

CONNECTING CULTURES

ISSUE 27 SUMMER 2017



ENGLISH
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NEW ZEALAND
Working with Refugees and Migrants

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Kia ora

New Zealand's largest organisation working with refugees and migrants.

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Job Mentoring

One-to-one learning

ESOL Home Tutoring
English for Migrants



Dunedin is Aotearoa's newest refugee settlement city, now resettling 30% of the country's refugee quota. I'd like to recognise the superb effort our local centre has put in to meet the challenge of welcoming and supporting our newest citizens.

Wafaa Al Ashram is one of Dunedin's new Kiwis and is from Syria. A committed English learner, her willingness to settle and begin to lead a normal life, despite immense hardship, is a true inspiration.

Communicating successfully in the workplace requires special 'insider' knowledge, not only of the specialised language we use at work, but of our workplace culture: how Kiwis socialise at work. English Language Partners' work often focusses on helping people to get ahead in their chosen employment, or to find the job they really want.

Many migrants arrive highly-skilled, believing they will get work straightaway. However, for many, a lack of New Zealand work experience gets in the way of securing that important first job.

Our volunteer internship programme is designed to share the skills migrants offer, while providing valuable work experience. Joanne Lee, from Korea, shares her success story of how she started as an intern and has now secured full-time employment as a coordinator at our North Shore centre.

I'd like to acknowledge our hardworking volunteers, teachers and staff for the work they do to help our new citizens to participate and to settle in comfortably. Their work makes Aotearoa a more welcoming country.

Nicola Sutton

Chief Executive

Donate

Help refugees and migrants lead confident lives and feel they belong in Aotearoa.

3 easy ways

- 1 Mail us your donation slip** (See inside back cover.)
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- 3 Call free** on 0800 367 376

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GUEST WORD

Mai Chen

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Securing Kiwi work experience

For many refugees and migrants, progression to our Volunteer Internship Programme offers a positive step towards settling well in New Zealand. Janie Walker / Photos: Andrew Lau

Many arrive highly skilled, with outstanding work experience in their home countries. But even after overcoming the language barrier, some employers are saying: "Sorry, your skills are good, but you don't have any New Zealand work experience".

English Language Partners' Volunteer Internship Programme offers a practical solution and is available at many centres across the country.

Operations Manager Birgit Grafarend-Watungwa is full of praise for this innovative programme.

"The programme is a successful pathway for some," says Birgit. "They come here to learn English first but we can also give them an opportunity to gain valuable New Zealand work experience.

"The programme helps people to learn new skills while sharing the skills they already have."

Joanne's story

Joanne Lee has a Bachelor of Statistics, and over 10 years' planning management experience in her home country, Korea. But here, the fact that she had no New Zealand work experience stood in the way of her happiness. After being accepted for the Volunteer Internship Programme at English Language Partners North Shore, Joanne then found a job – at the centre! She is now a full-time coordinator and a

well-respected member of the team.

"I remember my first day as an intern. I was so nervous. The staff were lovely, so that made it easier. I looked at my desk and the computer and felt so happy, even though I nearly cried. I thought, 'This is mine'. It was a remarkable moment.

"I came to New Zealand with my husband and daughter in 2014 from Seoul. We wanted a less excessively busy way of life. I would leave early in the morning and often didn't

come home until after 8pm. I could not care for my child or my husband – I did not want that for my family.

"Living in New Zealand was very hard at first. My daughter was not happy – she only knew a few words of English.

"I thought I would find work straightaway. I did go for job interviews but they said that my experience in Korea was not proper work experience. It is hard to feel useful when you first get here.



Joanne Lee and Mabel Msopero,
North Shore centre manager

“The centre recommended that I become a volunteer ESOL home tutor. I really enjoyed that and learnt a lot from the trainer and the other volunteers. I taught a lovely elderly Chinese woman. She couldn’t speak English or Korean and I couldn’t speak Chinese, but we were still able to communicate with photos, word cards, a translation phone app and lots of smiling.

“I then applied for the internship programme and got it. I was so happy.

“I remember my
first day as an intern.
I was so nervous”

– Joanne Lee

It was a very good programme. Now I have a proper job. I not only help learners while they are learning English but I also help them with their life. I know what they are going through and how they are feeling because I have been through it too.

I am also using some of my skills and experience.

“And my daughter is very happy too. She was very quick at learning English; it wasn’t long before I was asking her how to say things.

“I am very happy in my job. It has worked out for me and my family.” ▶



► Mabel's experience

Mabel Msopero is manager at the North Shore centre in Auckland. She is from Zimbabwe and has been here for 15 years. Mabel says the key to choosing the right kind of intern is to choose someone who is better than her! Mabel currently has four interns at the centre.

"Recently, a woman who used to be an intern sent me an email. She thanked us for giving her New Zealand work experience. She wasn't just talking about experience in work tasks, but also things like how Kiwis have lunch at work.

"I have learnt a very important lesson about recruitment: surround yourself with people you can learn something from. I learnt a lot from Joanne.

"When I am frustrated with my computer, I only have to say, 'Joanne, I am stuck' and she walks into my office calmly and says, 'Have you tried this?' She is fantastic.

"To reach the sky we need to have staff that are closer to that sky.

"A key for a successful internship is to make sure each role has a clear focus. Our interns are paired up with office staff who become their supervisors. They discuss and plan their work together.

"It's the same as any job. If you don't know what you're doing or what the expectations are, you get bored.

“To reach the sky we need to have staff that are closer to that sky.”

– Mabel Msopero

"Joanne is brilliant with former refugees and migrants from all backgrounds. When Joanne started, we were struggling to recruit learners from the Korean community because of the language barrier. Once we advertised that a Korean speaker was available, we saw a marked increase in enquiries from these learners.

"Having interns from different cultures means people feel they can

communicate their needs to us more easily. At the moment, our interns and staff can speak Hindi, Tagalog, French, Korean, Mandarin and Malay.

"Volunteer interns help relieve workload pressure, and staff really enjoy working with them.

"The benefits of the intern programme are very good; they always outweigh the time you spend on training. And you do need to invest time if you want the benefits.

"I think the programme fits very well with our mission and the vision we aim to achieve. English Language Partners is not just about language learning. There are so many embedded outcomes in the language we teach. When it comes to things like the internship programme, we are the full package.

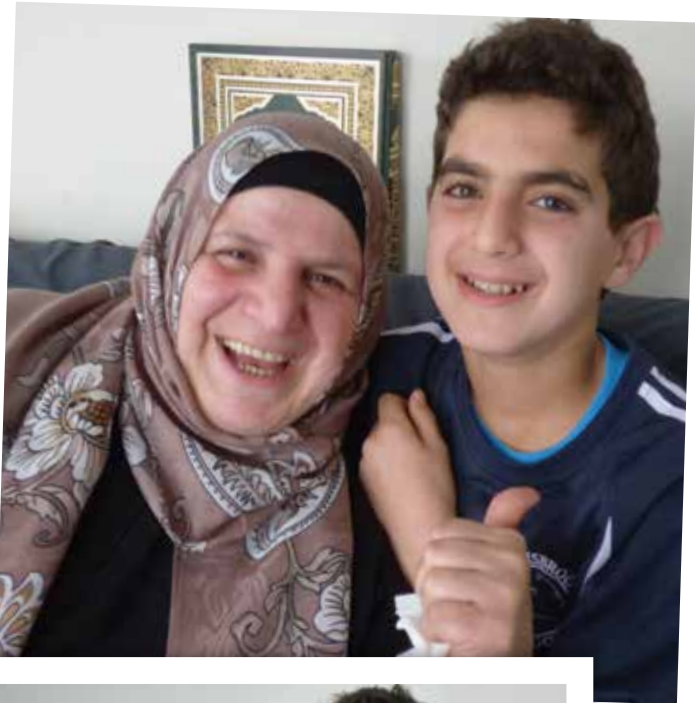
"Although Joanne has ended up working full-time at the centre, she told me that the most important thing for her was being able to help other people gain their aspirations too." ✨



Wafaa Al Ashram with
her English Language
Partners' teacher

From Damascus to *“lovely Dunedin”*

Wafaa Al Ashram and her 13-year-old son Ahmed, former refugees from Syria, arrived in Dunedin from Lebanon in April 2016. They are part of the first group of 49 Syrian refugees to settle in the city. Greta Yeoman ▶



Wafaa Al Ashram
and her son Ahmed

▶ **W**afaa Al Ashram left her hometown of Damascus in 2014, when she and her son Ahmed crossed the border into Lebanon, leaving behind a son in Syria. One other son had passed away.

“We suffered a lot and we had lots of bad stuff happen to us but when we arrived here we needed to learn and we needed to change what we had and to live a normal life,” Wafaa says.

An essential part of that learning includes learning English.

Growing up learning Arabic, Wafaa had only been at school up until Year 6, meaning she had left before there was any chance of learning English. However, she had kept on learning Arabic after she left school, and says her main hobby was reading.

Wafaa had always wanted to learn English, and says the chance to learn now through English Language Partners is like a “dream coming true”.

Since arriving in Dunedin, she has been getting used to New Zealand life. She is enjoying her lessons and appreciates all the help she and her classmates receive from their teachers.

“Everything in the class is nice and it’s a nice environment to learn in.” Wafaa has progressed from knowing only some of the English alphabet, to now being able to read and understand “very easy” English books.

She enjoys being in the classes because she feels the people at English Language Partners are supportive, and also finds the teaching style really helpful “to learn and get more information about everything English”.

Mainly wheelchair-bound, Wafaa describes Ahmed as a “big support” and says her motivation to learn comes from her desire to make a new life in her new country. She hopes to eventually find employment

once her English has improved and she has developed some computer skills.

Wafaa is grateful to the people who have been supporting her and Ahmed since they arrived in "lovely Dunedin", including Red Cross support worker Lynette Will, who she describes as "family".

She wants to make those who have supported her proud of her achievements.

Paul Naidu, English Language Partners' Dunedin manager, says they are already proud of her successes. "She doesn't have to do any more than she's already done, we're extremely proud of her."

Wafaa says while "of course" she missed Syria, she feels she is now settled in Dunedin. "People here make me feel like I'm in my home." ✂

Wafaa spoke through an interpreter and with support from Lina Mukdad, class Cultural and Language Assistant.

Keep up with learner stories:
www.englishlanguage.org.nz/learners-stories

Dunedin *welcomes refugees*

It's a little-known fact, but Dunedin used to resettle refugees, taking in Cambodian refugees after the Khmer Rouge came into power in the 1970s.

In 2016, more than 40 years later, the city was named New Zealand's 'newest' refugee resettlement city.

Under the new resettlement programme, Dunedin is expecting to absorb 30% of the country's refugee quota. With new groups arriving every eight weeks, English Language Partners is playing an important role.

Since the arrival of the first group of Syrian refugees in 2016, teachers and volunteers have been working to make their learners feel as "safe and comfortable" as possible in their classes, says Dunedin centre manager Paul Naidu.

"English is the golden key to successful settlement. We must be proactive, organic, flexible and well-prepared as more refugees make Dunedin their new home," Paul says.

The often traumatic, unimaginable experiences of many refugees means staff are engaged in teaching and supporting them as sensitively and patiently as possible.

For some classes, the support includes an on-site playgroup assistant who keeps young children engaged while their parents learn English. This is important for those who often want their young children physically close, especially when they first arrive.

While providing services and language programmes is not without its challenges, it is worth the effort to see the results, Paul says.

"Seeing learners with little or no English grow in confidence and blossom is absolutely wonderful." ✂



“English is the golden key to successful settlement.”

– Paul Naidu,
Dunedin centre manager

Refreshed service goes *from strength* *to strength*



“Generally, the average age for people who come to the Job Mentoring Service is getting younger but they have more skills,” says Jos Kunnen.

Patricia Thompson / Photos Deanna Walker

Jos Kunnen speaks with the voice of experience. Over the past 15 years, the Wellington company director has worked with so many jobseekers through English Language Partners, he can't remember the precise number – and he's also played an important role in the service's evolution.

“It's 18 or 20 jobseekers; I'm the longest-standing and the oldest mentor,” laughs Jos, who began his career as an engineer and then moved into technology management, working for national and international companies.

After returning from working in Australia in 2002, he saw an advert for volunteer job mentors and thought it would be a good way to use his skills to contribute to the community.

The service provides employment support to skilled refugees and migrants from a non-English speaking background. A trained mentor works with a jobseeker, offering support, advice and information on how to find work.

“I've met and worked with an amazing bunch of people,” says Jos. “I've also seen the programme grow and develop. It used to be very much about one-to-one mentoring, but has morphed into a more supportive system, and I'm proud to have been involved in that.”

“The coordinator and some of the experienced mentors met to discuss ideas for refreshing the programme. We developed collateral, including a road map, and an introduction to job seeking.

“There can be a delay of up to a month between a jobseeker applying for a mentor and being assigned one. Now they start off with network nights and organised events.

“I now spend more time running workshops and helping groups of people than on individual mentoring. Mentors also come along to regular meetings to share ideas.”

Jos says a major challenge is that job hunting in New Zealand is often quite different from what people are used to.

“For some, the traditional way people get jobs is through friends or family, so they aren't used to formal interviews.

“Another challenge is understanding how organisations behave. It's important to build a network here. When I first started doing this, recruiting was still mainly through recruitment agencies or adverts. Now it's more about word of mouth and social media.

“In our networking sessions, people practise introducing themselves and making small talk in an environment they feel comfortable in.”

Jos says Job Mentoring Service coordinator Laura Clavijo is a model example of a good approach to job seeking. Laura had 10 years' experience working in human resources when she moved to Wellington from Uruguay in 2015, after her civil engineer husband was offered a permanent job.

“I was struggling to find a job and I heard about the Job Mentoring Service, had an interview and was assigned a brilliant mentor,” says Laura.

“My mentor helped me to understand the New Zealand job market and to update my CV to Kiwi style.

“She also recommended I do some volunteering, which I did, with the Human Resources Institute of New Zealand, which was really useful. I also went along to workshops presented by Jos and other mentors.”

Ultimately, Laura was offered a six-month position in human resources (HR) with an international company, but another opportunity had also arisen. Job Mentoring Service coordinator Olga Smith was due to go on maternity leave.

“I applied to cover Olga's position during her maternity leave and was successful and decided this was the right role for me,” says Laura.

“It's the first time I have used my HR experience in the non-government sector but I can't think of a better way to start my career in New Zealand than this, using my skills to help people.

“It is amazing how the team works. We currently have 56 mentors and 72 jobseekers.

“Former jobseekers are also becoming job mentors; people working in areas like IT, government organisations, consultancy and the public sector.

“The service is funded by the Ministry for Social Development on an outcomes basis, so it has to deliver results. Combined with the voluntary support of our job mentors, it is a very effective use of tax payers' money.

“It has been successful from the outset but our results are getting better and better.” ✂

More about our Job Mentoring Service

www.englishlanguage.org.nz/wellington/job-mentoring-service

Just to *know* their language

When Teresa Gergis arrived in New Zealand, she found that having learned English since she was six didn't always equate to being able to communicate.

Claire Allison / Photos John Bisset



Teresa and her husband George moved from Egypt with their two sons Ibram and Keroles. Teresa has taken every opportunity to improve her communication skills – with a little help from English Language Partners.

Teresa and George both have degrees in agriculture and, for some time, George had been looking for opportunities overseas.

Teresa and her family first settled in Hinds, a small town in mid-Canterbury, where George worked on a dairy farm. Teresa was busy with her two young boys, and like many migrant

women in her position in rural areas, had limited opportunities to practise and improve her English.

Although Teresa had learned English at school in Egypt, and worked for a short time as an English teacher in primary schools, English is her second language. She found that 'classroom' American English was very different from New Zealand English on the farm.

"I struggled totally for the first year, with idioms, slang, the accent, just everything. So I looked for someone to help me, and I found an ESOL teacher there."

A move to Oamaru, in northern Otago, followed, and Teresa looked for work but was unable to find roles in her field. "I decided I had to choose something I loved to do, not just something for work, so I chose cooking."

Teresa worked at Subway in Oamaru, and then took on a job at the White-stone Cheese factory. Then the family moved from Oamaru to Timaru.

George's work has taken him around the central South Island – he's now driving trucks – while Teresa has settled into Timaru life.



“When we got settled in Timaru, I went straightaway to see about an ESOL home tutor, and got Anne-Marie Ford. She was lovely. She’d read things to me, explain things, we’d read the newspaper together; she’s really helpful.”

Living in an urban area has made a big difference.

“When we came to Timaru, my English improved fast, because I was dealing with people every day. I try to talk to people everywhere, try to open a conversation, to just talk.”

The move to Timaru also gave Teresa the option of adding to her qualifications. She took a hospitality course at South Canterbury Community College, and worked as a cook – at Bidwill Hospital, local cafes, and at Radius Elloughton Gardens rest home.

A move to Strathallan Lifecare Village followed, and support from management saw her able to reduce her workload in order to enrol in a one-year cooking course at Ara Polytechnic in Timaru, from which she graduated as a qualified chef with top marks.

In 2016, on Anne Marie’s recommendation, Teresa joined English Language Partners’ class, which aims to help people improve their workplace English.

“I’m always looking for any opportunity to study my English, to improve my communication, improve everything – my reading, listening, everything.”

The course involved weekly group sessions of two-and-a-half hours. Teresa says the teacher, Phyllis Barltrop, was lovely and very helpful. ▶



“I decided I had to choose something I loved to do, not just something for work, so I chose cooking.”

▶ “She’d explain things, like some idioms, new information about New Zealand, or things happening in New Zealand, and work on different grammar aspects.”

The course also included the language of official forms, and of subjects like the weather or farming – such as explaining dairy farming’s ‘Gypsy Day’.

Teresa loves her work with elderly people, and says the course has helped her communicate better with residents.

“Just to know their language, their way of talking... there’s a type of question that was confusing me, like, ‘You wouldn’t be able to open the window, would you?’. Ones where you’re not sure if the answer is yes or no, because there’s a positive and a negative, so it was helpful to find someone to explain it.

“I realised most of the elderly use this kind of question and it was hard for me to understand; it confused me but I’ve become more confident. That alone has made it easier for me.”

What next for Teresa? For now, a priority is the family, but she already has an eye to the future, exploring the option of returning to her background in science when the children are a bit older.

With ever-improving communication skills, a new qualification to add to her CV, and rapidly-growing sons, Teresa is busy and happy.

“I enjoy my life in New Zealand, especially in Timaru. The people are really friendly, I really like Strathallan, and I love dealing with the people around me. They’re lovely, they’re very kind. This is my home.” ✂

More about our programmes:
[www.englishlanguage.org.nz/
learn-english](http://www.englishlanguage.org.nz/learn-english)

A life-changing advertisement

Marinela Muniz was watching television at her home in Uruguay when she saw an advertisement promoting New Zealand. Alison Robertson / Photos Michael Jeans

“I knew that’s where I wanted to live,” Marinela says. “I told my husband when he came home from work that we were moving.”

And they did. Husband Luis arrived in New Zealand 11 years ago. Marinela and their three daughters, the youngest just three years old, followed a year later.

Luis had secured work on a dairy farm in Ngarua on the rim of the Hauraki Plains. The family lives there still, with Luis now the farm manager.

In Montevideo, the couple were journalists hosting a regular radio show, and Marinela also had an early childhood degree.

Luis had a smattering of English from school, and the girls had picked up a little; Marinela spoke none. But as part of her residency requirements, she paid English language fees to Immigration New Zealand. This pre-purchased tuition, called English for Migrants, is contracted out to a range of providers, with English ▶



Marinela Muniz



Marinela Muniz with two daughters



Trudy Stockley and Marinela Muniz

► Language Partners the only nationwide provider of one-to-one lessons.

Waikato manager Jo de Lisle says for migrants like Marinela, when living in remote areas, it can be difficult to get to an English class.

“Taking private lessons through our English for Migrants programme means people like Marinela are able to access English lessons. The lessons are also a great way to learn more about New Zealand and how we Kiwis do things, which helps the whole family to settle in more easily.”

Trudy Stockley, Marinela’s teacher, has a Level 5 TESOL Certificate and has been teaching English for 16 years.

“Marinela’s come a long way with her English,” Trudy says. “The Kiwi accent is a hard one to understand, so we’ve worked on that, and we’ve also covered business language, as Marinela had a goal to open a business. A fast learner, she was motivated.”

Marinela was driven to have her own business, and she’s done that, but it has been a long and steady slog.

“Once I got my work permit, my first job was washing dishes in a restaurant in Te Aroha. I never said ‘this is not for me’, because we chose a new life and knew we would have to start from scratch.”

In those early years, Marinela took on several cleaning jobs, including the Wallace Corporation plant at Waitoa, banks and schools.

“Always I’d work at night. Luis would come in from the farm, I would go to work, returning home at 4am to sleep for three hours before getting up and getting the girls off to school. I think I coped because I knew I wouldn’t be doing it forever. But one day I was cleaning a school in Matamata and I said ‘I’m tired of this’, and that’s when I started thinking about setting up my own business.”

“She is more than a teacher, she is a friend and I’m very grateful to her.”

– Marinela Muniz

Trudy proved a useful ally. “She arrived for my lesson one day when I had my sewing machine out,” Marinela says. “I’d done pattern making back in Uruguay, and I was taking sewing lessons at a local fabric shop. I’d also done an online course, but I needed to learn more, like how to follow pattern instructions.”

Trudy phoned Annah S in Morrinsville and asked if they had any piece worker positions – machinists who

focus on a particular sewing task.

Trudy says Annah S’s manager was concerned about Marinela’s English. “But I told them she understood English quite well and was a darn good worker.” That was enough to secure an interview and a short time later, when a position came up, Marinela had a job.

“I stayed there a year and that experience really helped me build up my sewing knowledge. I couldn’t have done it without Trudy. She is more than a teacher, she is a friend and I’m very grateful to her, because we have a lot of conversations about life. We both have three children, we are both grandmothers and we can share life experiences.”

Marinela still works part-time as a cleaner at a Matamata motel, she teaches Spanish at the local Manawaru primary school and she has her own creative fashion business. It’s called BonitodressM and she sells online through her Facebook page, at markets and expos.

“I had a lady from France who bought two of my dresses. From France, can you imagine! Someone in France is wearing my dresses.”

The business is growing slowly. But Marinela is focussed on using ethically-produced fabrics or organic materials and she works with a no-waste



philosophy, creating styles that have little or no fabric left over. "It's not the cheapest way to produce garments, but that's the way I've decided to do it," she says.

Her eldest daughter, Daniela, is 21, lives in Te Aroha and has produced the family's first grandchild. Camila, 17, and Catalina, 13, both attend Te Aroha College where, last year, their mother taught an elective class in fashion design.

"They weren't sure about my accent on the first day, but by the end of the term they were used to me and excited to show off their work."

Most recently, in their lessons, Marinela and Trudy have been working on small talk.

"She's trying to sell a product," says Trudy, "so she has to be able to draw people in, get them talking and hopefully leave with one of her dresses, or at the very least, make the encounter memorable so people go away and talk about her and her clothing."

Marinela says she is so much more confident with her English now. "I still find verb conjugations a challenge, but wherever I go, even to the accountant or the bank manager, I don't feel intimidated." ✨

Find Marinela on facebook:
Bonitodressmarinela

NETWORK NEWS

Boosting digital literacy through English

Hamida's an ESOL Literacy learner. Her Waikato class used tablets to find information and write about topics such as the primary schools their children attend.



Poi in Poneke

This Wellington class grabbed the opportunity to absorb some Māori culture by learning to use poi. Class members are from Russia, India, China, Somalia, Burma, Ethiopia, Yemen and Korea.



Learning for life

Learners in Palmerston North celebrated Adult Learners' Week by teaching their tutors to make delicacies from their home countries.



Professional speaking course graduates

Seven Hutt centre learners graduated their course with flying colours: gaining their Certificate in Professional Speaking for Migrants. They celebrated with teacher Heather Salman (third from the left).



Fill a bag fundraiser

'Shoppers' in Porirua purchased a plastic bag for \$1 to fill with donated goods. Raffles, door prizes and morning tea were part of the event's success, which gave people the chance to practise their English skills in a very Kiwi context.



English through art

This Porirua class made kites as they practised English. Organised by the Porirua Arts Council, the kites were designed for their Waitangi Day 2017 display.



Superdiverse solutions

Mai Chen

When I was six, I migrated with my family from Taiwan to Christchurch, and then moved to Dunedin when I was eight, so I have personally experienced the challenges as one of the '1.5 generation'¹.

I shifted to Auckland in 2012 because, although I could see the demographic disruption occurring from Wellington, I wanted to be up close and personal, living and practising public and employment law in Auckland, to understand the implications of New Zealand's superdiversity for law, policy and for business.

In 2015, I established the Superdiversity Centre for Law, Policy and Business because New Zealand is already superdiverse, but there is a gap in policy, law and business research and analysis on the ramifications and challenges of superdiversity, and how to maximise its opportunities.

New Zealand was home to 213 ethnicities and 160 languages as at the last Census and, with one in four residents born overseas, it is the fifth-most ethnically diverse country in the OECD.

Yet the benefits and challenges of having this status had not been extensively considered and explored. *The Superdiversity Stocktake: Implications for Business, Government and New Zealand*², was the Superdiversity Centre's contribution to doing just that.

The Superdiversity Stocktake analyses the legal, public policy and business challenges of superdiversity and the extent to which business, government and New Zealanders have the capacity to meet those challenges, so as to



maximise the benefits of migration and ethnic diversity.

The Superdiversity Stocktake identified that businesses need to be quicker off the mark to seize on the opportunities from superdiversity, and to capitalise on them, for the benefit of New Zealand's economy.

The Superdiversity Centre is focussed on cultural and Asia capability building and diverse leader training, which the *Stocktake* identified as necessary for many businesses and government to understand, in order to capitalise on the increasingly diverse talent pool, and better engage with New Zealand's superdiverse population.

The Superdiversity Centre developed the Cultural Capability Assessment Tool, a survey tool, to help businesses, agencies and organisations measure the cultural capability of their workforces and identify areas where cultural capability can be improved.

The Superdiversity Centre also developed and facilitated bespoke training programmes in partnership with New Zealand Asian Leaders, to train

Māori, Pacific and Asian leaders. The programme, *Superdiversity Leadership Training: From Good To Great*, was created to help diverse leaders in the public and private sectors have the tools to break through barriers to become top senior diverse leaders.

The Superdiversity Centre's newest project is the "Diversity Matrix". The 21st century requires a fresh take on diversity, as it is not enough to view diversity solely through a gender lens, or an ethnicity lens, as is often the case. People cannot be defined by single characteristics; otherwise, we risk failing to address the unique experiences of an increasing number of New Zealanders, and their particular diversity needs.

The Diversity Matrix project considers how an intersectional approach to discrimination and diversity fits into New Zealand's legal, policy and business framework, the cases in which it might arise, and the ramifications of this new way of thinking for business, employment, government, and all New Zealanders. ✨

Mai Chen is Chair for New Zealand Asian Leaders and the Superdiversity Centre for Law, Policy and Business, Managing Partner of Chen Palmer Partners law firm, a director on the BNZ Board and Adjunct Professor at the University of Auckland, School of Law. The Superdiversity Stocktake is available for free to download from www.superdiversity.org.

1. Those who migrate with their parents between the ages of six and 18.
2. Downloaded over 100,000 times since publication in 2015.

DID YOU KNOW

We have **23** centres throughout New Zealand

English Language Partners supports

600,000 hours of teaching



6,500 refugee and migrant learners

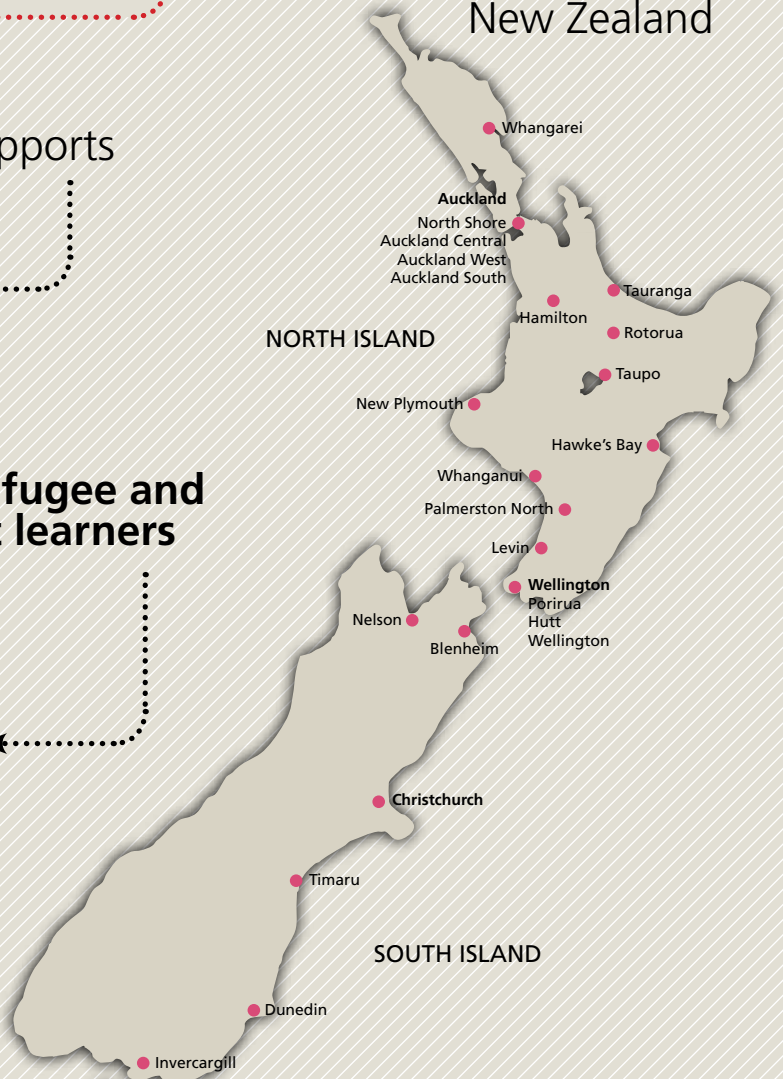
from over **150** countries



2,300 volunteer tutors

1,500

refugees and migrants are waiting for a volunteer.



YOUR DONATION TODAY

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