

## Agnes Mxolisi Soft Skills Transcript

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Interviewer: So I'd like to say a very special thank you to Agnes Mxolisi who has agreed to join us today and talk about her experience in the workplace in Canada and becoming a leader here, and the importance of not only community building but also soft skills and communication, so thank you.

Agnes: Thank you for having me.

Interviewer: Can you tell us about your success in Canada and maybe how soft skills have impacted your level of success?

Agnes: Well, being flexible, having an open mind is important. It breaks my heart when I hear an immigrant, an internationally-trained professional say, "Well yeah Canadians are like this or like that." "Well they prefer, you know, people that are born here," or "Yeah I'm not getting that job because of where I'm coming from or because of my accent." And I hear it often enough that I have to give it credit. Capable people that are coming here to make Canada their home and workplace, and they cannot get ahead because of these restraints. It hasn't been my case, I have been very fortunate to find very supportive people. I may have come here with a higher level of English than other people, and that might have made my work easier, so I think soft skills are critical. The ability to look past just technical skills, to have an open mind, to be able to ask a person, you know, very honestly, "What do you think in this presentation I did; what did I do wrong; what can

I improve on?" And I'm not sure if everybody comes prepared with that mentality. Because we are highly qualified, we still may need to prove ourselves not as much technically but in the soft skills area.

Interviewer: Yes, thank you very much, Agnes. And I think, you know, even there are quite a few Canadians who could probably tell us stories about how getting promoted for them was challenging as well because they didn't have the soft skills. So I think it's a big part of Canadian workplace culture. Thanks for spending time with us today.

Agnes: Ok. Thank you.