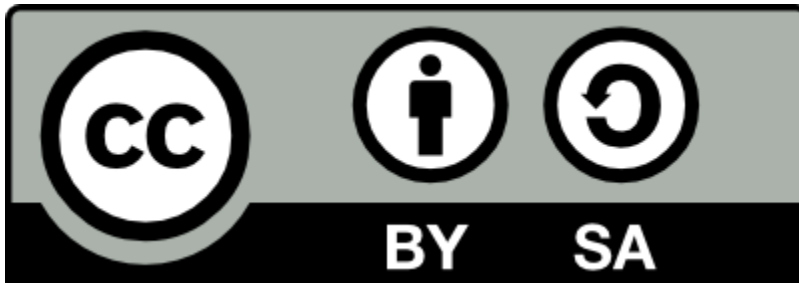
Pathways to Success by BCIT Student Association is licensed under a [Creative Commons Attribution-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-sa/4.0/), except where otherwise noted.

Contents

Licensing	vii
Acknowledgements	viii
Opportunities for Indigenous Trades Students	
Lin Brander, Kimberly Carter, Joyce Lee, and Lauren Oleksewich	
CC BY-SA (Attribution ShareAlike)	
Course Introduction	1
 Chapter I. Introduction	
1. Why Do We Work?	5
 Chapter II. Self-Care	
2. Personal Gifts and Self-Care	10
3. Practicing Self-Care	13
4. Resources for Self-Care	16
5. Your Self-Care Plan	19
 Chapter III. Communication	
6. Communication and Culture	23
7. Your Culture and Awareness of Cultural Values	28
8. Intercultural Communication	33
 Chapter IV. Workplace Expectations and Values	
9. Respect in the Workplace	37
10. Values and Workplace Culture	41
11. Workplace Expectations	47
 Chapter V. Mentorship and Career Advancement	
12. Mentorship	52
13. Career Advancement	57
 Conclusion	63
Appendix A: Action Planning Tool	64

Licensing

This work is licensed under a [CC-BY-SA](#) license



You are free to:

- **Share** – copy and redistribute the material in any medium or format
- **Adapt** – remix, transform, and build upon the material for any purpose, even commercially.

The licensor cannot revoke these freedoms as long as you follow the license terms.

Under the following terms:

- **Attribution** – You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use.
- **ShareAlike** – If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original.

No additional restrictions – You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits.

Content in Chapter 9 is adapted from:: [Line B – Employability Skills Competency B-2: Describe Expectations and Responsibilities of Employers and Employees](#) by Camosun College



[Line B – Employability Skills Competency B-2: Describe Expectations and Responsibilities of Employers and Employees](#) by Camosun College is licensed under a [Creative Commons Attribution 4.0 International License](#), except where otherwise noted.

Acknowledgements

Opportunities for Indigenous Trades Students

LIN BRANDER, KIMBERLY CARTER, JOYCE LEE, AND LAUREN OLEKSEWICH

Under the guidance of Kory Wilson, Executive Director, Indigenous Initiatives and Partnerships, BCIT, and with the help of the advisers listed below, the following people developed content for this learning resource:

- Lin Brander
- Kimberly Carter
- Joyce Lee
- Tara Mollett
- Lauren Oleksewich

Facilitators:

- Rosario Passos
- Youdan Zhang

Videographer:

- Lindsay Belloc

We are grateful to the people who shared their time and expertise as advisers:

- Buddy Cardinal
- Jacob Dalling
- Alf Dumont
- Simon John
- Zaa Joseph
- Heidi Hansen
- Valerie Monkman
- Tom Nichols
- Simon Reece
- Mary Roberts
- Laurie Sinnott-Lee
- Trishtana Snow
- Laurie Therrien
- Neil Thevarge
- Curt Thomas
- James Williams
- Kory Wilson

Many thanks to the following people who shared their insights and advice on video:

- Jacob Dalling

- Alf Dumont
- Mary Roberts
- Neil Thevargé
- James Williams

This project was funded by a joint BCIT/BCcampus Open Education Grant

The British Columbia Institute of Technology acknowledges that our campuses are located on the unceded traditional territories of the Coast Salish Nations of [Skwxwú7mesh \(Squamish\)](#), [səlilwətaʔɬ \(Tsleil-Waututh\)](#), and [xwməθkwəyəm \(Musqueam\)](#).

GLOBAL COURSE LEARNING OUTCOMES

- Navigate the workplace with cultural confidence using soft skills when interacting with peers and the community.
- Develop the self-confidence to navigate the workplace when interacting with community, employers, clients, and colleagues in a professional setting.
- Incorporate rules, responsibilities, and rights of the workplace in their daily work environment.

Greeting

From Elder Alf Dumont, BCIT Indigenous Initiatives.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=4>

At BCIT we are excited to see growing numbers of Indigenous students enter our trades programs and move on to prosperous careers in the trades. We know that the journey to success is not always easy and that Indigenous graduates can face many barriers including cultural misunderstanding and even discrimination or racism in the workplace.

Listen to our Elders, Mary Williams and Alf Dumont, and employer Neil Thevarge, speak about the Indigenous experience and finding support.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=4>



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=4>

In the spirit of reconciliation and through recognizing that many Indigenous students are disadvantaged and experience barriers to employment and wellness that others do not, the intention of these modules is to support Indigenous trades students in their journey from the classroom and into the workplace. These modules are designed to encourage wellness and instill confidence by focusing on skills and activities that promote success both in life and in the workplace.

How to Use and Adapt this Guide

We recognize the diversity among Indigenous communities in Canada and encourage you to adapt this guide in order to make it relevant to your community. The lessons in this guide can be broken up into several shorter learning experiences and can be easily adapted to presentation slides.

Action Planning Tool

The Action Planning Tool in Appendix A can be completed by students as they work through the modules. Activities

related to the Action Planning Tool appear in blue boxes throughout this resource and are marked Action Plan Activity and numbered to correspond to the numbers in the Action Planning Tool. This planning is intended to give students an opportunity to design a clearly thought-out career and wellness plan that they can reference as they enter the workforce or go through career transition.

Additional Exercises

There are also exercises in purple boxes, such as interactive quizzes, that can be completed to help reinforce the content.

CHAPTER I

INTRODUCTION

I. Why Do We Work?

Learning Outcomes

- Identify the factors that motivate you to work and discuss how those factors influence your behaviour at work.
- Describe strategies to help you to develop and maintain pride in your work: hard work, punctuality, time management, perseverance, and self-discipline.

Reasons to Work

Have you ever heard the phrase: ‘Do what you love and the rest will follow’? While you may truly enjoy many aspects of your job, it is very rare to have a job that you love *all* of the time. The reality is, we work for many different reasons.

Why do we work if we don’t always love our jobs? Of course, everyone has financial commitments and we all need to make a living. Perhaps you have a student loan, car loan, mortgage, or family obligations. You may have long term career and financial goals, or you may have shorter term financial needs.

Money is important, but we also work for reasons not related to financial gain. Perhaps you enjoy the challenge that work provides, or you enjoy creating or fixing things. Many people are motivated by work that focuses on helping people. Perhaps you are motivated by leadership or team work, or it’s important for you to help your community. Work ethic is often instilled in us when we are children and can help to shape who we become as adults and adult workers.

Neil Thevarge has a successful career in the field of construction. Listen to how his childhood experiences contributed to how he approaches work as an adult.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=375>

Neil's work ethic was instilled in him as a child. Not everyone has had the same opportunity to develop a strong work ethic in their youth. The good news is that it is never too late to start to change the way you think of work.

Take a moment to reflect on why you work:

- What are some of your short-term goals? Is there a skill that you want to learn that will help boost your career to the next level? Or perhaps you want to be able to build a garden, go fishing, or take a friend or family member to the movies.
- What are your long-term goals? Do you want to find ways to help your community? Or do you want to travel or save for your future? Do you have a family member who needs your support and do you want to be able to help them out? Or do you want to own your own business so that you can support your community with education and opportunity?

Action Plan Activity 1 – Life goals

Using the Action Planning Tool in Appendix A, take some time to write down a few of your short-term and long-term goals that are most important to you and when you would like to achieve these goals. In the Measure of Success column, identify how you will know when your goal is completed.

Keep your goals somewhere so that you can remind yourself of them when you have a bad day at work or when you get stuck doing an aspect of your job that you don't necessarily enjoy. Remember, bad days are temporary.

Motivation to Work

Here are some tips to help motivate you through challenging days at work:

- Stay focused on your personal goals and remind yourself that each day you are one day closer to your long-term and short-term goals.
- If your tasks seem overwhelming think about breaking your tasks down into smaller, achievable steps. This will help you to stay positive through tough days.
- Are you looking to get ahead in your job? Maybe you want to be given more responsibility at work and your goal is

to become a lead on the job site. Keep this in mind when you are doing things like site clean-up and do your best to impress at all times.

- Challenge yourself, impress your boss, be given more opportunity, and move up the ladder! Success is motivating!
- Motivate others on your team to succeed. Having a positive and motivated team is healthy and leads to successes for everyone.
- Focus on the outcome of your work and try not to get stuck in some of the day-to-day tasks that can be challenging or not enjoyable. Are you building a house or working on a project that you take pride in? Remember the end goal.
- Find healthy ways to reward yourself and celebrate your successes. BUT be cautious with rewarding yourself. You can become dependent on incentives and rewards and this is counterproductive!

Action Plan Activity 2 – Strategies to keep motivated at work

Can you think of other strategies to help you get through tough days and keep you striving for improvement on the job-site?

- Write down some of these strategies in your Action Planning Tool in Appendix A under Strategies to keep motivated at work.
- Think of sharing your strategies with the work crew, as this may keep the talk positive, open and ongoing. Positive behaviours and discussions can lead to success and they might transform your workplace. Your colleagues will likely be grateful and they may also be willing to share their strategies that you may find useful.

Watch the following video where BCIT graduate Jacob Dalling describes what motivates him to work.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=375>

Key Takeaways

- Hard work and discipline will bring you success in the workplace and will help you to reach your work and life goals.
- There are many strategies you can use to stay motivated at work. Focus on your long-term and short-term goals and make sure you have a mental strategy to get through tough days at work.
- It is motivating to know that you can be successful for yourself, your family, and your community.

CHAPTER II

SELF-CARE

2. Personal Gifts and Self-Care

Learning Outcomes

- Identify personal talents and gifts through reflection activities and describe them to employers and colleagues.
- Discuss and define what self-care is and how you can proactively prioritize and support your wellness throughout your professional journey.

In order to be successful at work, it's important to understand your own strengths, your personal talents and gifts, in staying grounded and healthy. In traditional Indigenous cultures, an individual is more than just their "self". Everyone is part of a family, a family is part of a community, and communities create a nation.

It's important to be able to identify and reflect on your own personal gifts and talents so that you take this knowledge into your workplace and successfully lead within your workplace community.

Personal Talents and Gifts

Identifying and using your personal talents and gifts is a lifelong process and will enable you to succeed in your career. For example, people who make others laugh contribute to creating an enjoyable workplace. For others it may be the ability to focus on the task at hand to ensure that all projects are completed in a timely manner.

Action Plan Activity 3 – Talents and gifts

Using the Action Planning Tool in Appendix A, take a moment to reflect on your top 3 personal talents or gifts. Write them down in the column under My Talent or Gift. If you're unsure of what your talents and gifts are, consider asking your friends, family, or coworkers to describe what you do particularly well.

Identify how your talent or gift can contribute to your work. Write down these contributions in the column under Contribution to the Workplace.

Now that you have identified a few of your personal talents and gifts, let's explore how you can benefit from bringing these to the workplace. The first step is learning how to speak to an employer about the strengths you bring to the workplace. The activity below will get you started with this.

Exercise

Sentence completion + examples of how to articulate these gifts and values to an employer via the CL, resume, interview, networking, LinkedIn

1. I can (do) better than most people.
2. I feel most proud at work/school when I am
3. My manager praises me when I
4. I thrive when
5. I gain strength from.....

Feel free to use these sentences to speak to an employer about your strengths. You can also use these powerful statements on your resume or cover letter to demonstrate how you contribute to the workforce. While you may have difficulty being bold about your accomplishments, please know that employers want to know your strengths.

You may also use these as affirmations to build your self confidence. To do so, select a few phrases and repeat them to yourself on a regular basis (such as once a day or once a week).

Self-Care/Wellness

Across Canada, Indigenous communities have their own unique teachings, protocols, and traditions. Indigenous people are also known to value balance for the self in the mental, physical, emotional, and spiritual ways of living. Recognizing and adopting healthy behaviours in the four areas is key to your wellness. Taking care of yourself during your personal and professional journey is vital for your overall success and well-being.

Listen to the following traditional wellness teachings from Elders Alf Dumont and Mary Roberts.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=365>



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=365>

Key Takeaways

- Identifying your personal talents and gifts and recognizing how you contribute to the workplace is an important step in recognizing the unique value you bring to your work environment. This may motivate you to continue to take steps that will allow you to thrive in your career.
- Taking care of yourself is vital for your overall success and well-being.

3. Practicing Self-Care

Learning Outcome

- Explain how best practices in self-care can be applied to your personal well-being journey.

What is Self-Care

Self-Care can be understood as an activity that we do or a mindset we adopt in order to support our health and well-being. This can take form in many ways, including something as intentional as meditation or as simple as taking a short walk or coffee break during your day. Practicing self-care has been shown to decrease levels of stress and anxiety and increase positive mood and productivity. It is important to choose a self-care practice that fits your lifestyle and brings you a sense of joy, pleasure, and/or relief – this way you are most likely to keep it up!

Elder Mary Roberts talks about self-care in the following video.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=30>

Watch these videos where James Williams and Neil Thevarghese talk about work-life balance and wellness in the workplace.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=30>



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=30>

Examples of Self-Care Practices

Go for a walk or run, connect with nature

- Research supports positive psychological benefits of being in nature that relate to things like mood, spirituality, and feeling content.

Nurture your relationships with family and friends

- Positive psychology and the study of “happiness” has found that one of the strongest correlations to a person’s happiness and positive well-being is strong social connections and relationships. Strengthening and maintaining the relationships you have in your life builds a community of support and a sense of connection that has sustainable and significant benefits to your physical and mental health.

Journaling

- Writing down your thoughts can have many positive effects on your well-being. These include increase in memory retention, decrease in stress and anxiety, increased self awareness and self esteem, and increase in creativity.

Self-Care Resources

The British Columbia Crisis Centre website has information about [Coping and Self-Care](#).

BC Provincial Health Services Authority has adapted Homewood Health's Self-Care Starter Kit (pdf) [Self-Care Starter Kit](#)

Reflect on what self-care means to you. Why is it important? How will self-care help you in your growth both personally and professionally? What are some examples of how you currently practice self-care? What are examples of self-care practices that you would like to start?

Key Takeaways

- In order to reach your personal and professional goals, it is important to take care of yourself and prioritize your wellness.
- Self-care is the practice of prioritizing your health and wellness on a daily basis.

4. Resources for Self-Care

Learning Outcome

- Identify resources that may be of support to you.

Taking Care of Yourself

As we've discussed, it is important to take care of yourself in order to maintain your holistic health and wellbeing. Everyone experiences varying levels of wellness throughout their lives as they learn, grow, and are faced with different challenges and experiences. Sometimes we need extra support in order to cope, be resilient, and grow. There are a number of resources dedicated to help and support you in this process.

In this next video, Jacob Dalling talks about his experience with BCIT's Indigenous Initiatives sweat lodge while he was a BCIT student.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=35>

Connecting with Community Resources

There may be times throughout your work and personal life where you need to connect to resources within the community.

Listen to this real-life situation described by James Williams, Western Canada Aboriginal Liaison for Peter Kiewit Sons, where accessing resources helped to save someone's career.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=35>

Resources

BCIT Specific

- [BCIT Indigenous Initiatives](#)
- [Advocacy](#)
- [BCIT Counselling and Student Development](#)
 - BCIT counsellors are available by appointment to assist students with personal concerns, promote educational success, build necessary skills, and achieving their goals.
- [Mindfulness Practice](#)
- [BCITSA Wellness](#)
- [BCIT Recreation Services](#)
 - BCIT Recreation Services view leisure as a crucial component of student health and wellbeing and facilitate this by offering various fitness and activity options.

Community

- [BC Access Grant](#)
- [First Nations Health Authority](#)
 - PDF resources regarding numerous Indigenous health and wellbeing concerns
- [BC Mental Health Crisis Line](#) ; 1-800-SUICIDE (1-800-784-2433)
- Vancouver Coastal Health – [Aboriginal Health Services](#)
 - [Aboriginal Wellness Program](#)

Action Plan Activity 4 – Self-care resources

In your Action Planning Tool in Appendix A, write down three (3) resources that you feel would be of help to you personally and/or professionally.

Key Takeaways

- There are many resources available to help and support you throughout your life.
- A key challenge is finding the courage to ask for help and following through.
- Being aware of resources that are available is a proactive way to take care of yourself and those around you. In building your resources, you will have a stronger understanding of the community of caring that surrounds you.

5. Your Self-Care Plan

Learning Outcome

- Develop and adopt a daily Self-Care Plan.

Self-Care Plan

BCIT and the BCITSA have adopted a [holistic model of wellness](#) (click on resources) featuring 8 dimensions. We use this to educate and encourage our community members to prioritize their wellbeing and recognize that there are many pieces that contribute to a whole and healthy self. As you may notice, this globally adopted model is deeply stemmed in Indigenous teachings of holistic health and balance. There are other models which you may identify with based on your value system. Before moving onto the next activity, take a moment to explore the different dimensions of wellness on the [BCIT Student Association website](#) (click on resources) and reflect on how you practice (or want to practice) healthy dimensions of wellness.



The wellness wheel depicts 8 dimensions of wellness: occupational; physical; psychological; social; spiritual; environmental; financial; and, intellectual.

As he explains below, Alf Dumont, Elder in Residence at BCIT, practices self-care by walking daily to support his well-being.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=42>

Action Plan Activity 5 – Daily self-care practices

In a crisis, one of the biggest challenges is feeling a loss of a sense of control. One way to maintain a feeling of being in control is to ensure that you are ‘grounded’ on a daily basis and that you are practicing healthy self-care habits.

In the Action Planning Tool in Appendix A, list five (5) self-care best practices that you will incorporate into your daily life.

Key Takeaway

- There are a number self-care practices that you can incorporate into your daily life to maintain and improve critical aspects of your health.
- By engaging with the dimensions of wellness, you can have a better understanding of how self-care habits support and energize you.

Media Attributions

- [Dimensions of Wellness](#) © [BCIT Student Association](#) is licensed under a [CC BY-SA \(Attribution ShareAlike\)](#) license

CHAPTER III

COMMUNICATION

6. Communication and Culture

Learning Outcome

- Demonstrate effective verbal and non-verbal communication strategies for the workplace.

Communication Skills

Communication skills are vital to success in the workplace. Many of us work and live in a multicultural areas, so the ability to communicate effectively with people from other cultures is paramount to success in the workplace. It's important to recognize that there are differences in worldviews.

Exercise

Take some time to review [Indigenous Peoples Worldviews vs Western Worldviews](#) from Indigenous Corporate Training Inc. to learn more.

Quite often our cultural differences extend into differences in communication. Rupert Ross said “until you understand that your own culture dictates how you translate everything you see and hear you will never be able to see or hear things in any other way (2006, pg. 4). It is therefore important to recognize how you communicate, and if you are understood by others.

Communication on the job site is essential. Your work will involve communicating with many different people from diverse professional and cultural backgrounds. You will be working with co-workers on site, and you might also work with architects, designers, or book keepers and accountants. You need to be able to effectively communicate with your colleagues in order to do your job well.

Active Listening

At work, you need to be able to show that you understand. A great way to demonstrate that you really heard someone is to employ Active Listening techniques:

- wait for the speaker to finish
- give the speaker your full attention and nod to show you are listening

- engage with the speaker through eye contact
- repeat back or summarize main points
- ask clarifying questions

Eye Contact

Some of these practices, such as maintaining eye contact, are not as important during conversation for some Indigenous peoples as it is within Canada's work culture. This can be a challenge for some Indigenous people in their work life. In mainstream Canada, maintaining eye contact is linked to building trust and respect. If you feel uncomfortable maintaining eye contact, it is helpful for you to communicate this to your employer and/or work colleagues. After all, most people want to build respectful relationships through understanding.

Exercise

For information about the importance of direct eye contact within mainstream Canada, have a look at [The Importance of Eye Contact and How to Improve It](#).

Many employers are open to and interested in becoming more aware and sensitive to Indigenous people and culture. If you believe your employer may be curious about your culture and/or why you behave differently in situations than your colleagues, consider asking. Many mainstream Canadians do not question or talk about Indigenous people/culture because they are afraid of saying or doing the wrong thing. You can help by being open to their questions about your culture, history, worldview, etc.

Personal Space

Respecting personal space is an important aspect of communication. Different cultures have different concepts of personal space. For example, Asian cultures typically have a different sense of personal space than European cultures. Be aware of this in your interactions with others and also recognize your personal space preferences. If you prefer to have a lot of space around you, be conscious of how this affects your communication in the workplace. Being either too close or too far away from someone can cause feelings of discomfort. Try to be sensitive to this aspect of communication, particularly as most workplaces in Canada are multicultural.

Advocating for Yourself

In our work lives we may come across situations where it's important to have boundaries. Advocating for yourself in the workplace can be difficult because we are taught to follow direction at work. You may, however, come across a situation where you don't agree with someone or where you need to stick up for yourself and your opinion or perspective. Learning how to effectively advocate for yourself can be tricky and there is often a fine line between advocating for yourself and being aggressive or insubordinate. What do these terms mean?

Insubordination is the act of refusing to obey orders and you can be fired for not following the direction of a superior at work. Using your assertiveness skills can help you if you are in a situation where you don't agree with your boss. Be very careful when providing feedback to an employer and make sure you talk about the situation with someone you trust before taking any action!

Aggression takes the form of using force to get your perspective across. In extreme cases this can take the form of yelling, bullying, or even using physical force. Aggressive people tend to be inflexible and often insecure. They fight fire with fire.

Assertiveness is the ability to state your perspective and opinion in a way that is clear, calm and respectful to the listener.

Watch this video that elaborates on the difference between assertiveness and aggression in the workplace.



A YouTube element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=370>

Practice being assertive by following the guidelines below:

- Remain calm and take a deep breath if you need to
- Use non-aggressive body language such as uncrossing your arms and using eye contact to demonstrate trust
- Speak with clarity and precision. Be to the point and direct
- Express your needs or perspective calmly and with confidence
- Use 'I' statements to keep the focus on yourself rather than implying blame.

Examples

“When I arrived at work today, I was surprised to learn that the site was not locked”.

“I noticed that this cable is not connected properly, can you please have a look at it”?

“I’m feeling stressed because we are behind on this project. Can we sit down and go over the schedule again please”?

Exercise – Practice your assertiveness skills

What ‘I statements’ could you use in the following scenarios? Practice with a friend or partner.

- Your colleague used your tools and didn’t return them to you on time. What do you say?
- A sub-contractor arrived late to the job site and it has affected your schedule for the day, making you late. How do you handle this?
- A sub-contractor makes a racist comment and it is directed at you. How do you react?
- Your supervisor links you to an error at a job site but you actually weren’t connected to the error. What is your response?

These situations are uncomfortable, and they do happen. Be prepared so that you can react assertively, rather than with aggression or insubordination.

Key Takeaways

- Eye contact, assertiveness and active listening are all skills that can help you to be a successful communicator in the workplace.

Reference

Ross, R. (2006). *Dancing with a ghost: Exploring Aboriginal reality*. Toronto, Ontario, Canada: Penguin Canada.

7. Your Culture and Awareness of Cultural Values

Learning Outcomes

- Identify your own cultural orientation.
- Examine diverse cultural values.
- Explain the importance of inter-cultural perspective.

Awareness of Cultural Values

You have already reflected on your personal or individual gifts and values in the previous section. Now it is a good time to reflect on different cultural values and diversity around your workplace. According to Heathfield (2018), culture involves beliefs, attitudes, values, and traditions that are shared by a group of people. Let's do the following exercise to understand different cultural assumptions embedded in our customs and way of life.

Watch Derek Sivers deliver a TED talk “Weird, or just different?”



A TED element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=48>

Exercise

Answer the following questions:

- When receiving a gift from a co-worker, should you open it immediately, or wait to open it in private?
- In a conversation with your instructor or your supervisor at work, should you maintain direct eye contact?

Compare your answers with the following guidelines – in many cases, it depends!

In Chile, it is good manners to open a gift immediately and express delight and thanks. But in Japan it is a traditional custom to not open a gift in the giver's presence.

In mainstream North American culture, people are expected to look directly at each other when having a conversation. But a cultural norm for many traditional Indigenous people involves keeping one's eyes lowered as a sign of respect when speaking to an instructor or supervisor.

Of course, no one can be expected to learn all the “dos and don'ts” of the world's myriad cultures; instead, the key is to be willing to understand cultural differences and develop a capability to adapt our behaviors appropriate to diverse cultures. Remember that the way we would like to be treated is not necessarily the way others would like to be treated.

Understanding Cultural Differences

Awareness of Indigenous Culture

Hall (1973) stated that “Culture hides much more than it reveals, and strangely enough what it hides, it hides most effectively from its own participants. Years of study have convinced me that the real job is not to understand foreign culture but to understand our own.”

Exercise

Check out this list of the [differences between traditional Aboriginal cultures and mainstream Western culture](#) provided by Indigenous Works.

Do you agree with the list?

Under Traditional Culture, are there items that are new to you or that you don't agree with?

According to Voyageur (2001), Indigenous communities in Canada are themselves multicultural and diverse. There is sometimes a misconception that Indigenous people are one homogenous group who share the same culture, traditions, and languages. In British Columbia there are more than 200 Indigenous communities with an amazing diversity of culture and language. In addition, there are Indigenous people from other provinces living in BC, as well as Metis and Inuit People. Each of these groups/communities has its own unique culture, traditions, and history.

Awareness of Other Cultural Orientations

Once you have a good understanding of your own cultural values, it is in your best interest to work to understand other people's cultural and historical backgrounds. This will help you be open and curious, as well it can provide answers to better understand the motivations and values that impact you and the people around you.

Values that Shape Cultural Differences

To gain understanding of different cultural orientations, see the information provided on [Ten Values that Shape Cultural Differences](#) and answer the questions in the box below.

Exercise – Test your intercultural knowledge



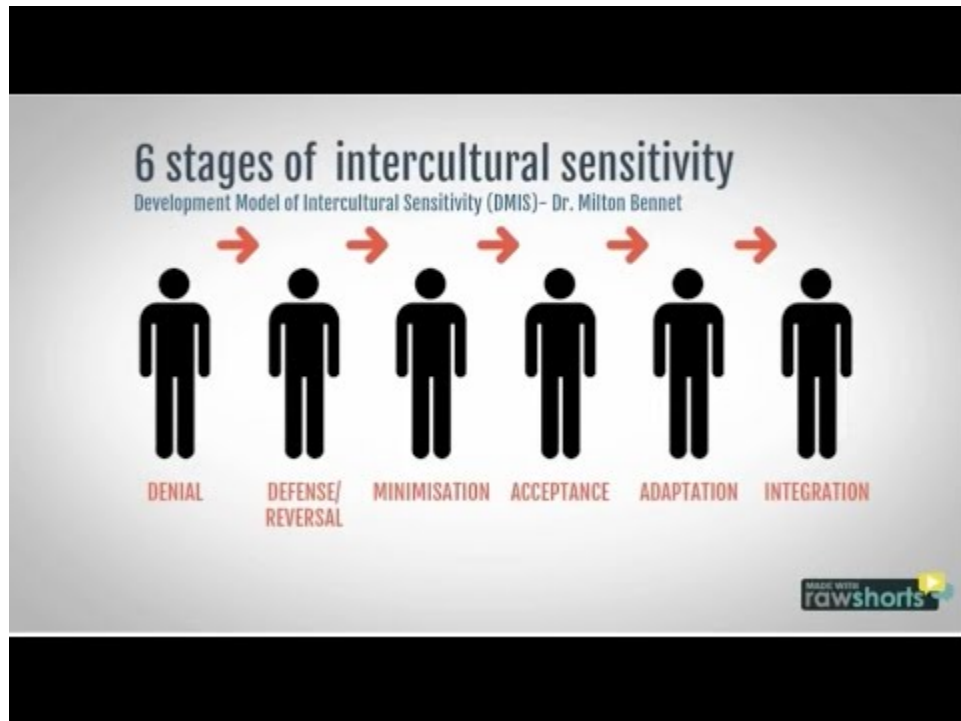
An interactive or media element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=48>

Moving Towards Intercultural Competency

How do people deal with cultural differences? Bennett's (1993) Developmental Model of Intercultural Sensitivity (DMIS) below describes a six-stage continuum for increasingly sophisticated ways of dealing with cultural differences.

Watch the video on Bennett's Developmental Model of Intercultural Sensitivity



A YouTube element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaytosuccess/?p=48>

When we have a monocultural mindset, other cultural norms could be seen as weird or minimal. However, as we move towards an unanchored view of culture, we may be able to learn how to interpret behaviors and communications that are different from our own without making judgments based on our own standards. Then when we perceive each culture in terms of the other and focus on the relationship and meaning-making process itself, we can say that we have achieved “intercultural competency”. According to Sharma et al., intercultural competency is the “ability to think and act in appropriate ways with people from other cultures” (2009, p. 232). In the next module, we will discuss how to build up this intercultural competence especially in the workplace communication setting.

Key Takeaways

- To become a successful communicator in today’s culturally diverse workplaces, it is important to recognize your own cultural orientation and the different cultural values and diversity around you.

References

Heathfield, S.M. (2020, March 6), [Culture: Your environment for people at work](#), the balancecareers.

Hall, E.T. (1973). *The silent language*. Toronto: Anchor Books.

Voyageur, C.J. and Calliou, B. (2000) Various shades of red: Diversity within Canada's Indigenous community *London Journal of Canadian Studies*, 16, 109-124.

Bennett, M.J. (1993). Towards a developmental model of intercultural sensitivity. In R.M, Paige (Ed.), *Education for the intercultural experience* (pp. 21-72). Yarmouth, ME: Intercultural Press.

Sharma, P., Tam, J. L. M., & Kim, N. (2009). [Demystifying intercultural service encounters: Toward a comprehensive conceptual framework](#). *Journal of Service Research*, 12(2), 227-242.

8. Intercultural Communication

Learning Outcomes

- Describe an intercultural communication framework
- Practice applying it to an intercultural incident situation in a trade workplace setting.

Cross-cultural Communication

Canada is a multi-cultural society and it is important to be sensitive to cross-cultural issues that may arise in the workplace. Culture is communication, according to Edward T. Hall (1973), a pioneer in culture and communication studies. Through our verbal and non-verbal behaviors, we convey the norms of our culture. How can we enhance effective communication in culturally diverse workplace contexts?

Jacob Dalling, BCIT alumnus, gives his perspective on working with people from other cultures in the next video.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=53>

Reflective Intercultural Learning Cycle

Exercise

Check this [Reflective Intercultural Learning Cycle](#) offered by NorQuest College. It provides a 4-step framework, the Something's Up! Cycle, that helps us build intercultural communication skills.

This Cycle encourages us to reflect on the ways that culture might impact understanding in intercultural spaces.

At each stage of cycle, there are questions to ask yourself to gain appropriate awareness, knowledge, and reactions.

Applying The Reflective Intercultural Learning Cycle

Let's watch the following cultural incident video below and learn how to apply the Something's Up! Cycle to the incident.



A YouTube element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=53>

Exercise



An interactive or media element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=53>

Key Takeaways

- The ability to communicate with intercultural competence is critical in today's workplaces.
- When cultural incidences happen, practice the Reflective Intercultural Learning Cycle.

CHAPTER IV

WORKPLACE EXPECTATIONS AND VALUES

9. Respect in the Workplace

Learning Outcomes

- Describe how to contribute to a diverse and respectful workplace.

What is a Respectful Workplace?

You are responsible for your own conduct and for making sure that you maintain a respectful workplace. Your employer is responsible for taking all reasonable steps to ensure the health and safety of their workers in a workplace that is free from bullying and harassment.

All companies and organizations are subject to the same federal and provincial legislation put in place to ensure respect in the workplace. Individuals who violate these laws may be subject to discipline by their employer, up to and including termination of employment, and/or legal prosecution.

A respectful workplace is a place where employees are:

- considerate of one another
- inclusive of other individuals or groups regardless of differences in background, culture, strengths, or opinions
- not subjected to disrespectful, discriminating, bullying, or harassing behaviour
- supported by their employer/management team to resolve disputes

The following behaviours and attitudes are not acceptable:

- Personal harassment is considered any behaviour by a person directed against another person that a reasonable person would consider offensive, humiliating, or intimidating. Examples include making derogatory comments, swearing, yelling, inappropriately interfering in another person's work, derogatory gestures, inappropriate practical jokes, ridicule, gossip, reckless disregard or denial of another's rights, improper use of power or authority, or physical assault.
- Bullying is a repeated or systematic behaviour—physical, verbal, or psychological—that is intended to belittle, intimidate, coerce, or isolate another person.
- Discrimination is unfair differential treatment of an individual or group based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or unrelated criminal conviction.
- Discriminatory harassment is abusive, unfair, offensive, or demeaning treatment of a person or group that interferes with work or creates an intimidating, hostile, or offensive workplace.
- Sexual harassment is conduct of a sexual nature that is unwanted or unwelcome.

Promoting a Respectful Workplace

To ensure that your behaviour promotes a respectful workplace, consider the following:

- Before acting, consider the impact of your words or actions on others. How would it feel to be on the receiving end?
- Recognize and respect the differences of your co-workers.
- Monitor your communications: verbal, written, body language, and listening.
- Gain a better understanding of yourself and the triggers that set you off. This will allow you to better control your reactions and act appropriately instead of in haste or anger.
- Take responsibility for your actions and be proactive in resolving conflict with your employer or co-workers.
- Base your decisions on facts rather than assumptions.
- Remember that you are not at the centre of all activities, and look at the bigger picture.
- Don't sit on the sidelines when you fear or see a co-worker being harassed or bullied. Complacency allows inappropriate behaviour to continue and escalate.
- If you encounter a problem in the workplace, be proactive in resolving it in an appropriate way.

In the following videos, James Williams and Neil Thevarge talk about facing and dealing with racism at work.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=383>



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=383>

Resources

If you've witnessed or experienced [bullying and harassment](#), as described by [WorkSafe BC](#), in your workplace, there are [steps you can take](#) to ensure it is dealt with by your employer.

You can contact the [BC Human Rights Clinic](#) if you think that you are experiencing a [human rights violation](#).

Legislation Governing Acceptable Behavior

[Workers Compensation Act](#)

The Workers Compensation Act outlines the general duties for employers, workers, and supervisors. In the case of bullying or harassment in the workplace, an employer is required to take all reasonable steps necessary to address complaints. If the issue is not handled at the workplace, a formal complaint can be submitted to WorkSafeBC.

[Human Rights Code](#)

The Human Rights Code of British Columbia is intended to address all issues of discrimination that prevent full and free participation in economic, social, political, and cultural life in BC.

[Canadian Charter of Rights and Freedoms](#)

The Charter recognizes primary fundamental freedoms, democratic rights, mobility rights, legal rights, and equality rights and recognizes the multicultural heritage of Canadians.

[Civil Rights Protection Act](#)

This Act addresses conduct and communication that promotes hatred or contempt or superiority/inferiority based on colour, race, religion, ethnic origin, or place of origin.

[Canadian Multiculturalism Act](#)

This Act recognizes diversity as a fundamental characteristic of society in which there are no impediments to full and free participation in the economic, social, cultural, and political life of British Columbia.

[Criminal Code of Canada Consolidated Statutes and Regulations](#)

This section of federal legislation defines criminal harassment, prohibited conduct, and punishment.

Additional Information

WorkSafeBC's [Toward a respectful workplace: A handbook on preventing and addressing workplace bullying and harassment](#) is a thorough overview on this topic and provides examples of how to foster a respectful workplace.

Exercise – Test your knowledge



An interactive or media element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaytosuccess/?p=383>

Key Takeaways

- All workers are responsible for their own conduct and ensuring that they maintain a respectful workplace.
- Employers are responsible for ensuring that they take all reasonable steps to ensure the health and safety of their workers in a workplace that is free from bullying and harassment.

Content in this chapter is adapted from:



[Line B – Employability Skills Competency B-2: Describe Expectations and Responsibilities of Employers and Employees](#) by Camosun College is licensed under a [Creative Commons Attribution 4.0 International License](#), except where otherwise noted.

10. Values and Workplace Culture

Learning Outcomes

- Identify your personal and workplace values.
- Determine the difference between values clashes and rights infringement in the workplace.

Personal Values

Your personal values are the things that are important to you and motivate you in your personal and work life. Your values determine your priorities, what you do, and how you act.

When what you do and how you act are aligned with your values, you will usually feel good about how your life is going. If your personal values are not aligned with what you do, and how you act, you may feel unsettled or unhappy.

Ensuring that your values align with your actions in the workplace is crucial to ensuring you have a positive work experience.

In the next video, Elder Mary Roberts discusses her personal values. Note how she contrasts traditional values with the values of broader society.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=61>

Identifying Your Values

Identifying your values can help you to determine your priorities, both in your personal life and at work.

In the following video, James Williams, Western Canada Aboriginal Liaison for Kiewit, talks about how his success aligns with his personal values.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=61>

Below is a list of some personal values. You may have values that are not included in this list.

Abundance	Clarity	Discipline	Freedom	Inclusivity	Passion	Strength
Accountability	Comfort	Effectiveness	Friendship	Independence	Peace	Stability
Achievement	Compassion	Empathy	Fulfillment	Integrity	Perfection	Status
Action	Competition	Energy	Fun	Intelligence	Persistence	Success
Adventure	Connection	Enthusiasm	Harmony	Intimacy	Philanthropy	Teamwork
Ambition	Contribution	Excellence	Happiness	Kindness	Power	Tolerance
Awareness	Control	Fairness	Health	Knowledge	Respect	Tradition
Balance	Courage	Faith	Honesty	Liveliness	Security	Truth
Beauty	Creativity	Fame	Honour	Love	Simplicity	Vitality
Calmness	Curiosity	Family	Humility	Money	Spirituality	Wealth
Cheerfulness	Determination	Flexibility	Humour	Nature	Spontaneity	Wisdom

Action Plan Activity 6 – Personal values

In your Action Planning Tool in Appendix A, list the five (5) values that are most important to you and record how these values influence how you conduct yourself at work.

For example, in the 'Professional values' video, James explains how his value of helping is tied to his community. This makes an impact in his daily work and as a result of his value system, he has been able to create job opportunities for his community. James is proud to be of service to his community.

Workplace Culture

Since workplace culture is the sum of how all people at the workplace conduct themselves, and what they value, it is possible to influence your workplace culture by staying true to your values. Knowing how to communicate in an effective and respectful way is important to building a positive workplace culture. It is also important to model the values that are significant to you.

Examples

- If you value money, do what you can to help the company you work for be successful and then negotiate a raise, or offer to work overtime.
- If you value friendliness, make sure you smile and greet the people at your worksite.

Workplace Values

Exercise

Use this [work values quiz](#) to identify what you value at work.

Misalignment of workplace and personal values

What happens if you find yourself in a job where the workplace values do not match your own values. That can be very uncomfortable.

- You find yourself at a worksite where meeting deadlines is a core value. You are uncomfortable cutting corners to meet predetermined timelines because you know that the end-result will not be as high a quality product as it could be. What do you do?
- You have a job where you are frequently expected to work overtime without notice. You often have to arrange for someone else to pick up your children from daycare. Your family is important to you. What

do you do?

What You Can Do

Determine how serious the misalignment of values is: it is hard to find a perfect fit.

Identify your values by making a list of what is important to you in a job. If you have not done so yet, you can take [the work values quiz](#) referred to in the activity above.

Prioritize the items on your list and think about what can you live with and what can't you live with in your work. Try to identify where your boundaries lie and whether you can find a compromise with your employer or within yourself. In this process, you must reflect on and self-evaluate your personal motivation or reason for desiring the compromise; is this really about the organization or more about yourself?

If the conflict is small

Decide whether you can live with the difference in values by either ignoring it or compromising. This may be possible when the value is important to the workplace and not as important to you.

If the conflict is serious

If the clash in values is a serious one to you, consider these steps:

Talk to your mentors, and take advantage of any community or job supports that you have, to try to determine an approach to this conflict that is right for you.

Talk to your supervisor or co-workers about your concerns – sometimes a dialogue where all people are really listening and trying to find a solution can solve even big differences. If you choose to address the issue with your employer or team members, approach the conversation cautiously and be sensitive to the perspective of others; remember that even if this workplace is not a fit for you, it may be the perfect fit for others on your team and you do not want to insult them or injure another employee's motivation or morale.

After talking with your supervisor, coworkers or your mentors, identify points of agreement or disagreement and reevaluate your approach or options.

Evaluate how important this job is to you: do you need the experience, do you need the income, are there other job options for you if you leave your current employer – usually it would have to be a very serious issue to prompt you to leave your job.

If it is a job that you cannot leave immediately but is full of conflict, start to plan how you might improve things: would it help to change teams, is there something that you can do (learn a new skill) that would allow you to have more employment choices in the future?

Do your part to maintain a respectful workplace, even if there is conflict

Values clash versus Rights Infringement

Sometimes there are values clashes between people who are working together. These are hard to resolve because values are personal and reflect what is important to an individual or a particular group. Maintaining a respectful workplace allows people who have different values to work together.

Rights infringement is something different. In British Columbia, if you are being discriminated against because of your race, age, gender, gender identification, sexual orientation, physical or mental abilities, marital or family status, religion or political beliefs, you are experiencing a human rights violation. Discrimination means treating someone badly or denying them a benefit based on a personal characteristic.

Exercise – Is it a values clash or a rights infringement?



An interactive or media element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=61>



An interactive or media element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=61>



An interactive or media element has been excluded from this version of the text. You can view it online

here:

<https://pressbooks.bccampus.ca/pathwaytosuccess/?p=61>

Key Takeaways

- Your personal values are the things that are important to you and motivate you in your personal and work life.
- Workplace values are what a company or organization defines as most important.
- Culture is the behavior that results when a group arrives at a set of—generally unspoken and unwritten—rules for how they will work together.
- It is possible to influence your workplace culture.
- A values clash is when values do not align; a human rights infringement is against the law.

II. Workplace Expectations

Learning Outcomes

- Identify workplace expectations and responsibilities.

Workplace Expectations and Values

Workplace values are what a company or organization defines as most important. Workplace values can include things like always meeting deadlines, producing a quality product, integrity, accountability, and inclusivity. Every employee contributes to their workplace culture. For that reason, workplace culture changes and evolves over time (Heathfield, 2018).

In order to do well at work and excel in your job, you need to know what your employer expects of you. Employer expectations aren't usually written down. You are expected to know what they are and they could be different from job site to job site. You may feel that you are doing a good job, but if your expectations differ from those of your managers or co-workers, there may be conflict. Always make sure you and your boss are on the same page with your objectives and all that you should deliver.

If you don't know what the expectations are in your workplace, there are ways to find out:

- Observe other workers, especially the high achievers
- Ask your mentor
- Ask other workers
- Ask your manager, site-supervisor, or the project coordinator

Listen to Elder Alf Dumont speak about one of his work values.



A Vimeo element has been excluded from this version of the text. You can view it online here:

<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=59>

The more you can impress your boss with hard work and a job well done, the more likely you are to be given more responsibilities. Here are some tips to help you meet expectations and to advance your career. Follow these guidelines and you will be well on your way to becoming a leader at work:

Time Management

- Arrive to the job site 15 minutes early and be ready to go with tools in hand by the time your shift starts
- Save your employer time by being organized and following schedules

On the Job

- Find the balance between asking questions and taking initiative. As a new employee especially, it is important to ask questions. Taking initiative is great as long as you are aware of the big picture and you are not stepping on any toes.
- Be safe! Follow all work site safety guidelines very closely
- Go above and beyond – strive to work to the best of your abilities
- Stay busy – there is always something to do even if you've completed all tasks for the day
- Become an expert: take up opportunity to learn new things acquire new skills
- Listen to feedback and put it into action

James Williams, Western Canada Aboriginal Liaison for Kiewit, knows what employers are looking for. Here he talks about standards in the workplace.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=59>

Example

When your boss mentions that you left the jobsite disorganized, keep that information in mind for later. The next time you are in charge of site-clean-up, remember to put this feedback into action; that is, ensure the jobsite is organized and clean. As you continue to learn about expectations, your boss will be impressed that you've taken that feedback and improved.

Attitude

- Be honest
- Work hard
- Take pride in your work
- Respect your colleagues, the tools, and your clients
- Bring your ideas to the table

Example

When you hear co-workers mention, "We should really improve this process," think about how the process could be improved and write down your ideas or suggestions, and if appropriate write step-by-step procedures. Bring it to your team meeting and share your ideas.

Communication

In a perfect world we would all be perfect employees all of the time. But, life and challenges continue to happen. What if your car won't start or transit breaks down and you can't make it to work on time? What happens if you need to look after an ill family member and need the day off?

The key is communication.

- Ask your employer how they prefer to be communicated with if you can't make it to work or will be late.
- Does your work place/boss/supervisor prefer a text message, or would they prefer a phone call or email?
- It is important to inform your employer as soon as you know that you cannot make it to work or that you will be late getting to work.
- Frequent absences and late arrivals are frowned upon, unless you have a very good reason, and can be a valid reasons for termination.
- Employers can ask for a doctor's note if you are ill. Just know that some employers are more accommodating than others.

Let your boss know as soon as possible if something comes up that will prevent you from being your best at work. Employers usually understand when challenges surface. If challenges surface frequently, there could be negative consequences, such as termination. You can avoid negative consequences by being open and honest.

Key Takeaways

- Knowing your employer's expectations is key to a successful working relationship and will help you excel in the workplace.
- Ensure that you communicate, ahead of time if possible, if you will be absent, late, or are experiencing challenges that might have an impact on your job performance.

CHAPTER V

MENTORSHIP AND CAREER ADVANCEMENT

12. Mentorship

Learning Outcome

- Recognize the value of mentorship and try to find your potential mentor.

Mentorship

When was the first time you developed your resume? Do the skills or knowledge you trumpeted on that resume look different from those on your recent resume?

Have you wondered what your resume would look like in 5 years?

In today's labor market, job requirements are changing so dramatically that they are forcing workers to become "continuous learners" (Jeremia, 2018). Sometimes, it is hard to stay motivated with "continuous learning." . Also, you may not know where to start to continue your learning in your field.

The best way to spark your continuous learning is to surround yourself with people who will challenge you to do so – mentors! In this section, you will learn why mentorship is important and how you can find great mentors.

The Power of Mentorship

Historically, Indigenous people shared knowledge from one generation to the next orally through stories. Sharing cultural knowledge was also demonstrated with songs, games and group activities. Indigenous wisdom suggests that there are certain things that young people need to survive and flourish; mentoring is one of them (Weinberger, 2006)

Key Benefits of Mentorship

"A mentor is someone who has faith in you and your abilities, especially when you do not, and in doing so, inspires you to reach for your dreams and teach others to reach for their worth and potential" (Alberta Education, 2007)

According to the research findings in *Mentoring and Professional Development* (ABP BC Strategy, 2013), participants who joined the mentoring program witnessed the following benefits.

- Development of professional knowledge and skills: The majority of participants (82%) reported that mentoring helped them improve their professional knowledge and skills.

- Over 60% suggested that mentoring fostered an environment of continuous learning
- Life skills development: Some participants shared that they were able to develop life skills that were helpful outside of the workforce.
- Expanding connections: Participants also reported that they were able to improve relationships both within and outside of the work environment. Many were able to strengthen their connection to other staff and build their connections outside of the workplace (Elders, family members, and the greater community)
- Staying in the company: Interestingly, two-thirds of participants shared that mentoring opportunities contributed to their sense of belonging to their organization and supported their decision to stay in the organization. Additionally, some participants reported that the mentoring helped them to get a promotion or preferred position

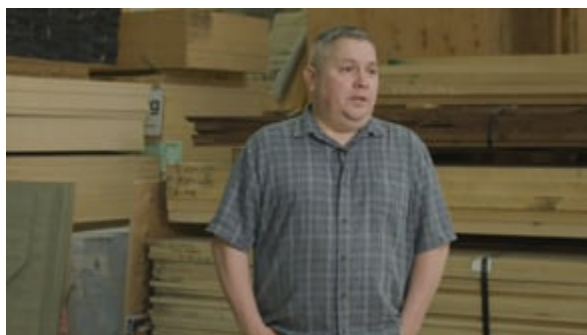
“The deeper the sharing of knowledge, the deeper the responsibility. Mentorship is far greater than just exchanging information. It is about impacting each other’s lives.” (ABP BC Strategy, 2013)

Stories about Mentorship

Let’s listen to Neil Thevarge and James Williams talk about the importance of mentorship.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=391>



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=391>

Mentoring Models

According to the *Handbook for Aboriginal Mentoring* (Alberta Education, 2007), there are three different models of mentoring: one on one mentoring; group mentoring; peer to peer mentoring.

- One-on-one: This could be most effective when the mentoring relationship maintains a positive and steady presence in a mentee's life. This relationship could be equal and more committed to mutual learning and benefit.
- Group: Although the nature of the relationship between the mentor and the mentee in groups tends not to be as strong as one-to-one mentoring, group mentoring can be a particularly effective model for Aboriginal youth because relationships are fundamental to Aboriginal culture. Group settings allow mentors and youth to engage and strengthen their capacity by learning from each other.
- Peer Mentoring: Peer mentors help others develop social and friendship skills, serve as role models, scribes, and study buddies. Peers speak the same “language” and often have similar experiences (Alberta Education, 2007). Peer mentoring is beneficial to young people who are socially marginalized: It helps them develop positive social networks and build self-confidence

How to Find Your Own Mentor

- Decide what you want to learn. First, determine what area(s) you're looking to grow. Do you want someone who can help you grow your networks or assist you in learning more about your industry or guide you on how to be a successful employee? Clarifying your expectations, goals, and objectives will ensure that you find the right mentor and that the relationship benefits your personal and professional goals.
- Look around your existing network: Great mentors can be found in a variety of places, so try looking both inside and outside of your current workplace. Seek out mentors at business and women's associations in your area, non-profit organizations, your college or university, within your family, elder groups, or community groups.
- Set up a meeting: Once you've identified a potential mentor, ask to meet and discuss a possible mentoring relationship. Meeting with a potential mentor is an important step to make sure that you are both clear on the terms. This meeting should take place somewhere that is mutually comfortable and where you can speak with confidence.
- Create the agreement of engagement: Once you have found someone who you are comfortable with and who agrees to be your mentor, make sure you share the same expectations. Be clear about the time required and the availability of your mentor, and establish a regular meeting schedule with topics you would like to discuss. Decide if you would like to schedule time or keep it flexible, and how you would like to meet and spend your time.

Mentoring Resources

Here is a list of resources to get you started on the path to finding a mentor:

[Indigenous Peer to Peer mentorship](#) : information on the peer mentorship program for first year BCIT students

[Elders in Residence](#) : Information on Elders who support Indigenous Students at BCIT

[YWCA Indigenous Mentorship](#) : Mentorship program for self-identified Indigenous girls, ages 12-18 (mentees)

[UNYA Mentoring Program](#) : Mentorship Program for Indigenous youth ages 12 to 15 who want to connect with a role model for advice and support

[Indigenous Mentorship Network of the Pacific-Northwest](#) : Mentorship network of Indigenous and allied students, researchers, academics, professionals across British Columbia and the Yukon.

[The BC Indigenous Youth Internship Program](#) : 12-month paid internship program for Indigenous British Columbians, ages 19 to 29. This Program was created by the BC Public Service Agency in partnership with the Ministry of Indigenous Relations and Reconciliation, Indigenous leaders, and Indigenous youth organizations.

Action Plan Activity 7 – Find a mentor

Think about the areas you want to grow in, either your personal or career life.

Think about who could be your potential mentors.

In your Action Planning Tool in Appendix A list at least 2 names or particular titles (e.g., Elder, supervisor, etc.) and decide how and when to reach out to them.

Exercise – Sentence summaries

Summarize what you've learned about mentorship by completing the following two sentences:

Mentorship is powerful as mentors can.....

I could find a mentor by.....

Key Takeaways

- Mentors can help you improve your skills and knowledge, expand your networks, develop a sense of belonging, and support you in advancing in your career
- Finding mentors could be easier than you think! Decide your growth goals and start with people in your network or reach out to the mentoring programs in the community

References

ABP BC Strategy (2013) Mentorship & Professional Development in the Aboriginal non-profit sector.

Alberta Education (2007). [Handbook for Aboriginal mentoring: What. why. how. who?](#) Edmonton, AB: Government of Alberta.

Geremia, S. (2015, Apr 26). [‘OK Google, find me a job’: New job search feature launches in Canada](#). The CTV news.

Weinburger, S. (2006). [Strengthening Native Community Commitment Through Mentoring](#). Department of Housing and Urban Development Native American Program. US.

13. Career Advancement

Learning Outcomes

- state key tips for career advancement
- carry out self-assessment activities
- develop your career advancement goals
- create a job plan to achieve the goals.

Key Strategies for Advancing Your Career

Career advancement planning involves:



Career Advancement Planning

Start with self- evaluation

Discover what is important to you in your work environment:

- Are you a stability seeker or an innovator?
- Do you enjoy working in social interaction or prefer working independently?

Knowing and understanding what is important to you regarding work will help you choose right career advancement options and a work environment that matches your motivations and values.

Exercise

Take a few minutes to review the following [Essential skills Self-Assessment for the Trades](#) and place a checkmark in the column that best describes your ability to complete the task.

Action Plan Activity 8 – Skills/knowledge gap

Pull out your resume and review your personal talents and gifts already identified in your action plan. Reflect on your skills, knowledge, experience, and talents one more time.

In the Action Planning Tool in Appendix A, write down:

What are some valuable qualities or skills that you already possess?

Where do you see your gaps or areas for improvement?

Research Your Industry and Company

- Know your industry/ company's needs: Catch up on your industry trends, read up on your company in the news, and spend some time finding out what your competitors are up to. This research will help you stay apprised of market trends and lead you to identify your next career goal. Your Library is a great place to start this research.

The following advice from James Williams echoes this:



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=64>

- Discover your company/ team's skills or knowledge gaps: Pay attention to the knowledge or skills gaps on your team or in your company. If there is knowledge or skills that no one really has, that could be a great place for you to take on new skills and create a new opportunity for your move.
- Study your company's promotion system: Some companies have formal programs to help employees develop their careers. In others, you will need to informally pursue your career development. Take time to find out what is your company's promotion policy, what types of promotions are available, and what is the application process.
- Consult with your boss: Share your career goals with your boss and talk about how you see yourself fitting into the company's needs and future plans. Discuss what skills, knowledge, or personal qualities you want to develop and see what opportunities there are to gain expertise.

Listen to the following advice from Neil Thevarge.



A Vimeo element has been excluded from this version of the text. You can view it online here:
<https://pressbooks.bccampus.ca/pathwaystosuccess/?p=64>

- Build and nurture relationships: According to research findings, one of the key traits of people who get promoted is strong relationship building skills. Understand the importance of establishing connections with peers, leaders, employees, and thought-leaders outside the organization. Ask your senior co-worker to coffee or join a professional association for your industry. Don't hesitate to seek out advice and input for your career advancement planning.
- Volunteer: Volunteer to complete challenging projects or assignments. By doing so, you will not only increase your

visibility in the organization, but you may also expand your skills in the process. Volunteer to mentor a new employee or someone who can benefit from your knowledge. This will expand your own leadership abilities and you will learn while you teach.

Develop Your Career Development Goals and Job Search Plan

A dream written down with a date becomes a GOAL.

A goal broken down into steps becomes a PLAN.

A plan backed by action becomes a REALITY!

-Greg Reid-

Goal Setting

Once you've completed your self-evaluation and your Industry/company research, the next step is narrowing down the work and/or training field on which you would like to focus. Take time to analyze the options you have explored and set up career advancement goals. Keep SMART goal setting principles in mind!

SMART Goals



SMART Goals

Action Plan Activity 9 – SMART career development goals

Write down a couple of SMART career development goals in your In the Action Planning Tool in Appendix A. These goals can help lead you to satisfying work/life opportunities.

Job Search Planning

Now that you have identified your career advancement goals, it is the time to identify the steps you need to take to start moving towards your goal. When you develop this job search action plan, it is important to identify the challenges that make it difficult to achieve your goals. Then you can plan for these potential roadblocks and find ways to deal with them.

Make sure to identify the resources that you need to make your goals a reality. These may be resources to help you with your challenges, or resources that can help to propel you towards your goals, such as the help of a Career Advisor or access to resume writing tools.

Action Plan Activity 10 – Job Search Plan

Use the Action Planning Tool in Appendix A to record challenges, resources, activities, and target dates to help you prepare for a job search.

Key Takeaways

- Career advancement planning is a continuum of self-evaluation, industry/company research, and goals & action.
- Smart goal are specific, measurable, achievable, realistic, timely.
- Job searches require several steps, identifying challenges helps with the planning.

Media Attributions

- career advancement © [Joyce Lee, BCIT Student Association](#) is licensed under a [CC BY-SA \(Attribution ShareAlike\)](#) license
- smart goals © [Joyce Lee, BCIT Student Association](#) is licensed under a [CC BY-SA \(Attribution ShareAlike\)](#) license

Conclusion

Putting It All Together

Refer to your goals in the Action Planning Tool in Appendix A. Think about the steps that you need to take in order to achieve the goals laid out in your Action Plan. You can use the below chart to help you to track your progress towards your goals and to keep you on track.

Action Items	Activities	Resources	Target Completion Date	Progress
--------------	------------	-----------	------------------------	----------

Your job and your career are a very important part of your life. The activities and stories in this book are designed to help you to develop a successful career and to have a positive experience. Don't forget to also access the resources available to you at your school. There are many available to help you along the way. Good luck as you start this exciting chapter in your life!

Appendix A: Action Planning Tool

Downloadable Formats

PDF: [action planning tool1](#)

Word: [action planning tool1](#)

OpenDocument: [action planning tool1](#)

ACTION PLANNING TOOL

ACTIVITY 1: LIFE GOALS

SHORT-TERM GOAL	TARGET COMPLETION DATE	MEASURE OF SUCCESS
1		
2		
LONG-TERM GOAL	TARGET COMPLETION DATE	MEASURE OF SUCCESS
1		
2		

ACTIVITY 2: STRATEGIES TO KEEP MOTIVATED AT WORK

—

—

ACTIVITY 3: TALENTS AND GIFTS

Take a moment to reflect on what your top three personal talents and gifts are and write them down. How can they contribute to your work?

MY TALENT OR GIFT	CONTRIBUTION TO THE WORKPLACE
1	1
2	2
3	3

ACTIVITY 4: SELF-CARE RESOURCES

RESOURCE/ORGANIZATION	HOW IT HELPS	CONTACT INFORMATION
1		
2		
3		

ACTIVITY 5: DAILY SELF-CARE PRACTICES

List five self-care practices that you will incorporate into your daily life.

1.
2.
3.
4.
5.

ACTIVITY 6: PERSONAL VALUES

List five personal values and how they influence your conduct at work.

VALUE	CONDUCT AT WORK
-------	-----------------

1

2

3

4

5

ACTIVITY 7: FINDING A MENTOR

NAME OF POTENTIAL MENTOR	HOW TO REACH OUT	WHEN TO REACH OUT
--------------------------	------------------	-------------------

1

2

3

ACTIVITY 8: IDENTIFYING SKILLS/KNOWLEDGE GAPS

What are some of your key skills, knowledge, and experience?

—

—

What are some of your skills and knowledge gaps?

—

—

ACTIVITY 9: SMART CAREER DEVELOPMENT GOALS

S.M.A.R.T GOALS	MEASURE OF SUCCESS	TARGET COMPLETION DATE
Option 1		
Company/Industry		
Job Requirements		
Option 2		
Company/Industry		
Job Requirements		

ACTIVITY 10: MY JOB SEARCH ACTION PLAN

ACTION ITEMS	MY CHALLENGES	MY RESOURCES	ACTIVITIES	TARGET COMPLETION DATE	COMPLETED (YES/NO)
Job Search Readiness					
Ready for active job search? (Visa, Health, Time Commitment, Child Care, etc.)					
Career Targeting					
Have clear industry or job targets?					
Resume Writing					
Have a tailored and marketable resume?					
Social Media Presence					
Have a good social media presence especially LinkedIn?					
Cover Letter Writing					
Have a tailored and evidence- based CL?					
Job Search Strategies Know and practice effective job search strategies?					
(Information interviews, employer connections, online networking, personal pitch etc.)					
Interview					
Equipped with strong interview skills? (Interview Q&A, non- verbal communication skills, references, dress for success)					
Other					

Versioning History

This page lists major changes to this book with major changes marked with a 1.0 increase in the version number and minor changes marked with a 0.1 increase.

Version	Date	Change
1.0	March 15, 2021	Pressbook Created