



## Training of public health intervention teams

Our training programs are aimed at the various actors involved in health interventions.

We offer workshops aimed at providing practical tools to field staff. Our workshops are also organized to encourage managers to incorporate a language sensitive approach into all programs. Training can be delivered face-to-face or online in the form of “webinars”.

### Local languages and communication

Target audience: field staff

Format: face-to-face or online

Expected results at the end of this training:

- Participants will be able to recognize the importance of using the right language, terminology and appropriate formats to conduct effective and responsible humanitarian action.
- Participants will be able to identify good linguistic practices in terms of communication with communities.
- Participants will be able to make informed choices about how to communicate complex concepts in local languages.
- Participants will be able to download, explore and use TWB's glossary for the DRC and give their feedback.

### Local languages and data collection

Target audience: field staff

Format: face-to-face or online

Expected results at the end of this training:

- Participants will be able to recognize the importance of communicating in the languages and formats preferred by the interlocutors.
- Participants will be able to collect quality data on language during their regular collection, while integrating simple language questions.



- Participants will be able to analyze basic language gaps and trends in their areas of intervention.
- Participants will be able to use, explore and contribute to the improvement of mapping and linguistic data for the DRC.

### **Training in terminology and use of glossaries for health communicators**

Target audience: field staff

Format: face-to-face or online

Expected results at the end of this training:

- Participants will be able to recognize the importance of using appropriate terminology in communicating with communities.
- Participants will be able to identify problematic terms used in health responses.
- Participants will be able to make informed choices about how to communicate complex concepts in appropriate terminology.
- Participants will be able to download, explore and use TWB's glossary for the DRC and give their feedback.

### **Awareness of the importance of language and communication**

Target audience: management

Format: face-to-face or online

Expected results at the end of this training:

- Participants will be able to recognize the importance of using the right language, the right terminology and the right formats to conduct effective and responsible humanitarian action.
- Participants will be able to identify good linguistic practices in terms of communication with communities.
- Participants will be able to share practical steps with their staff to support communication with communities.
- Participants will be able to integrate linguistic data into their team's regular data collection efforts.
- Participants will be able to access and use TWB's communication and language toolkit, including glossary, language mapping, and communication guides.



**TRANSLATORS**  
WITHOUT BORDERS

## **Workshop on humanitarian interpretation**

Target audience: management

Format: face-to-face or online

Expected results at the end of this training:

- Participants will be able to identify good linguistic practices in interpretation.
- Participants will be able to make ethical choices in an interpretive situation.
- Participants will be able to differentiate between cultural mediation and interpretation and when to apply these two approaches.
- Participants will be able to appropriately apply good practice in interpretation for potentially vulnerable groups, including children, women and people with disabilities.
- Participants will be able to use TWB's tools for interpretation.