

Language, communication and integration at the workplace - by Sarah Glännefors, PhD candidate at Uppsala University

The advance of business internationalization has been one of the main drivers of skilled immigration to OECD countries in the last decades, working in combination with multinational firms' and other employers' demand for scarce talents. Within multinational firms, companies and other forms of organizations, the attraction and retention of skilled immigrants is operationalized through organizational practices which aim to capitalize the benefits of a diverse workforce; these benefits being related mainly to business, human rights and sustainability.

Here, I discuss organizational practices targeting a diverse workforce, elaborating on their importance to both employers and employees. In this talk, special attention is given to organizational practices focusing on language and communication implemented through different organizational processes with the purpose of attracting and retaining scarce talents, as for instance recruitment and training. Language and communication have already been identified by studies as fundamental components of immigrants' integration in the host society and workplace. In this session, organizational practices targeting language and communication are addressed within the Swedish context focusing on several organizations within knowledge intensive sectors, for example information technology (I.T.) and manufacturing. Although the findings should be considered in relation to the specificities of the Swedish context, one may draw conclusions applicable to similar sectors in other countries.