



● Information sheet:

Bilingual teleconferencing

Organizing a teleconference is sometimes a more cost-efficient alternative for bringing people together. A regular telephone conference does not, however, take into consideration the language needs of participants. Consider arranging a bilingual telephone conference so that English and French-speaking members or clients are able to participate fully.

Bilingual teleconference options

- A bilingual teleconference may be held if it is chaired bilingually and the participants are able to participate in the language of their choice. Refer to the "**Bilingual meetings**" **information sheet** for tips on how to chair a bilingual meeting.
- A bilingual teleconference may also be held if *simultaneous interpretation* services are made available through a teleconference service provider. Both English and French-speaking participants benefit from the immediate translation of information from one language to another. A bilingual chairperson is not necessary for this teleconference format. Oral communication is passed from a speaker from one language group to the interpreter who then relays the interpretation to the participants of another language group. With simultaneous interpretation there is no delay – the message is translated as it is being given.

A successful bilingual teleconference requires preparation on your part and you may require additional services from your teleconference service provider if you wish to provide simultaneous interpretation. Consider some of the following suggestions:

General preparation for a bilingual teleconference

- Ensure that documentation for the teleconference is prepared in both languages (for example, meeting agenda, supporting documents, participant list) and distributed in advance.

Arranging simultaneous interpretation services

- Select a teleconference service provider and discuss your particular needs. Your service provider will be able to describe the different features they offer. Make sure that they are able to provide simultaneous interpretation.
- If this is the first time that your organization arranges a bilingual teleconference, provide instructions to your participants in both languages.