

# Transforming Bilingual Meetings



# Who is FCC?

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- Farm Credit Canada is a Federal Crown corporation, with its head office situated in Regina
- Founded in 1959
- Supports growth and prosperity in the Canadian agriculture and food industry
- Only lender 100% invested in Canadian agriculture and food







# A renewed focus on official languages

Four pillars:

1. Leadership and setting the tone
2. Recruiting bilingual talent
3. Investing in language training
4. Weaving bilingualism into the workplace

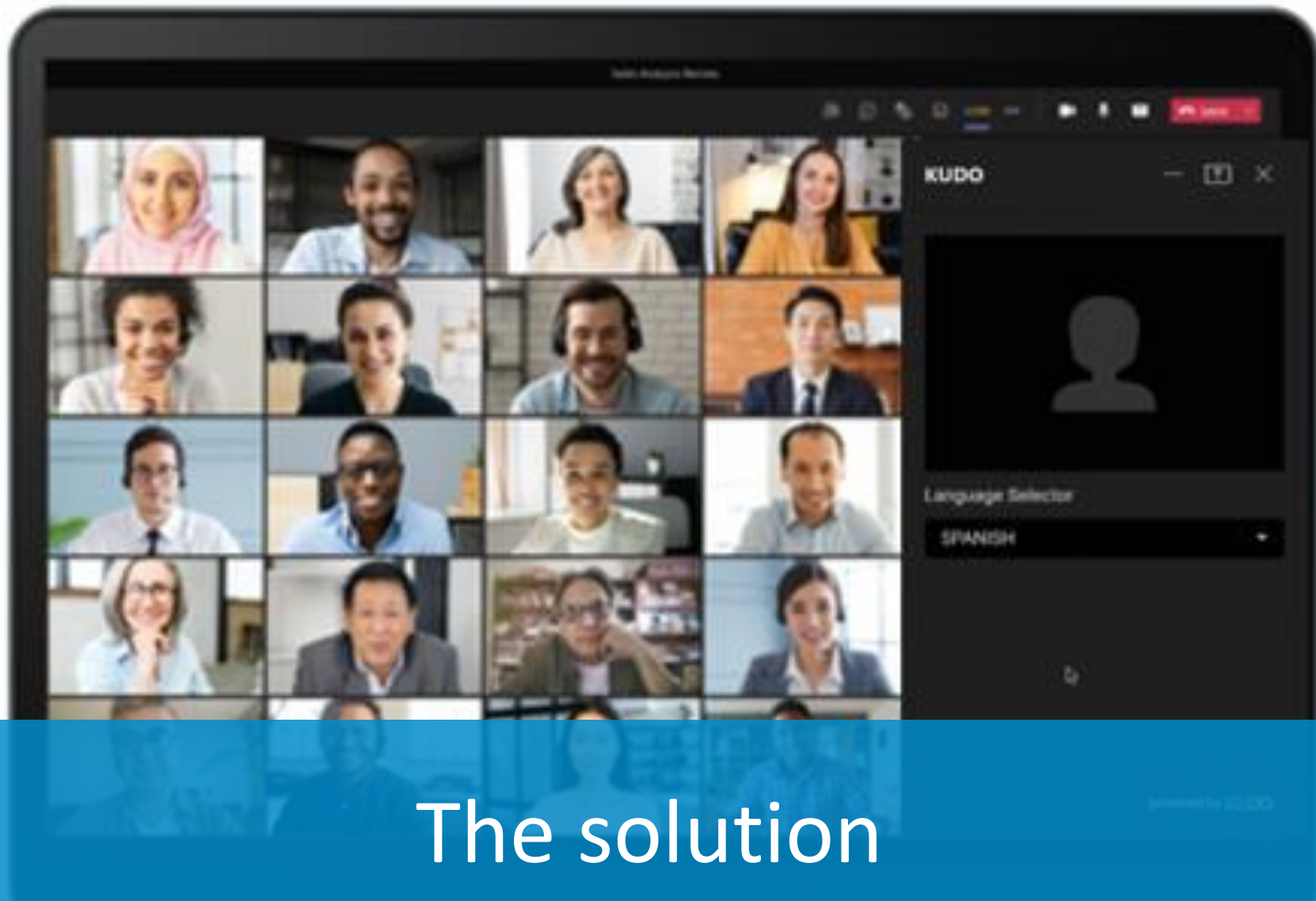






# How can we...?

1. Enable access to interpretation via MS Teams?
2. Make interpretation scaleable and increase access?
3. Gain buy-in and provide an equal experience?
4. Make planning and execution easier for our clients?



The solution



# Scaleable MS Teams integration

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- RSI platform integration with MS Teams
- Access to a large network of professional interpreters
- Flexible and accessible
- In-person, hybrid and virtual meeting solutions
- Project management support





# Equal representation of official languages

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- Communication campaigns and education
- Leadership sponsorship
- Visible demonstration
- CEO Champion



# Simplify planning and execution

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- Defined roles and responsibilities
- Leveraged a business partner model
- Provided toolkits and support materials
- Offered white glove support







# Adoption

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- Experiment mindset
- Upskilling
- Partnerships
- Celebrate the successes



Impact



# Survey results: satisfaction with interpretation

## 6. If you used simultaneous interpretation, how satisfied were you with it overall? Please rate your experience.

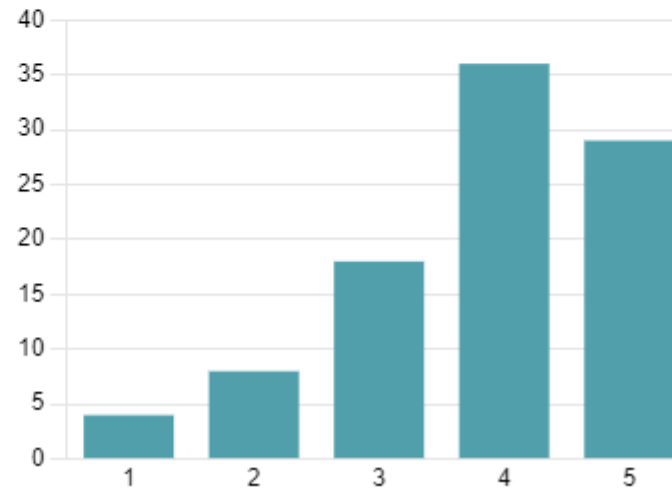
Si vous avez eu recours à l'interprétation simultanée, dans quelle mesure en avez-vous été satisfait? Veuillez évaluer votre expérience.

[Plus de détails](#)

 Aperçus

3.82

Évaluation moyenne








# Survey results: equal experience

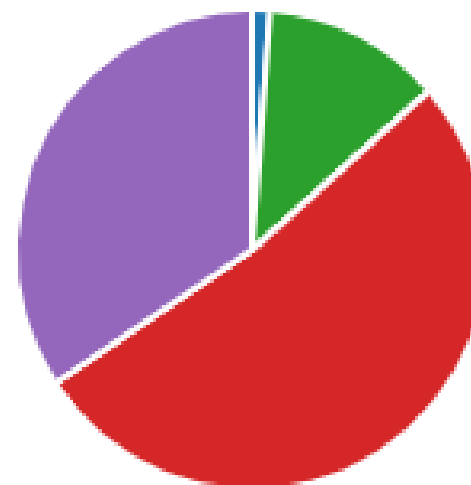
## 4. How would you describe the use of both official languages during the event?

Comment décririez-vous l'utilisation des deux langues officielles au cours de l'évènement?

[Plus de détails](#)

 Aperçus

-  The event was conducted in E...
-  The event was conducted in Fr...
-  The lesser-used official langua...
-  A portion of the event was co...
-  English and French were used ...





# Survey results: Satisfaction with both OLs

8. **How satisfied were you with the overall representation of both official languages during the meeting? Please rate your experience.**

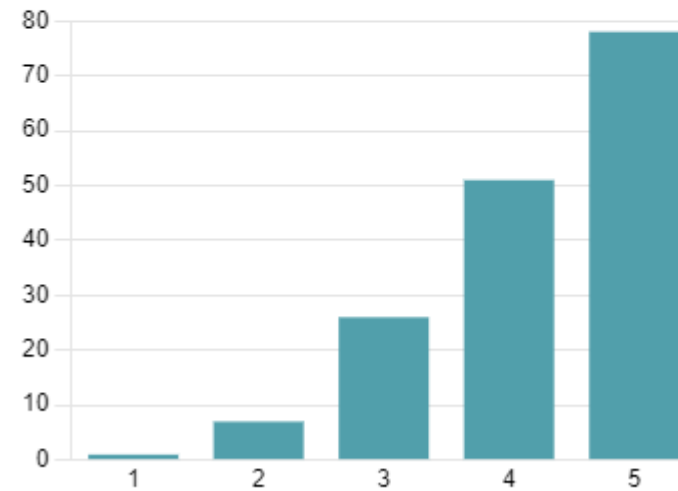
Dans quelle mesure avez-vous été satisfait de la représentation générale des deux langues officielles au cours de la réunion ? Veuillez évaluer votre expérience.

[Plus de détails](#)

 Aperçus

4.21

Évaluation moyenne



*It was a first for me to see French so present in a meeting. I appreciated this recognition, although I am quite comfortable in English. Thank you for your efforts.*

*With the increased language training in either language our team seems to be more and more comfortable to speak in the language of their choice and someone else responding in their language but not necessarily the same language. It makes the discussions a bit more fluid. I*

*I appreciated the use of both languages and that people could respond/speak in their language of choice and everyone had a way of understanding.*

*It was fun to see more frequent use of French. It also seems that it prompted more Anglophones to try to speak French.*





Questions?