



Inclusion=Diversity+Engagement

Building Welcoming and Inclusive
Communities

Todd Odgers, Principal
NorQuest College Centre for
Intercultural Education



Consider

“Multiculturalism is an invitation to learn”

» G. Bateson





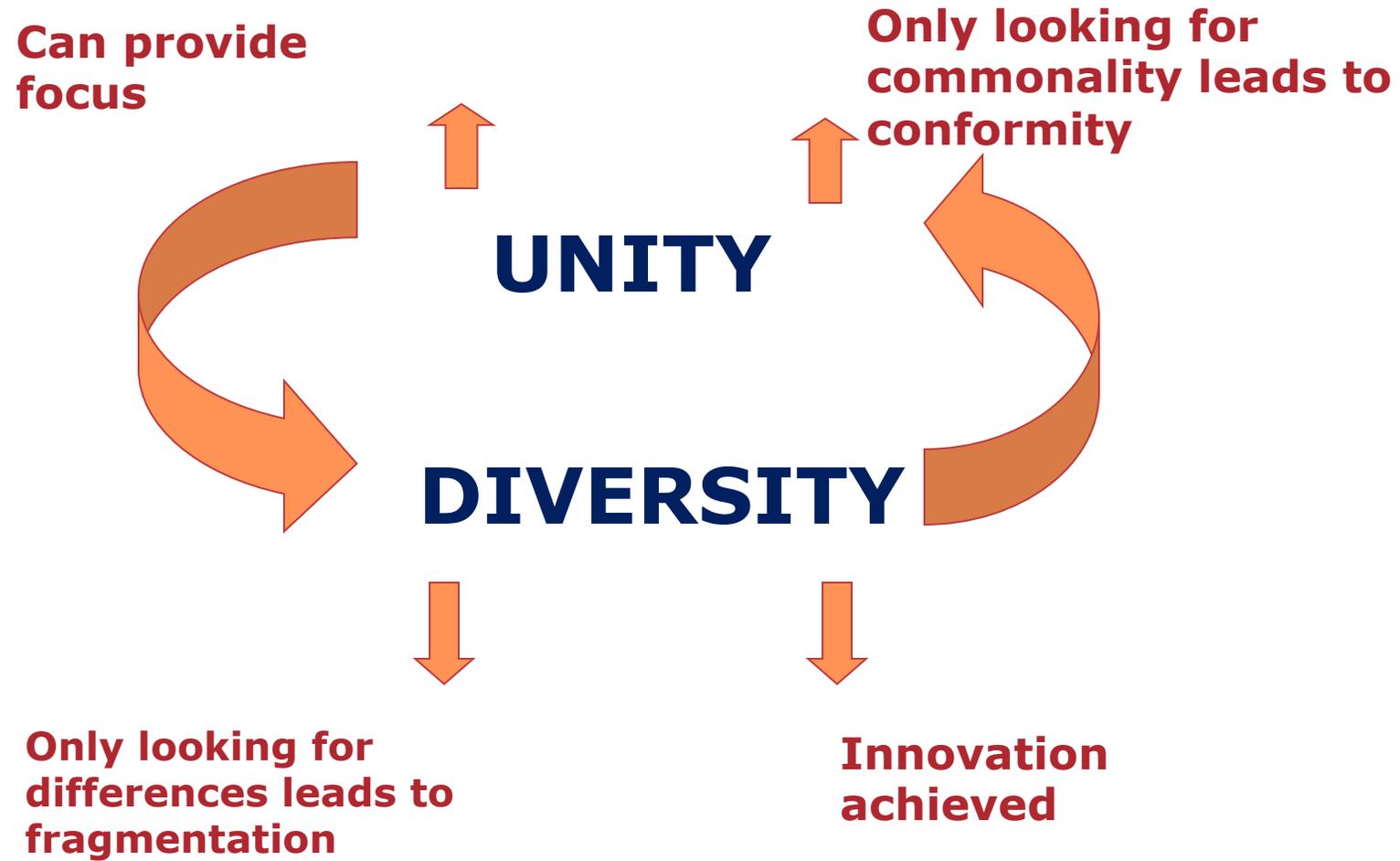
Our Framework

$$I = D + E$$

(inclusion)
= DIVERSITY + ENGAGEMENT

Louw and Whitelaw

Dynamic of an IC Campus



Two Definitions

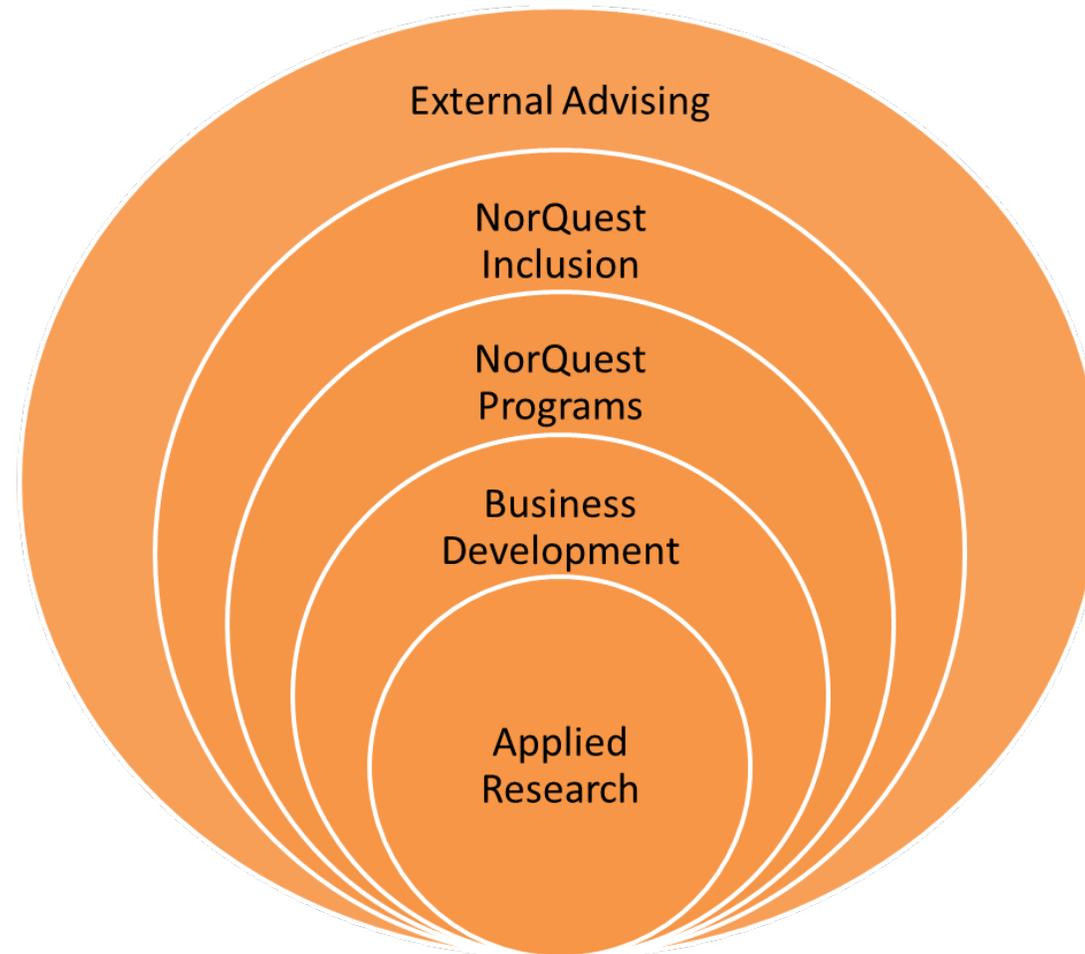
Intercultural sensitivity

The ability to discern and experience relevant cultural differences in a positive way

Intercultural competence

The ability to think and act in appropriate ways that support the achievement of goals in culturally diverse contexts

CIE Activities





The Centre for Intercultural Education
in NorQuest



Inclusion Timeline



NorQuest Community College- Internal

“50 Years of Inclusive Education”

1. Student, Faculty, Staff, Leaders Targets
 - Student “Inclusive Experience” Targets
 - 75% with satisfactory intercultural competence
2. College Wide Learning Outcomes-Inclusive Community
 - Inclusive Culture
 - Creative and Critical Thinking
 - Community Citizenship
 - Communication and Collaboration
3. Curricular and Co-Curricular





The Centre for Intercultural
Education's Community Stakeholders

Municipalities

1. City of Edmonton

2. Rural Alberta

- Rural Routes
- Roots and Connections
- Volunteer Alberta Umbrella





Alberta Workplaces

1. Professional
 - Engineering, financial
2. Industrial
 - Trades, technical, transport & logistics
3. Service
 - NorQuest Hospitality Institute

Not For Profits

- Edmonton Regional Immigrant Employment Council (ERIEC)
- Edmonton Business Diversity Network (EBDN)
- Volunteer Alberta





Thank You



Todd Odgers

Principal, CIE

Todd.Odgers@norquest.ca

780-644-6757

Intergroup Contact Theory

Groups from different cultures must be appropriately prepared to interact.

If they are not, then a reinforcement of stereotypes and prejudice is likely to occur.

(Allport, G. W., 1954; Pettigrew, T. F., Pettigrew & Tropp, L. R., 1993, Sindanus et al., 2008)

Using the AQAL

2. Organizational Values
Feeling of Belonging
(or Exclusion)

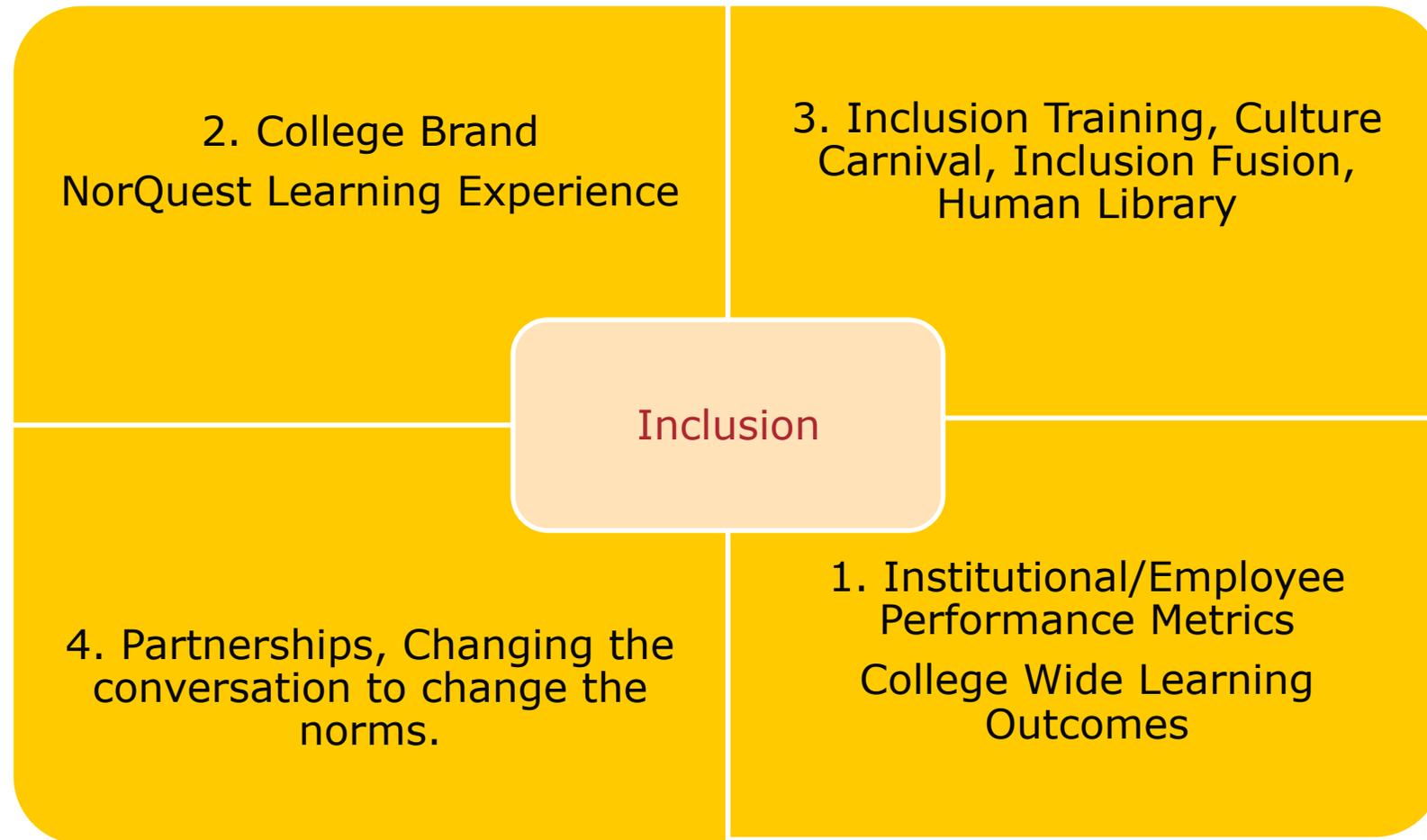
3. Actions of
Organizational Members.
Observable Diversity,
Engagement, Inclusion

Inclusion

4. Organizational culture,
group norms

1. Organizational policies,
systems, processes used
to achieve organizational
goals.

Inclusion Map





Intercultural Competence

1. Humility
2. Tolerance for ambiguity
3. Open *mind*ed/*heart*ed-ness
4. Flexibility of mental frames
5. Unconditional respect and positive regard for others
6. Adaptability
7. Empathy and sensitivity
8. Creativity

(Ting-Toomey, 1999)

Centre for Intercultural Education

Todd Odgers – Principal, CIE

Our Focus

- Applied Research leads to real-world improvements in productivity and performance.
- Leverage the alignment with NorQuest culture and unique characteristics.
- Connections with Alberta business, industry and government.
- Recognized as leader in Canada.

Applied Research at Innovation Core

Applied Research

Contracts since 2008

- \$4,411,970.
- 80+ companies served.
- 80+ community engagements.
- 4,900 individuals engaged.

Recent Workplace Projects

- Navigating the Interview.
- Critical Incidents for Intercultural Communication in the Workplace.
- Gaining Access: New Employee Orientation for Newcomers to the Workplace

<https://www.norquest.ca/norquest-centres/centre-for-intercultural-education/projects.aspx>

Training and Business Development

Contracts between 2008/09 - 2013/14

- In excess of \$600K
- Over 85 organizations engaged

Contracts for 2014-15

- \$200K

Future Direction

1. Excellence and NorQuest CIE Differentiation
2. Larger Contracts and Asks
3. International Education Consulting
4. Product Development



“**Green** comes from **blue** and is
better than **blue**”

Chinese expression

We don't see the world as they are;
we see the world as we are.

A. Nin

