

## **Workplace Culture and Integration Canadian Workplace Culture**

### **Gurwinder Gill (India):**

I am of Indian origin. I was born in Singapore, but I was brought up in England, and now I'm living in Canada. So I've lived in India for about three or four years of my life before I was five or six. But going back it was quite the experience, and it was a culture shock, and I'm Indian!

### **Sam Aly (Egypt):**

Originally I'm from Egypt. We did not want to live in Egypt for various reasons. So we decided to reunite in Canada, and that's where we end up.

### **Gurwinder Gill (India):**

When a new employee joins the organization, and we do have many, and they are newcomers to Canada, they've been internationally trained, internationally educated; there are some challenges that they will face.

### **Dr. Umberin Najeeb (Pakistan):**

We do have a Canadian culture, although we do know that Canada is a country of immigrants and there are so many ethnicities and different groups of people; but still there's a culture which one has to acclimatize to and integrate to. We don't want to lose our identity - I'm not saying that - because wherever we come from we want to keep our personal identity intact because that's how we enrich the organization or the healthcare system where we work with.

### **Sam Aly (Egypt):**

The different culture is you work hard, you get rewarded. There is no connection, there is no - I mean yes, connection helps, but it's not your main key. Treated fairly, equally, treated with respect. You can pick up the phone and talk with your MP here; you have no problem with that, or complain. You get your performance appraisal. If you apply to a job you compete in an open competition, a fair competition. The workplace here are more into productivity, into your development. Here you stick with your profession; you can change eventually but because you want to make change, not because you don't have any option. Social class is not as

obvious - I mean yes, you can see it in how people talk here still and how they dress up and what car they drive, but everybody is on an equal footing.

**Dr. Tushar Malavade (India):**

Yeah, back home we used to call everyone 'sir' and 'madam'. Here it's not that way. You call by names.

**Dr. Umberin Najeeb (Pakistan):**

I was talking to a nurse who works with us who said 30 years ago it would have been common here as well. So you know we, the things have evolved, but still people coming from a culture where they don't question authority they may be surprised by that, that how - of course there's hierarchy here, there's still hierarchy here but it's less hierarchical as compared to many systems in the world as well. In Canada the communication is very indirect. Many people coming from Asia or Africa, they will feel - and even some countries from Europe - they will feel that their communication is very direct. Here we talk very indirectly, even if we are giving some concerning or some constructive feedback. You know what if you are not able to understand something you tell other person "You know what, can you be more specific about that" because the moment you says that the person you are talking to understands that you are giving them permission to be more open about that.

**Dr. Tushar Malavade (India):**

If there's an issue or there's a problem with your co-worker you just speak it out. In Canada the way you approach this sort of situation is you have to speak with them, in private; try to see, try to make a common path, bring up a win-win situation for both of them. That is totally different in as compared to what I found in India. If you had a conflict with co-workers it was totally different; again, the hierarchy used to play there. Here the hierarchy doesn't matter.

**Dr. Umberin Najeeb (Pakistan):**

Many people, when they're not questioning authority, they are quiet. They're not talking as much. So if you are quiet you can be misinterpreted as not knowing something, which is two different things! You're not talking because you know it but out of respect you're not talking, or you're not talking because you don't know something. So they are two different things and that can give a very, very different impression of a healthcare professional

who's working in a healthcare setting. Whichever country you are born in, whichever country you are raised in, whichever country you are trained in, if you're a physician, what is your job? Take care of your patients, of your family - the patient's family. And if you're part of an organization, what do you want to achieve? You want to be a successful employee in that organization. Regardless where you are born in Pakistan or where you are born in Egypt or where you are born in Canada, the goal remains the same.