

Welcome to the session: Building Linguistic Security

Creating a work environment conducive to
the inclusion of both official languages

*We will begin
shortly!*



Mute your
microphone



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camera



Canada Revenue
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du Canada



Technical considerations



Please mute MS Teams and turn off your video camera.



Please submit your questions or feedback using the chat function on MS Teams



You are in a safe space, please participate when asked to use MS Teams.

Objectives

At the end of this session you will be able to:



Better understand linguistic insecurity in official languages;



Build linguistic security by promoting the use of both English and French within your team so that everyone feels comfortable expressing themselves in the official language of their choice;



Reveal or develop your character leadership to dare to speak in the language of your choice and create a space that is more inclusive and open to linguistic duality.

Agenda

-  Icebreaker activity;
-  Defining linguistic insecurity in official languages;
-  Tips and best practices
-  How to maintain a work environment that strengthens linguistic security.

And if you tell us a little about yourself...

1. What is your first official language?

- a) French b) English

2. What is your comfort level when using your **first official language**?

- a) I don't dare to use it
- b) Often uncomfortable or insecure
- c) Sometimes uncomfortable or insecure
- d) I feel comfortable and at ease

3. What is your comfort level when using your **second official language**?

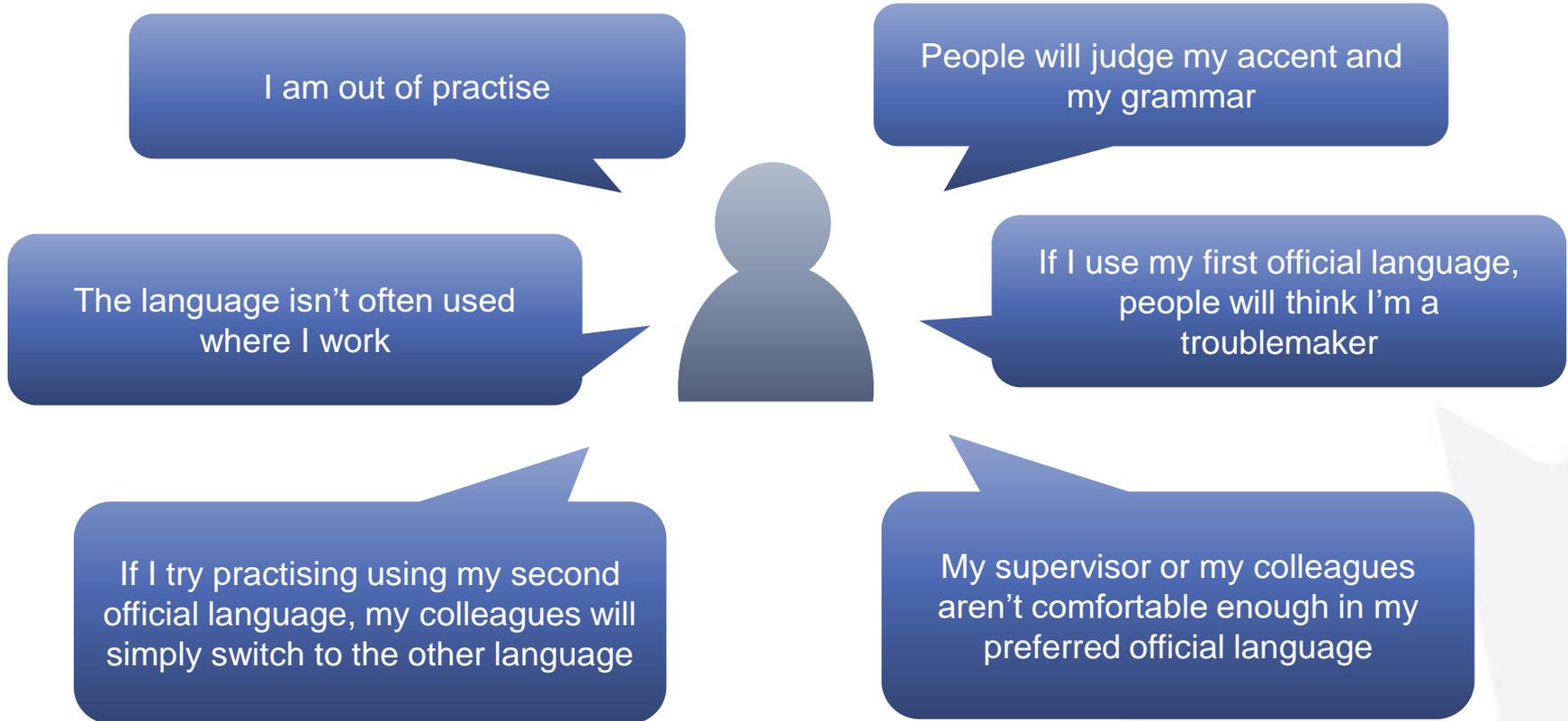
- a) I don't dare to use it
- b) Often uncomfortable or insecure
- c) Sometimes uncomfortable or insecure
- d) I feel comfortable and at ease

Definition

Linguistic insecurity can be described as a sense of unease, discomfort or anxiety experienced when using or attempting to use one's first language or a second language due to a variety of environmental, perceptual, interpersonal, organizational, cultural and social factors [...].

Source: Office of the Commissioner of Official Languages (OCOL)

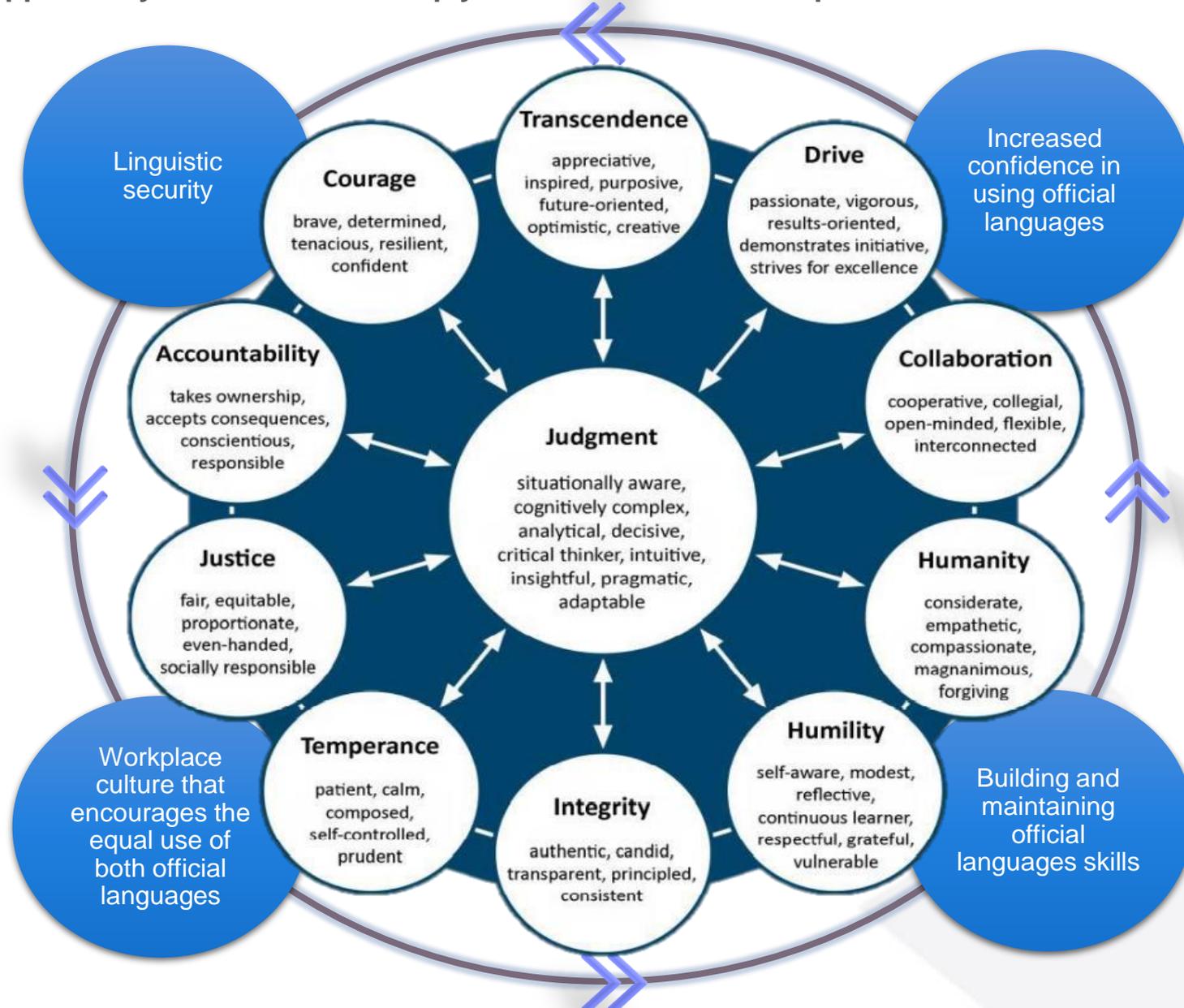
Sources of linguistic insecurity



Source: Office of the Commissioner of Official Languages

Leadership and linguistic security

An opportunity to reveal or develop your character leadership



Leadership tips

" Everyone has a role to play in creating a linguistically inclusive workplace, and leaders can really set the tone. By using both official languages and encouraging others to do the same, you are helping to create the conditions for an organizational culture that values English and French equally, thereby enhancing language security in the Public Service of Canada. "

- Raymond Th  berge, Commissioner of Official Languages



Best practices for managers

1

When you actively use both English and French in the workplace and if you have embarked on a journey to learn a second official language, share your positive experiences and how you overcame your challenges with your colleagues.

2

Encourage your colleagues to work in their second official language.

3

Actively encourage the use of the non-dominant language at work, whether in the office or telework, in meetings or in informal situations, such as discussions with colleagues.

4

Encourage your colleagues to submit documents and write emails in the language that is not dominant language in the workplace.

5

Access to second official language training as well as opportunities to upgrade and maintain your skills.

Best practices (cont'd)

6

Make others aware of the fact that some people may want to use the non-dominant language at work, regardless of whether it is their first or second official language.

7

Make it clear that your colleagues can understand their second official language even if they don't speak it, and normalize the possibility for anglophones and francophones to talk to each other in their respective first official languages.

8

Encourage second-language learners to ask colleagues for help with their practice.

9

Encourage your colleagues to avoid switching to the first official language of second-language learners who are trying to practice as this attention/action may be misinterpreted.

10

Discourage the practice of frequently correcting or commenting on a second language learner's imperfect English or French. Let mistakes pass in the learning process.

Tools: visit the OL Program page



[An all-new, all-free platform to learn English and French](#)



[A new page on the use of Official Languages in the Virtual Work Era](#)



[A page that explains the importance of bilingualism in meetings](#)



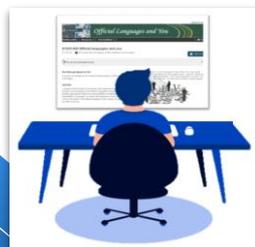
[The poster for the "Je pratique mon français/I'm practising my English" initiative](#)



[A program for those who seek to practise, retain and improve their second official language with a partner](#)



[Employee third language capabilities Directory](#)



[The recently updated "OL & You" course](#)



[Linguistic insecurity](#)

Conclusion

Linguistic security is also a matter of character leadership. As a manager, you can strengthen linguistic security within your team by:

-  Respecting everyone's language skills and your own;
-  Fostering a culture conducive to learning and maintaining the second official language by encouraging your colleagues to use the least used language at work;
-  Sharing tools and promoting activities made available in the Agency including those proposed by the Official Languages Champions;
-  Taking time to discuss linguistic security with your employees in order to create a team culture that respects both official languages;
-  Encouraging employees to use the lesser-used language at work.