

# **Prairie Metropolis Centre & City of Edmonton**

## **Are co-hosting a Brown Bag Seminar**

### **Dr. Tracey Derwing**

Professor, Educational Psychology,  
Co-Director, Prairie Metropolis Center  
University of Alberta

### **Jason Fleming**

Manager of Innovation and Continuous Improvement,  
All Weather Windows

## **The Role of the Employer in Facilitating Improved Communication in the Workplace**

The presenters will discuss an innovative project conducted at All Weather Windows, a local window factory. Because of changes in job demands, some longtime, valued employees at All Weather Windows had started to face communication challenges at work. They were primarily Vietnamese speakers who had been working in Canada for an average of over 19 years, but who had been able to function either with limited English or with Vietnamese at work for much of that time. However, as they were promoted, and as the company became more diverse, the need for these employees to communicate more clearly became evident. All Weather Windows approached Tracey Derwing, as a pronunciation researcher, and NorQuest College's Centre for Excellence in Intercultural Education to discuss the possibility of a project that would provide the employees with pronunciation and pragmatics support. The findings of the resultant study will be described, as will the implications for employers' responsibilities to ensure improved communication in the workplace

**Time: Noon until 1:00 p.m.**

**Date: Friday, December 9, 2011**

**Location: Scotia Place Conference Room B  
(lower level - concourse)  
10060 Jasper Avenue, Edmonton**

