



Information sheet:

## Action plan

### 1. Planning phase

Aim: to make members aware that bilingualism will be implemented on a step-by-step basis and to determine the resources available and the resources needed to reach the objectives

**Activities:**

- awareness-raising and recruitment of allies for the project
- monitoring and assessment of the current situation
- assessment of the resources, costs and effort required to deliver services in both languages
- adoption of a resolution establishing a language policy
- development and implementation of a communications plan designed to win the support of employees and members
- assessment of language training needs
- creation of committees and attribution of responsibilities (**see "Assigning responsibilities" information sheet**)

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### 2. Implementation phase

Aim: to set up the key structures, processes and activities needed in the move to bilingualism

**Activities:**

- development and implementation of language measures and guidelines (**see "Measures and guidelines" practical tool**)
  - delivery of services in both official languages (**see "Winning strategies" section**)
  - creation of a bilingual image (logo, reception, etc.)
  - production of bilingual documents
  - provision of translation services
  - introduction of language training
  - meetings held in both official languages
  - designation of bilingual positions
  - provision of interpretation services
  - incorporation of bilingualism costs into operating budget
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### **3. Follow-up phase**

Aim: to assess progress and plan next steps

#### **Activities:**

- evaluation of results (**see "Monitoring and assessment" practical tool**)
- questionnaires to gauge satisfaction of members, employees and customers (**see "Member satisfaction" practical tool**)
- identification of corrective measures
- promotion of the successes and positive impacts of the project
- development of a follow-up plan