TOOL MULTILINGUAL MEETING CHECKLIST

OVERVIEW

"We **all** have the right to communicate and engage in the language in which we feel most comfortable – the language of our heart."

– Community Language Cooperative (CLC)

Inclusion within a collaborative process ensures the various people, perspectives, and systems are involved to influence action on the issue at hand. Multilingual meeting design through the integration of translation and interpretation services is one way to practice inclusion.

WHEN TO USE

Language Justice is necessary when looking to create a collaborative space where people can communicate across languages. Use this guide at the beginning of your planning process before you've designed your meeting. That way, you can anticipate how much services will cost and ensure you have attendees by getting the word out early in multiple languages.

HOW TO USE

This guide provides tips and tricks based on our experience working side-by-side with interpreters as facilitators. They will be useful when designing your own collaborative spaces. To begin, you'll see a quick checklist to use as you plan your event. Then the guide includes a more in-depth explanation of:

- Understanding the different services
- Estimating the cost of interpretation and translation
- Selecting an interpreter or translator
- Recruiting participants for multilingual meetings
- Tips and tricks included in the checklist

Multilingual Meeting Checklist

PREPARING FOR THE MULTILINGUAL MEETING

- ☐ Create an interpretation/translation budget
- ☐ Select a service provider
- ☐ Conduct a pre-meeting with service providers
- ☐ Schedule interpreters with arrival 15 minutes before meeting start
- ☐ Prepare recruitment materials for translation
- ☐ Recruit participants
  - ○ Inclusive Community Event Checklist
  - ○ Recruitment Reflection
- ☐ Prepare meeting materials for translation
- ☐ Send materials for translation
- ☐ Send translated materials to interpreters

In Person

- ☐ Set up table for interpretation devices
- ☐ Include interpreters in food/beverage counts

Virtual Meeting Preparation (Zoom)

- ☐ Enable language interpretation
- ☐ Add languages under Settings
- ☐ Ensure Host settings enabled for the person who will turn on interpretation

HOSTING THE MULTILINGUAL MEETING

- ☐ Welcome and thank the interpreter
- ☐ Interpreters provide overview of how interpretation will work
- ☐ Interpreters explain Language Justice
- ☐ Conduct meeting
- ☐ Thank interpreters at end of session

In Person

- ☐ Remind attendees to return devices at end of session

Virtual

- ☐ Turn on interpretation after introductory remarks
- ☐ Conduct sound checks to ensure interpretation is working
- ☐ (Optional) Start different screen shares for each language

Understanding the Different Services

There is a difference between translation and interpretation services. When requesting translation services, you're ensuring written materials (e.g. handouts, visuals, slide deck presentations) are available in more than one language. Interpretation services ensure that auditory information is available in more than one language. Both are necessary for multilingual meeting design.

Interpretation can also happen in two ways: consecutive or simultaneous. In consecutive interpretation, the speakers and the interpreter take turns speaking. One person will speak, the interpreter will interpret, then another speaker will respond. In simultaneous, the interpreter uses a device, whether via headsets in person or through technology in a virtual meeting, that allows them to interpret while the person is speaking for their listeners.

Estimating the Cost of Interpretation and Translation

Providing interpretation and translation in service of language justice is a worthy investment, though an investment, nonetheless. When thinking about integrating these services into meeting design, explore what financial resources are available.

Interpretation

The cost for interpretation service is calculated depending on the length of a meeting; how many interpreters are needed to provide quality service; and whether it is virtual, in person, or hybrid. For example, an interpretation provider might automatically assign a second interpreter once a meeting is longer than 20 minutes, while another may have two interpreters regardless of meeting length; interpretation is an exhausting job, so it is helpful for interpreters to team up and be able to switch when needing a break. Find out the hourly rate your interpreter charges to estimate the cost.

Translation

It's typical for translation service providers to have a per-word cost for translation. When designing meeting materials, take word count into account to ensure financial resources will cover cost for translation. The more densely written the meeting materials, the higher the cost. For this reason, focus on slides with visual images and keywords, rather than extensive text that will need to be displayed in multiple languages. It is recommended to allow at least one week for translation turnaround. If a request for translation is made, expect a higher cost per word rate – often referred to as "rush translation."

Selecting an Interpreter or Translator

Depending on where your meeting is taking place and what financial resources are available, you may have different options when selecting an interpreter and/or translator. In some parts of Colorado, you may have access to contractors like Community Language Cooperative,

Spring Institute, or Mile High Multilingual Services. In other cases, you have may have to contract with a national provider like NaTakallam LLC. These contractors are seasoned and bring a myriad of experience and thought partnership in multilingual meeting spaces. For in-person meetings, these contractors typically bring their own equipment and can set up meeting attendees with individual devices and provide simultaneous interpretation (i.e. attendees are hearing what is being said in real time).

Alternatively, you may have local resources for interpretation who are able to speak local dialects. In some more rural areas, interpreters may wear multiple hats where they work for a local nonprofit and interpret when needed. You may need to set up a pre-meeting to talk about what they're able to offer as an interpreter (and what they can't) and best timelines for giving them enough heads up to get ready for either translation or interpretation. Don't assume that you can contact them and get something back in 24 hours. There are times when an individual interpreter does not provide individual devices for meeting attendees. In this case, interpreters typically provide consecutive interpretation where they need to interject every few sentences to interpret for the speaker in the space. Extra speaking time is needed for consecutive interpretation and should be considered when planning for how much time a speaker needs to get their point across.

Recruiting Participants for Multilingual Meetings

It's one thing to have materials translated and interpretation available once you're in a meeting: it's another thing to get folks there. Having outreach materials and registration tools available in multiple languages demonstrates your commitment to a thoughtfully designed multilingual meeting space. If you have usual timelines for when an invite needs to be ready, move it two weeks back, so you have time to finalize the messaging and send it to translation. Keep in mind that you'll also need to translate any RSVP form you use and materials for the actual event.

You may consider exploring these additional Canopy toolkits for recruiting participants:

- Inclusive Community Event Checklist
- Recruitment Reflection

Multilingual Meeting Checklist

Following is a list of best practices we've learned along the way:

Setting up a meeting

All meetings
- Plan for at least a 5-minute introduction from interpreters to explain Language Justice and allow participants to start using headset devices or Zoom settings.

THE CIVIC CANOPY

- There are different ways to design meeting materials for multilingual collaborative spaces. Depending on resources available (e.g. financial, audio/visual equipment), the facilitator may consider having multiple languages on one slide if running a slide show or multiple screens where one language is captured on each screen.

Here's an example of a single slide designed for multiple languages:

Interpretation

Set up Interpretation to hear and speak in the language of your heart. Click on the GLOBE icon on your screen or click on the 3 dots (...) and find the Interpretation option to select the language you prefer.

You have the option to mute original audio.

Turjumaad

Diyaarso Turjumaad si aad u dhageysato aadna ugu hadasho luuqadda aad jeceshahay. Guri calaamada qaab ADUUNKA u samaysan ee shaashadaada kadibna guri 3 dhibcood (...) oo ka hel dookha Interpretation (Turjumaada) si aad u doorato luuqada aad doorbideyso.

Waxaad haysataa dookh aad iskaga xireyso codka orjinaalka ah.

Interpretación

Configure la interpretación para poder escuchar y hablar en su propio idioma. Haga clic en el icono del globo del mundo que aparece en pantalla o en los puntos suspensivos, acceda al botón de interpretación [...] y seleccione su idioma de preferencia.

الترجمة الفورية

قم بتفعيل الترجمة الفورية للاستماع والتحدث بلغة قلبك. انقر على أيقونة الكرة الأرضية (GLOBE) على شاشتك، أو انقر على النقاط الثلاث (...) وابحث عن خيار "الترجمة الفورية" لتحديد اللغة التي تفضلها.

لديك خيار كتم الصوت الأصلي.

- Welcome the interpreter like you would a participant – they do so much for us, and it is important that they are valued, acknowledged, and seen in their contributions. Be sure to thank them for their service at the end of the meeting as well.
- Send meeting materials and any additional information to interpreters ahead of time. They appreciate having time to review materials and see how things got translated on paper, so they can be consistent while interpreting.

In person
- Reserve an area for interpreters to set up and lay out headset devices, typically near any sort of Registration or Check-In station.
- Allow for at least 15 minutes for interpreters to get set up. Include this time when requesting interpretation.
- Remind meeting attendees often to leave their devices behind; it's easy for them to get thrown in a laptop bag or purse and leave the meeting site.
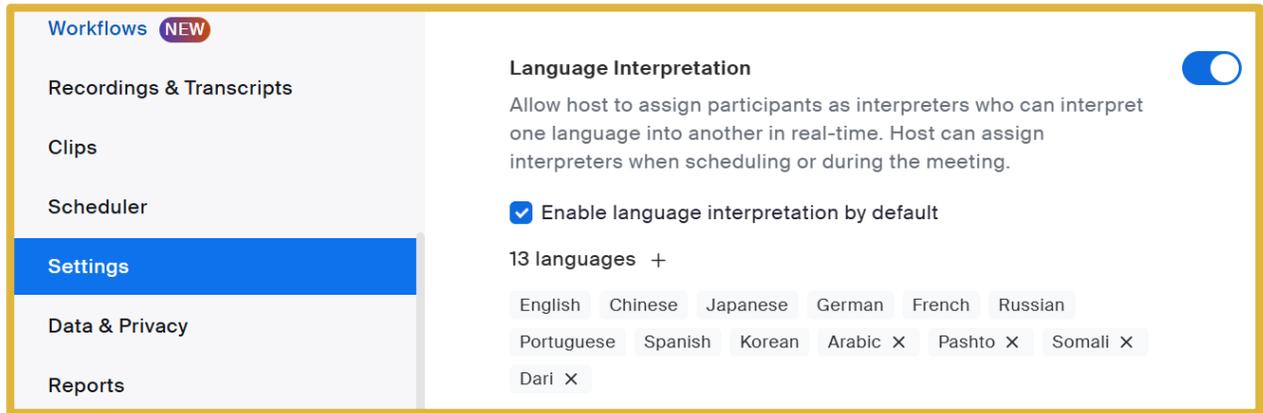
- Include interpreters when planning for food and beverage offerings, especially making water accessible.

Virtual - Zoom
- When first scheduling a new meeting on Zoom, adjust meeting-specific settings so that "Enabled language interpretation" is checked.

Meeting Options	
	✔ Allow participants to join anytime
	✔ Mute participants upon entry 🔲
	✕ Automatically record meeting
	✕ Approve or block entry for users from specific countries/regions
	✔ Enabled language interpretation🔲

- In Zoom Settings, make sure Language Interpretation is active and the languages you need are reflected so they pop up as options once you've turned on Interpretation in the Zoom meeting.

Workflows NEW	**Language Interpretation**
Recordings & Transcripts	Allow host to assign participants as interpreters who can interpret one language into another in real-time. Host can assign interpreters when scheduling or during the meeting.
Clips	
Scheduler	☑ Enable language interpretation by default
Settings	13 languages +
Data & Privacy	English Chinese Japanese German French Russian
Reports	Portuguese Spanish Korean Arabic ✕ Pashto ✕ Somali ✕ Dari ✕

- Ask interpreters to hop onto the Zoom call at least 15 minutes early to troubleshoot any issues that arise, complete a mic check, and get any questions answered that may impact their ability to interpret. Include this time when requesting interpretation.
- Only the Zoom host can turn on Interpretation in a meeting; ensure the right person is selected. (As of the drafting of this tool, it does not appear that a co-host has the ability to turn on Interpretation.)
- In the 15 minutes before, locate the "Interpretation" button at the bottom of the Zoom window. Click on it and select "Add Interpreter." Enter the interpreter's

email address, and they will receive an invitation to join the meeting as an interpreter.

In the meeting

- As part of your meeting set-up, explain how Interpretation will work and ask interpreters to repeat in additional languages BEFORE turning on Interpretation. This way, people know what to expect and how to use the globe icon once it's made available (i.e., once the meeting host turns on Interpretation).
- Interpretation does not work in breakout rooms. If you want to integrate small group breakouts into your meeting design, consider doing language-specific breakout rooms or maintain the "main room" as a multilingual space. Whenever folks come back to the "main room," remind them to reselect their language using the globe icon.
- Having more than one screen shared simultaneously is possible – the host just has to enable this function on their taskbar. This feature can be incredibly helpful to use language-specific slide decks. Once all the "slide sharers" are sharing their screen, attendees will see a pop-up option of whose slide deck to see. You might consider saying something like "To view this slide deck in Spanish, select Daniela. To view this slide deck in Somali, select Laura."
- Once Interpretation is turned on, do a quick sound check to make sure everyone can listen in the language of their heart. This can be done by asking for a quick thumbs-up from meeting attendees to signify they are good to go.

COMMUNITY LEARNING MODEL

Include

Ensure the various people, perspectives and systems involved in the work are engaged in the process.

Multilingual Meeting Checklist is a tool for the Include phase of the Community Learning Model. To learn more about tools for dialogue and the other areas of the Community Learning Model, visit civiccanopy.org/clm.