

Creating an organisation that considers language inclusivity

Enhancing Language Inclusivity in Volunteer Organisations

Language inclusivity is vital in ensuring equitable participation and engagement of volunteers from diverse language backgrounds within an organisation. By prioritising language inclusivity, organisations can foster **accessibility** and maximise the contributions of all volunteers. This page will outline the importance of language inclusivity and what strategies can be used by volunteer-involved organisations to **enhance** it when engaging **multicultural volunteers**.

The importance of enhanced language Inclusivity within Volunteer Involved Organisations

Organisations must ensure enhanced language inclusivity in the diverse and multicultural volunteering landscape. This will be important as it will facilitate **effective communication** and understanding among volunteers. Enhanced language inclusivity will also **remove barriers** to participation for volunteers with limited proficiency in the English language. This will also demonstrate the organisation's **commitment to diversity, equity, and inclusion**.

How can a volunteer-involved organisation enhance language inclusivity when engaging multicultural volunteers?

- Design **visual instructions** that complement the written instructions to accommodate diverse linguistic needs.
- **Recruit multi-language** speakers as volunteers to assist during meetings, training sessions and volunteer activities.
- Recruit a diverse range of English speakers, fluent and non-fluent, so that the non-fluent speakers **learn** from the fluent.
- **Translation Tools:** Utilise translation software and apps to translate written materials and digital content into various languages.
- Use communication **platforms that support multilingual capabilities**, allowing volunteers to communicate effectively regardless of language barriers, such as Slack, Monday.com, Microsoft Teams, Asana, Trello, and Cisco Webex, to mention a few.

Strategies and Action Points to Achieve Cultural Competency and Sensitivity within a Volunteer-Involved Organisation?

Please **reach out** to the Thrive project support worker for **tips and information** on how your organisation can tailor-make strategies and action points that your organisation can use to foster competency and sensitivity.

- **Active listening:** Encourage volunteers to listen attentively and empathetically to understand the perspectives and experiences of others.
- **Flexible and inclusive policies:** Develop policies and practices that accommodate diverse cultural needs and preferences.
- Implement regular cultural competence training workshops for volunteers
- Create **opportunities** for and **accessible** to a cross-cultural population
- Foster **open dialogue** and communication channels for addressing cultural issues and concerns within the organisation
- With support from the volunteer centre, refer volunteers to **language learning opportunities** and resources to improve their language skills, if desired.
- With support from the volunteer centre, deliver Cultural Sensitivity Training on cultural differences and effective cross-cultural communication to **enhance understanding** and **respect** among volunteers from **diverse linguistic** backgrounds.
- Regularly solicit **volunteer feedback** regarding language inclusivity initiatives and **adapt** strategies based on their input.

Conclusion

Language inclusivity is essential for creating an inclusive and welcoming environment where multicultural volunteers can **fully participate** and contribute. By implementing language accessibility initiatives, organisations can **empower volunteers** to engage meaningfully and positively impact the organisation and the communities it serves.

The volunteer centre has a designated support worker to assist you with any questions, information, and training regarding engaging displaced people/migrants from various cultures who are volunteering in your organisation.

Get in touch

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