[Cliquez ici pour accéder à la FAQ en français.](https://gcxgce.sharepoint.com/:w:/r/teams/0337/_layouts/15/Doc.aspx?sourcedoc=%7BE3CF6B4F-1DAD-46EB-B3B1-BDE9AF2F47FC%7D&file=FR-FAQ_Facilitateurs-GELI_2024.docx&action=default&mobileredirect=true)

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## What is the Interdepartmental Language Interchange Program?

The Interdepartmental Language Interchange Program (ILIP) is an initiative led by Vanguard, the Emerging Leaders Network of Public Services and Procurement Canada, in collaboration with other [young] professionals’ networks. ILIP is fun, informal way for participants to practice an official language in a casual setting.

Participants will join a virtual session; there, they will be able to talk and to play language games with other employees from any of the participating departments and agencies. This is also a great opportunity for them to do some networking! As a facilitator, you will host the meeting, suggest games and conversation topics, and will be available to answer questions.

## Do I need to be formally trained as a language teacher?

Not at all. This program is not an official language course, and the facilitators are not expected to be second language teachers. As facilitators, you are colleagues helping other colleagues practice their second language skills. Your role is to help keep the conversation fluid and comfortable for all participants. You are primarily a host and a guide, as opposed to a teacher or an assessor.

You may not know the answers to all of the participants’ questions, and that’s perfectly all right! This is also an opportunity for you to practice your public speaking and hosting skills, and to become more comfortable leading a group.

## What resources am I going to get?

Before your first session, you will be provided with a [toolkit](https://gcxgce.sharepoint.com/teams/0337/Shared%20Documents/Forms/AllItems.aspx?id=%2Fteams%2F0337%2FShared%20Documents%2FGELI%20%2D%20ILIP%2FSession%202024%20Toolkit&viewid=be75d4e1%2D3ae4%2D46d6%2Daf96%2Df33849132011), which will include ideas for games and discussion topics. The toolkit has a [facilitator guide](https://gcxgce.sharepoint.com/teams/0337/Shared%20Documents/Forms/AllItems.aspx?id=%2Fteams%2F0337%2FShared%20Documents%2FGELI%20%2D%20ILIP%2FSession%202024%20Toolkit%2FGuides&viewid=be75d4e1%2D3ae4%2D46d6%2Daf96%2Df33849132011) with weekly themes, [online resources](https://gcxgce.sharepoint.com/teams/0337/Shared%20Documents/Forms/AllItems.aspx?id=%2Fteams%2F0337%2FShared%20Documents%2FGELI%20%2D%20ILIP%2FSession%202024%20Toolkit%2FOnline%20%2D%20En%20ligne&viewid=be75d4e1%2D3ae4%2D46d6%2Daf96%2Df33849132011) and [tips and tricks on how to lead a group](https://gcxgce.sharepoint.com/teams/0337/Shared%20Documents/Forms/AllItems.aspx?id=%2Fteams%2F0337%2FShared%20Documents%2FGELI%20%2D%20ILIP%2FSession%202024%20Toolkit%2FHow%20to%20%2D%20Comment%20faire&viewid=be75d4e1%2D3ae4%2D46d6%2Daf96%2Df33849132011). The participant will also be provided with their own [participant guide](https://gcxgce.sharepoint.com/teams/0337/Shared%20Documents/Forms/AllItems.aspx?id=%2Fteams%2F0337%2FShared%20Documents%2FGELI%20%2D%20ILIP%2FSession%202024%20Toolkit%2FGuides&viewid=be75d4e1%2D3ae4%2D46d6%2Daf96%2Df33849132011).

## Who is the main contact if I have questions or issues?

If you want a quick response, message the MS Teams facilitators group chat and either an ILIP coordinator or another facilitator will get back to you. For more personal questions, feel free to reach out to the ILIP planning committee at [ilip.geliquestions2024@gmail.com](mailto:ilip.geliquestions2024@gmail.com) (we are currently experiencing a high volume of emails).

## Do I need to be an expert in the language my group is learning?

No, but you will feel much more comfortable leading the group if you are at ease in the language used. However, you do not need to be a first-language speaker to be able to lead a group in that language. You are very welcome to become a facilitator in any official language, even if you feel your skills are not perfect.This can be a great example for the participants. You will learn alongside each other.

## How long are the sessions? The excel document shows 2 hours but the guide says 1 hour.

When registering, participants were offered timeslots of 2 hours (except lunch time). The 2-hour timeslot was to allow facilitators more flexibility in scheduling the sessions. However, the sessions themselves are 1 hour per week per group.

## How big are the groups going to be?

There will be a limit of 6 participants per group. The participants will sign up for the full length of the program, so that the same participants will come back every week. If new participants are to come to your class, the ILIP team will let you know.

## What platform will the sessions be held on?

The sessions will take place on MS Teams. You may already be familiar with the platform as part of your daily work.

## What happens if I am sick or cannot attend a session?

If an unexpected situation prevents you from leading a meeting, you have a few options to explore. You can either host two sessions the following week, add an additional week at the end of the program, reach out to the other facilitators through the MS Teams group chat to see if one of them would have capacity to cover for you this specific week or invite the participants to have a self-led meeting this specific week using the conversation prompts and additional activities available on the [facilitator guide](https://gcxgce.sharepoint.com/:w:/r/teams/0337/_layouts/15/Doc.aspx?sourcedoc=%7B3223D203-9F7C-4B86-BCDD-4C86438234CB%7D&file=EN-ILIP-Facilitator_Guide-2024.docx&action=default&mobileredirect=true).

## I cannot find my name in the Excel spreadsheet, does that mean I was not selected to be a facilitator?

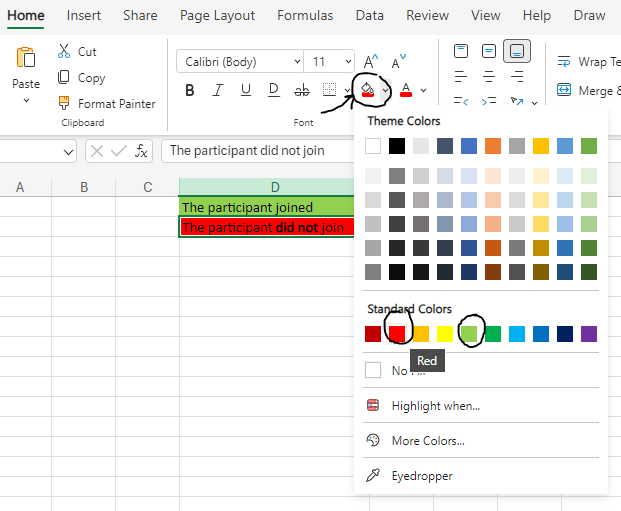
If you don't have a group, it's very possible we had a surplus and you weren't placed but keep an eye out as some facilitators are dropping out. Feel free to navigate to the [ILIP GELI 2024 groups Excel document](https://gcxgce.sharepoint.com/:x:/r/teams/0337/_layouts/15/Doc.aspx?sourcedoc=%7BCB886231-9D69-430E-ABBF-435988EE49E8%7D&file=ILIPGELI%202024%20groups.xlsx&action=default&mobileredirect=true) and add your name to any group that does not have a facilitator. Remember to reach out to the participants listed for the group. We are asking facilitators to *never delete anything from the excel spreadsheet*. Additionally, you can support another facilitator who reaches out for replacement opportunities in the MS Teams group chat.

## I can see on the Excel spreadsheet that there are still so many groups without facilitators, can I facilitate one of those?

Thank you for offering to facilitate some of our self-led groups! If you were not assigned any groups or if you have capacity to take on an additional group, feel free to navigate to the [ILIP GELI 2024 groups Excel document](https://gcxgce.sharepoint.com/:x:/r/teams/0337/_layouts/15/Doc.aspx?sourcedoc=%7BCB886231-9D69-430E-ABBF-435988EE49E8%7D&file=ILIPGELI%202024%20groups.xlsx&action=default&mobileredirect=true) and add your name to any group that does not have a facilitator. Remember to reach out to the participants listed for the group. We are asking facilitators to *never delete anything from the excel spreadsheet*.

## None or almost none of my participants joined our first session. Can you assign me more participants?

If you have a limited number of participants showing up, you could reach out to the other ones individually to see if they are still interested. If you have a lot of participants who haven't responded or did not show up to the first session, just give it some time and see until end of week 2. We are opening the [ILIP GELI 2024 groups Excel document](https://gcxgce.sharepoint.com/:x:/r/teams/0337/_layouts/15/Doc.aspx?sourcedoc=%7BCB886231-9D69-430E-ABBF-435988EE49E8%7D&file=ILIPGELI%202024%20groups.xlsx&action=default&mobileredirect=true) to facilitators so that you can let us know which participants joined the sessions and which ones did not so that we can look into reassigning participants. To do so, we are asking you to locate your group in the document, change the color of the cell for each participant for one of those 2 colors: GREEN (the participant joined) and RED (the participant did not join). To change the color of the cell, simply select the cell you want to modify and click on the paint can (see screenshot below) to select the color:



## We received our groups the Friday evening before the start of the program. I was not able to meet my group on the first week because of it.

We understand completely and that’s why if you didn't have the chance to meet the week of September 9th then do not worry, you can always extend by one week the program to make eight weeks (until November 8th).

## For Monday groups, do you have a plan to compensate for statutory holidays?

You can either find another availability for everyone in the same week or do 2 sessions the following week. Additionally, another option would be to extend the program by one week (until November 8th).

## I am facilitating a beginner group, and some participants do not even speak the language. They do not know how to form basic sentences. What would you recommend?

If you have beginner groups and they can't put sentences together, you could recommend them to practice beforehand with the questions located in their [participant guide](https://gcxgce.sharepoint.com/:w:/r/teams/0337/_layouts/15/doc2.aspx?sourcedoc=%7B36C749D7-B13E-4212-89D5-DF99949379DB%7D&file=EN-ILIP-Participant_Guide-2024.docx&action=default&mobileredirect=true). The guide also has lists of vocabulary relevant to each weekly theme, sentence starters and additional activities participants can do between sessions. Remember, facilitators are not expected to be second language teachers. Patience will be key here to support your colleagues in practicing their second language speaking skills. Do not hesitate as well to play games instead of having conversations, listen to podcasts with them, watch videos, listen to some music,...

## Some participants refuse to turn on their camera, even after asking them multiple times. I don’t think it’s very respectful for the group and the facilitator.

Make sure to encourage the whole group to turn on their camera, be positive about it. Do not punish participants or give them a hard time, do not single out one individual. In an ideal world, we hope participants would feel comfortable to have their camera on during the sessions. However, we must keep in mind the following:

* For some participants, it took them a lot of courage to register and join the first session of ILIP. They might not be 100% comfortable to turn their camera on during the first meeting. However, we have seen it in the past where after a couple meetings, they end up building confidence and trust towards the group that they turn on their camera. Be patient, give them some time and be supportive.
* Additionally, there might be a reason why they do not turn on their camera: calling from the office, calling from home, connectivity issues, hardware not working properly, ...

## CRA SPECIFIC – What timecode can I use?

The CRA Official Languages (OL) committee recommends using the 025 (English)/026 (French) timecodes depending on the language practiced. Both facilitators and participants can use these timecodes.