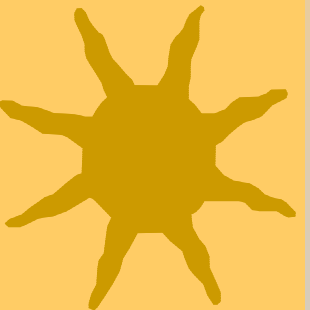
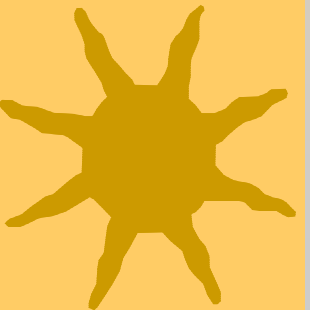




CHAIRING MEETINGS



Bilingual and Effective





Overview of the session



- ★ Challenges of bilingual meetings

- ★ Before the meeting

- Getting ready



- ★ During the meeting

- Ensuring optimal participation

- ★ After the meeting

- Following up



- ★ Roles of the main actors

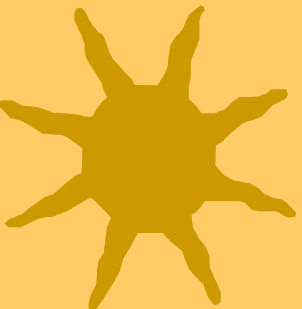
- ★ Conclusion and evaluation



Reasons for meetings



★ Tool for managers to deliver Transport Canada's mandate



- ★ Forum to give or share information or to decide on a course of action
- Have reason even for cyclical meetings of the management team





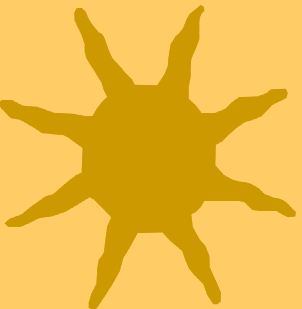
Policy on Language of Work - Extracts



★ Ensure that both official languages are used from the beginning of the meeting



★ Invite participants to use the official language of their choice



★ Ensure that all participants are able to participate in the discussions

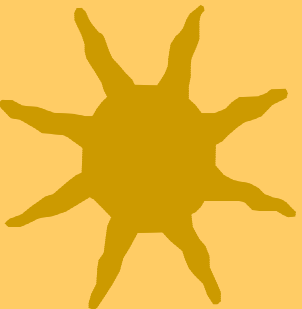
★ Encourage discussions in the language used less frequently



Bilingual meetings



★ Which meetings should be held in a bilingual format?





Meetings that should be in a bilingual format



★ National meetings

★ Meetings of a designated bilingual office with clients or members of the public



★ Regional meetings where there are employees who have linguistic rights at work



★ Management or Staff meeting

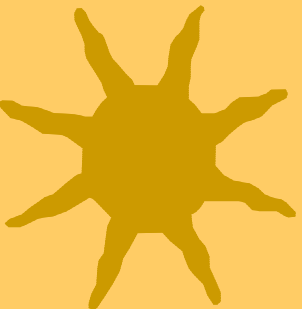
– Bilingual regions: language of work



Challenges of bilingual meetings



- ★ What do you think?
- ★ What are some of the constraints?
- ★ Do you have solutions or tips?





Advantages of bilingual meetings



★ People should be encouraged to communicate in the official language of their choice



★ Contribute to a positive work climate

★ Full contribution from each person
– Different ideas



★ Easier for participants to express their opinion clearly and effectively

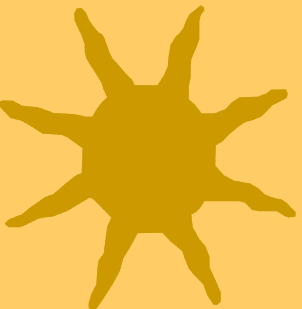


Golden rules of bilingual meetings (1)



★ Be well prepared

- Speaking notes in both languages in order to communicate clearly and precisely the message to be conveyed



★ « *French to follow* » is not an option

- Bilingual documents of equal quality simultaneously



★ Treat all participants in the same manner

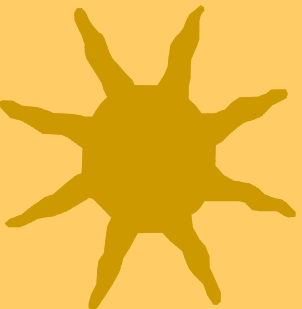
- Respecting the language chosen = respecting that individual



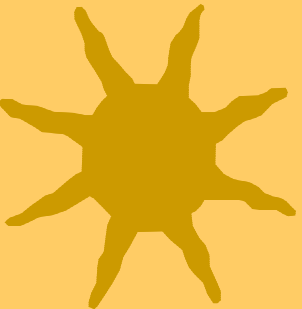
Golden rules of bilingual meetings (2)



- ★ Make the active offer and be a model
 - Participants will imitate the president



- ★ Explain process at the beginning of the meeting
 - Mention to unilingual participants that comments held in French will be summarised in English and vice versa



- ★ Do you have other golden rules ?



Before the meeting



★ Decide to hold a meeting

- Have a reason for the meeting
- Identify who should attend
- Identify anticipated outcomes



★ Invite participants

★ Preparation; bilingual format

- Agenda: in English and in French
- Related documentation: in English and in French
- Hand-outs: in English and in French
- Resource people: bilingual, as much as possible
- Bilingual minute taker





Drafting the agenda in both official languages



★ Presentation:

- Side-by-side, separate pages, upside/downside

★ Put priority items first

★ Indicate if item is for approval or information

- Have supporting documents ready in bilingual format

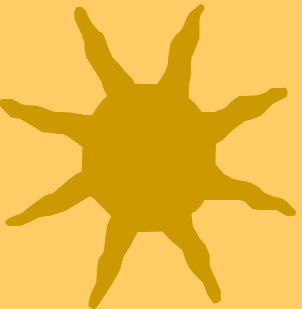
★ Assess time required per item

- Including « New business »





Opening the meeting



★ Greet participants

- Welcome remarks in English and French
- Invite participants to use language of choice; complete invitation in the two official languages
- Visual active offer

★ Set ground rules

- Focus on item discussed
- One meeting: one speaker

★ Adopt agenda and time frames



Dealing with decision items

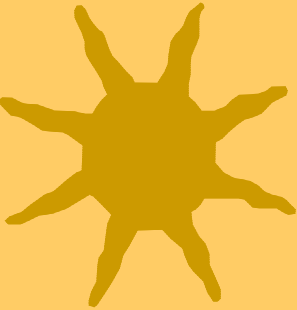


- ★ Rules of order
 - The harder the decision the more rigorous the process
- ★ Decide on vote or consensus
- ★ Summarize discussion
 - After each point, in the other language
- ★ Ensure understanding of next steps
 - Who does what when
- ★ Confirm agreement





Presentation for information



★ Documents

- All documents must be bilingual and of equal quality simultaneously



★ Slides

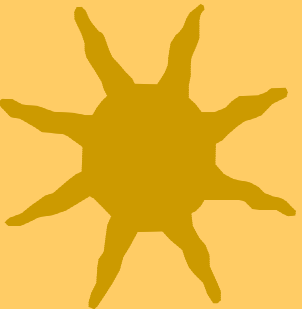
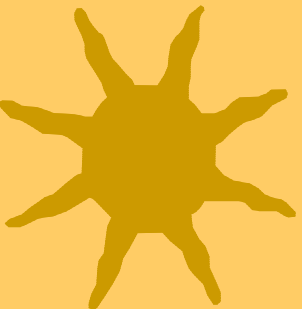
- Alternate English – French
- Hand outs: have full decks in English and in French



- ## ★ Summarize in the other language and confirm understanding and next steps in English and in French



To consider



★ With interpretation

- Important to alternate English French
- If you start a sentence in English, finish in English
- Slower delivery
- Answer questions in the language they are asked
- Use same language as slide displayed

★ Without interpretation

- Check level of participants' bilingualism
- Alternate English French
- Answer questions in the language they are asked
- Summarize discussion in the other language
- Use same language as slide displayed



Teleconferences



- ★ Make sure material has been received in the participants' preferred official language
 - Send copies of slides that will be used in advance
 - Consider faxing external presenters' hand-outs before the meeting
- ★ Explain procedure at beginning of teleconference
- ★ Use round table approach
- ★ Summarize discussions:
 - In the other language to ensure comprehension
 - As a general practice to ensure common understanding

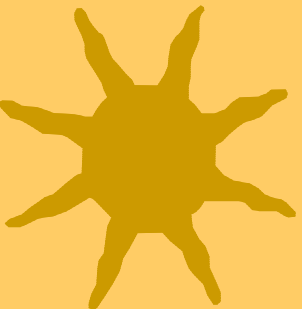


At the end of the meeting



★ Ask for feedback

- Ask participants what was effective and what could be done differently
- Invite suggestions to improve bilingualism at meetings





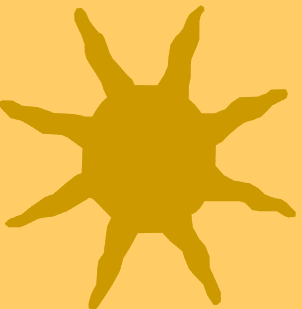
After the meeting



★ Draft minutes

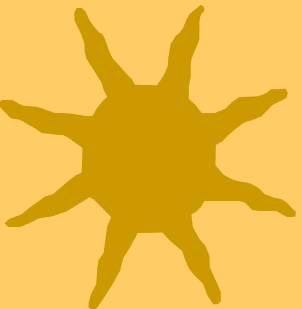
– Options:

- Completely bilingual
- Alternating English French if all participants are bilingual
- Comments in the official language of the speaker



★ Ensure follow up

- Take action





Role of the chairperson at bilingual meetings



★ Plan

- Draft agenda in both official languages and identify appropriate bilingual resources

★ Prepare

- Have documents ready in bilingual format simultaneously

★ Chair

- Facilitate and guide discussions
- Ensure that all participants are comfortable to participate and can do so in the official language of their choice

★ Set the example

- Model expected behaviour

★ Assess

- Ask for and listen to feedback

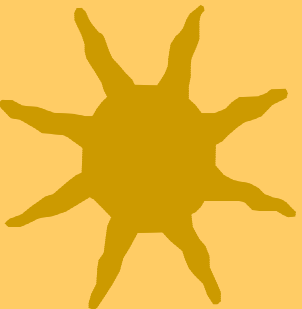




Options when the chairperson is unilingual

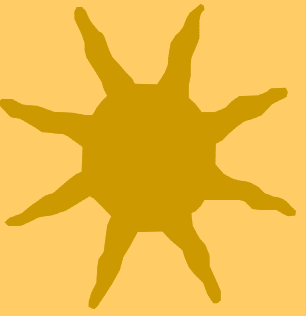
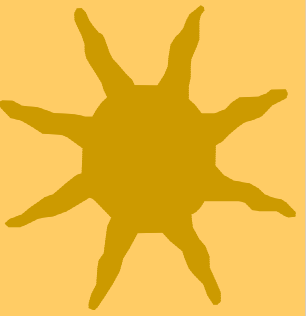
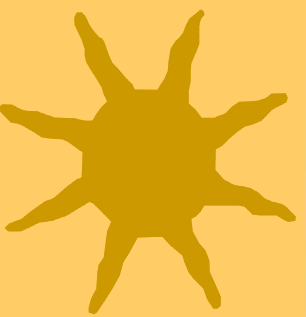


★ Your suggestions?





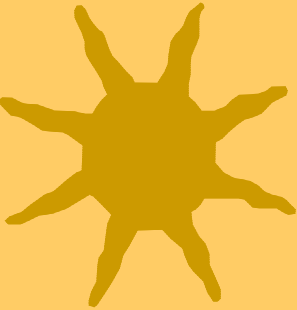
Options for unilingual chairpersons



- ★ Hand over chairing to someone else
- ★ Appoint a co-chair or ask someone else to summarize discussions in the other language
- ★ Buddy system (larger group)
- ★ Participants should be able to speak in the official language of their choice, at all times.



Role of participants at bilingual meeting



- ★ Participate and contribute in the preferred official language
- ★ Prepare reports/documents in both official languages and distribute at the same time the complete versions
- ★ Respect other participants' choice to communicate in their preferred official language
- ★ If you are bilingual, summarize the main ideas of your presentation remarks in the other official language

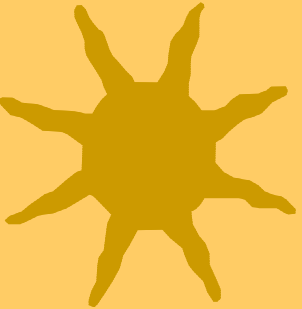


Conclusion and evaluation



★ Brainstorming

- What would convince you to make meetings more bilingual?
- Inventory of tips and best practices



★ Individual coaching

- How does it work?
- Contact Francine Charbonneau (990-5690)





In closing...



★ « Official Languages at Transport Canada -
it is simply a matter of respect. »

Nicole Pageot

Regional Director General, Quebec Region

Departmental Official Languages Champion

