LANGUAGE SERVICES, TRAINING, AND LEARNING

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PRINCIPLES OF PRACTICE

As a part of the Office of Talent Management, Cultural Linguistic Services strives to advance these principles in our daily interactions:

**Community through respect and 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.
WE PROVIDE MULTILINGUAL AND MULTISHIFT SERVICES

- Translation, interpretation, and language support services into English, Spanish, Hmong, Chinese, and Tibetan to facilitate communication in the workplace
- On-the-job training to enhance workplace understanding and communication skills for English language learning employees
- Support and resources for managers, supervisors, and the HR community in multilingual work settings
- Educational opportunities for all UW-Madison employees through learning activities and training in multiple languages

Example of multilingual poster:

![Multilingual Poster](image)

**TRAINING AND LEARNING**

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

**Plain Language Services** support UW-Madison staff to facilitate effective communication.

The 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:

- English conversation, pronunciation, and listening practice
- Learning about UW-Madison and U.S. culture
- Other workplace and literacy skills

**WHO MAY ACCESS OUR SERVICES AT UW-MADISON**

- Applicants and potential employees
- Departments requesting their communication in different languages
- Employees and International Scholars seeking workplace learning opportunities
- Employees who need translation or interpretation services
- Departments interested in partnerships and training opportunities

**Cultural Linguistic Services (CLS) develops and delivers multilingual training and information sessions** in English, Spanish, Hmong, Chinese, and Tibetan.

- Work-Life Skills, such as Resume Writing, Understanding Earnings Statements, Using UW Libraries, and Benefits Available for UW-Madison Employees
- Working Effectively with an Interpreter
- Beyond Words: Non-verbal Communication in the Workplace
- Basic Computer Skills

The Volunteer Tutoring Program matches employees with tutors who provide one-on-one instruction. Learners can pursue individual learning goals at convenient times and locations. A Tutor Training certificate is offered every semester.