CONTINENTAL INTERPRETING



5 SIGNS YOU SHOULD BE OFFERING TRAINING IN NATIVE LANGUAGES

A White Paper by: Continental Interpreting Services

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As a human resource manager, you're continually looking for ways to build a stronger and more engaged workforce for your company. You want team members to learn, retain, and participate, and you want to build an inclusive environment where everyone feels that their voice is valued.

Have you considered offering training programs in your employees' native languages?

Companies that work to close the language gap within their workforce report higher rates of employee satisfaction, increased productivity, improved compliance, and a boost in both employee morale and loyalty. Here are 5 signs you should be offering training programs in your employees' native languages.



1. YOU HAVE A MULTILINGUAL WORKFORCE WITH MANY WHO AREN'T PROFICIENT IN ENGLISH.

For California businesses that employ more than five people, the Fair Employment & Housing Act and the California Family Rights Act require you to translate some written policies, including those regarding harassment, discrimination, and retaliation, if a language other than English is primarily spoken by at least 10% of the workforce. These businesses should also seriously consider developing training programs in their employees' native language(s). The goal of every training program is to develop a base of highly informed employees, but language can be a major barrier. When training programs are delivered in English, it's common for employees to feel as though they are expected to be fluent in the language. This often leads to assenting without understanding and being fearful of asking for clarification.



2. LABOR UNREST IS BECOMING A PROBLEM.



When a significant portion of your workforce becomes dissatisfied, it can have a dangerous impact on the well-being of the entire employee base. Oftentimes, a general sense of unrest is rooted in issues relating to feeling respected and valued. Employees want to thrive in their roles, and they want to know that their voices matter. By closing the language gap and offering training programs in native languages, you're not only providing a fair baseline for their growth, but you're also communicating that they are important members of the team.

3. THERE HAVE BEEN INCREASING COMPLAINTS ABOUT QUALITY.

Whether you make a tangible product or perform a service, your customers expect a certain level of quality. If it has become inconsistent, it could be a sign that your employees are ill-prepared to perform their jobs to the company's standards. Speaking a language other than your native one can often leave you with the basic gist of what's being said without understanding the details. While that's fine for friendly conversation, it poses a real problem for managers who are setting best practices. Native language trainings, translated employee manuals, and multilingual signage help to overcome those barriers.



4. PRODUCTIVITY HAS STARTED TO SLIP.

In every work environment, productivity tends to waiver a bit from time to time. However, when it starts to plummet, it's a sign of a much bigger issue that needs to be addressed quickly. Workers who don't fully understand their training tend to learn from other workers who can explain the process in their shared language. Just like with a game of telephone, the real messages often get lost, and inefficiencies and inaccuracies are perpetuated. This leads to slower production, decreased output, and more mistakes, but it can be remedied by ensuring each employee is properly trained from the start.



5. MORE ACCIDENTS HAVE STARTED TO HAPPEN.

There's a higher concentration of ESL employees in certain industries, including manufacturing, construction, hospitality, restaurant, and landscaping. All of these industries also have increased safety concerns to consider. When it comes to safety training, managers are often overcoming more than just a language barrier. Cultural barriers may also stand in the way, as some cultures are more likely to believe these regulations are unnecessary and simply in place to legally protect the company. Safety training in the employees' native languages not only trains each worker on the proper procedures, but also on why the company stands by those regulations.



Have Questions About Where to Start with Translating Your Training Programs?

For more than 20 years, Continental Interpreting Services has provided language solutions that bridge communication gaps and transcend cultural barriers. With a worldwide network of certified and qualified interpreters and translators, CIS brings you the highest quality interpreting and translation services—quickly, efficiently and cost effectively.

Call us at (800) 201-7121 or use the information below to contact us.

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