PRINCIPLES OF PRACTICE

The Office of Human Resource Development strives to advance these principles in our daily interactions:

- **Community through respect & civility**
  It is critical to promote respect and the practice of civility in the workplace community.

- **Excellence through diversity**
  Diversity of gender, ethnicity, ability, religion, sexual orientation, culture, position, job function, language, and years of service are crucial components in the pursuit of excellence.

- **Success through learning**
  Continuous professional development is vital to individual and organizational success.
SERVICES PROVIDED

- Translation and interpretation services into Spanish, Hmong, Chinese, and Tibetan to facilitate communication in the workplace.
- On-the-job training to enhance workplace communication skills for English language learning employees.
- Support and resources for managers and supervisors in multilingual work environments where communication barriers may exist.
- Educational opportunities for all UW-Madison employees through the Workplace Learning Program.

WHO MAY ACCESS OUR SERVICES

- Applicants and potential employees.
- UW-Madison departments requesting their communication in different languages.
- Employees seeking workplace learning opportunities.
- Employees who may need translation or interpretation services.

WORKPLACE LEARNING

- Workplace English Language Learning Classes are offered for limited English-proficient employees in participating departments.

Expanded Workplace Learning Opportunities

The Employee Learning Center, Workplace Trainings and the Volunteer Tutoring Program are available for native English-speaking employees and employees with limited English proficiency.

- Employee Learning Center helps UW-Madison employees (including J-1 visa scholars) identify and work toward educational goals to enhance opportunities for workplace advancement.
- Areas of instruction may include:
  - Computer skills
  - Workplace math
  - Reading / writing skills
  - GED / HSED support
  - English language

Workplace Training topics include:

- Basic computer classes
- Work-life skills workshops
- Working effectively with an interpreter
- Plain Language strategies for effective communication
- Non-Verbal ways we communicate

The Volunteer Tutoring Program matches employees with tutors who provide one-on-one instruction so learners can pursue individual learning goals at convenient times and locations.