

# Climbing the steps toward language awareness in the workplace: self-evaluation

- The following evaluation survey serves as a basis for language discussions. Using the survey, determine your work community's current standing on the steps toward language awareness in the workplace. Depending on the situation, work task, and team, you can be on several steps at once.
- The survey highlights how employees can have different experiences of language awareness and practices that support language learning in the work community. Assumptions do not always reflect reality.
- Taking the survey will help you consider the best solutions for your work community and plan practices to develop and support methods to adopt in your work community.



Image: Jenni Lintumäki.

## Assess your standing on the steps toward language awareness in the workplace.

0 We are about to take our first step.

- The members of our work community do not have diverse linguistic backgrounds.
- Our clients and partners speak the same language as our employees.
- Language choices are straightforward.

1 We are on the step of introducing language awareness.

- Some colleagues in our work community come from a non-native language background or we are planning to recruit non-native employees.
- Language issues sometimes cause tension.
- I have some sense of what language awareness means.

2 We are on the step of finding common ground.

- I know what languages my colleagues are proficient in and what linguistic background they come from.
- We have had joint discussions on languages and using different languages at work.
- I have agreed to help my colleague with language issues at work / I have agreed that I can ask a colleague whenever I need help with work-related language issues.

3 We are on the step of performing small actions.

- My workplace has a sample response bank or other language instructions for recurring interaction scenarios at the workplace.
- I can identify various everyday tools at the workplace that help with developing language proficiency.
- I actively uphold measures that support language learning as agreed in my community.

4 We are on the step of supporting structures.

- In employee performance reviews, I have discussed language proficiency objectives and language learning or supporting language learning at work with my supervisor/subordinate.
- My workplace has offered courses for developing the working language, or training for better supporting a language-learning colleague.
- I know my role in workplace language learning scenarios and know what is expected of me.

5 We are on the step of establishing extensive practices.

My workplace has a language strategy or language policies that everyone knows and that are applied in practice.

Discussing language proficiency and language learning preferences feels natural at my workplace, and language proficiency and the ability to use of different languages at work are brought up in as early as recruitment and orientation.

Language learning is allocated resources, monitored and rewarded: it is taken into account, for example, in salary or when duties change.