Mod: Right, S10 I've got quite a few questions some of them are very straightforward and things I just want some confirmation from you because I've seen you working and I just need to have this on record just in case I need to use this in sort of profile construction of the context chapter for the thesis. I may ask some questions that are not very important from your point of view, but then they are important for me or they may be very tribal saying such as please bear with me. But before we start the interview, would you do you have any questions concerning the project or anything that some fingers or anything that you think I mean, maybe just so we're already with the project and and what are the next steps and you know,

That's a good question.

Unknown Speaker 5:05

Um, basically, I've done transcripts of the first round of interviews I had when I was about three years ago right. So, it took me a while because I was away from the settings for a whole year. So at the moment, I have rephrased the whole project into the language policy within Canada, Europe and member organizations. So I have already contacted some of the organizations I have received some of the member organisations’ responses. I want to the secretariat with a member organizations on the language using er on the language practice within the network and whether any sides have any problems issues related to language use. that type of thing.

S10: And do you think you'll be able to share that with us?

Mod: Yes, yes. Yes I do. And my other idea is that when maybe when I finished off again, hopefully maybe shorter but within that time if the baby allows I was thinking maybe I could pop into Brussels at the GA time so that I could maybe, you know, present it to others as well. Like, you know, people don't maybe take part in the project or maybe did not take part in the project if they are interested in that, you know, I haven't spoken yet, but I'll contact SX first. Again. I just contacted him for his approval for me to contact MOs in January but once I finished once I am finished with all the interviews with member organizations. And I have everything more or less ready before I go on maternity leave. I've done everything that I could and are happy then obviously I'll send a report to him because I already told him that I will. So yes, I will share I will share. Are you ready to start?

S10: Yes.

Mod: Okay. So, basically what it is I have divided the interview into the into three main parts. So the first one will be talking about your background information. So these are the really, you know, basic questions that I need to know about you. Then we'll briefly talk about translations in the organization. I know more or less how things (.) well, how they work back in 2015 But maybe new things developed. So I'll ask questions. But yeah. Yeah, so that's, that's the second bit. The the third of it is internet for communication. So this is the last bit. So how you communicate. So everything is really related to your own experience your own opinion. I don't look for any particular knowledge from you. I'm just looking for your input in in the sense of European Union or your experience of things that you, you know, you, you've seen people doing or whatever, but basically, it's your opinion that I'm interested in. And the final question is just a closing question for anything that you think is relevant, but OK, we'll get to that. So, let's begin. How many years have you worked in the NGO sector roughly

S10; since 2007, That's me here now. Yeah.

Mod: Wow, that's all

S10: actually I'm one of the oldest internal staff member in the organization

Mod: umm and then I know a little bit about your background you are from kinds of mixed cultural family. I remember you said your parents were from Algeria. Is that correct?

No, I came from a mixed couple. So my mom (unintelligible) and my dad is from Tunisia, but I was born and raised here [Belgium]

Mod: how many languages do you speak?

S10:[digression] French English and a bit of Dutch.

Mod: Yes, good. Really good. Now we're getting on to your role in the secretariat

S10: Okay, so right now I'm okay with being office manager with some HR responsibility by then with time it moved a bit to more HR less office manager, which is my current role. So in a sense I'm dealing with everything that is related to staff, from recruiting, to training to Pharaoh to wedding to procedures, process, little mean everything and at the same time and also leading the administration and the supply orders.

Mod: umm and do you ever contact member organizations?

S10: frankly, there's two times two times of the year where I have the closest contact with all members and during the GA obviously as you know, the head of the organization of the GA, so, yes, but not regularly, I mean, sometimes also for these really specific tasks

Mod: what languages/

S10: mainly English. Outside of the office for technical things or which is French because Belgian administration or very local supplier so very concrete example the coffee shop coffee farm or something like that then it's in French but I would say that 70% roughly is English and maybe thirty in French. I mean, I love the fact you speak another language. That's for me it's a class. But at the same time what I dislike though is for instance when a break happen when we go for a drink with colleagues in the office neighbourhood and have people obviously people try to also speak English because it's kind of trendy, and I order something in French and they reply back in really bad English and, you know, just you know. And something that's I'm not comfortable with it still Brussels in some cosmopolitan city like to be able to speak language. So I like to actually speak English in my working life. Though I don't know if I'll be able to improve the level of English because it's still an the number of really native speakers are quite cool. I tried to pick up some, you know, nice new words and, and vocab and expressions But still, still most of us are not native speakers. So that's the only way to improve the level of English.

Mod: Okay. And that really brings us to the next question, which is really how do you think yet how do you think working two languages affects your work because you said like 70% in English and then French. How would you say affects or works?

S10: I'm not sure actually had any first actually is in English but then if I have to turn back to my other languages, it's normal. It's normal.

Mod: thank you. Now we give some info on the translations in CAN Europe. So I have noticed that there is, if there is any translation done, it's mainly done by this stuff. I'm not sure if anything has changed?

S10: We don't actually Well, sometimes we do. It is a report to be made. And it's relevant to translated in one of the member country language that actually will work. We don't remember but most of the time, I'll say it in English hasn't changed.

Mod: So there's no like interpreting services or no one that could be doing but do you know, I think I spoke to SX wonder about the funding. Because Sx once mentioned that the back in time they had some funding for translation services but other needs. Were you awre of any source of sources of funding that CAN has been received or was receiving for that?

S10: None that I'm aware of, frankly, and from all these years that I've been receiving man, many, many important changes. I mean, it's just like creases, like the report anything worked on recently is typically a Turkish one, but then there will be an English translation. So that's an exception, but I don't think we actually ever, maybe we didn't want to twice but maybe not more than that. I think it would be good to take a week I don't think no funding to use for translation, definitely not we actually will try to use it for something else.

Mod: And that report that you mentioned was /done

S10: /She has/ translated into English.

Mod: oh yeah.

S10: Actually, because of course she's based in Turkey. So it's very specific case, right? But at the same time should be spread to other countries. So, I mean this she's based in Turkey working in Turkey. She has his coordination role in the region. So it's an exception. I mentioned in particular, she has been launching officially translators. So maybe that's why SX touched on that. But yeah, it's just the the idea of language is interesting.

Mod: thanks. let's think about a situation when you receive a document, which you think is relevant for members to receive. And it's in English. So what do you what would you do with it? Would you pass it on additives? Or? Usually Yes. And if it wasn't French document.

S10: I mean, recently, I was asked to translate something actually from English to French, because it has to do with, you know, Paris Agreement and a meeting with the president of my phone. So I mean, good. It's kind of busy. I would say that with network when there's something to share, it's usually sharing in English, assuming they actually can understand which might be exactly right, but at the same time, General Assembly, English, all documents from the Secretariat in English too. So, yeah, I think most of the time it's in. It's in English it remains in English and we try to keep it as a very simple English even though I mean the technical jargon is unavoidable on a policy level. This is very, very specific. So, I mean, we try to keep it simple but still it's still quite technical. And I translated that document into French

Mod: Was it because you are a native speaker that you were asked to do the translating it/ or

S10: /Yes/ So

22:48

S10: another French speaking person actually just made a draft and then somebody will er a person in Paris did that. I think I've done that [translation] maybe three times in the past 10 years. /So/

Mod:/ So/ you mean you will translate?

S10: yes

Mod: so would you er say that this is the rule that for instance, for the translation to be edited by the French or or not the French, the native speaker of the language into which that document is?

S10: Yes. I would say so. Again, this is very individuals, this is not er

Mod: but the general rules in the organization/.

S10: usually applications for instance, right and then you can kind of get all the bits and pieces from an old policy constant work and I'm er people and then the final draft for the ministry and we try to make it consistent like energy news lovely English language that only a native could use or some English skills so yeah, I think there's a general rule for, for for for external products like PR and stuff but again I'm sure that doesn't mean much anything it can happen if need be.

Mod: So nothing written [rules].

S10: Yes, office habits and you just get used to it. It's true. There's nothing written off procedures or anything like that. It's just by the practice that we can find out.

Mod: Okay, let's go. Right. Let me just think about the order of the question because I had it in additional order, I've got a questionnaire that's specifically to member organizations. So some of the questions may not be relevant. Right. So would you describe what you think about English being the dominant language in the communication within the network? So what's your opinion about the fact?

S10: Well, I think it's a bit I think is the most common language. So I think it's just kind of amazing solution. I mean, French is also going into the world. So why not equal Spanish or Arabic? If it comes to EU bubble side, make sense? Or practical level? Yes. Make sense? Maybe it would have been great if we would have succeeded in you know, creating this. What was it called in this members, you know, that we all speak the same language. I mean, okay, that's my view world where we mix the languages and but yeah, it's still going.

Mod: umm

S10: Yeah, that's how it is. I mean, I don't have I don't have a strong opinion on that. I think it's just very pragmatic

Mod: pragmatic side. OK let’s look into another aspect. Do you ever feel at disadvantaged position because of the fact that English is the language for communication in the network?

S10: no, because actually, we have such a diverse staff member that actually I hear a language I mean I hear mark is talking to the German members at hero cabling talking in Sweden in Swedish chef here in Polish and I said sure, etc and so I don't think so. I think it's actually the diversity is more plus or minus and it's actually all call the small downside with having only English and the main language.

Mod: And if we reverse the question to feel at an advantage position, English is the language for communication. Do you think that learning English do you see any kind of advantage? Especially in your position er in your role?

S10: Well, yes. And I will say, with my kind of position English only wouldn't do you have a standard to be able to navigate in the, you know, difficult Belgian administration shouldn't be on social er low unemployment, whatever I mean, so, yeah, English is ok. But I need another language at least for my kind of position. Whereas some other colleagues, they could totally navigate in English and be fine with all those people [the network].

Mod: Yes. Okay. Thank you. Have there been any instances in your roles when you could not get access to relevant information that you needed because of the language barriers? Can you think of any situations like that?

S10: Yeah, very concretely actually not we have staff members based out elsewhere. So, um, I would say very concrete example sometimes I received the comments from a German institution that I think about. So that's so that has been for letting that that, you know, to help you out or just, you know, those documents that I really like, you know, salaries information, so, I'm guessing because I'm looking at the numbers and the numbers. I don't know that right. But if there's something more specific from them that I need, I look at like the head title. If not, Then I ask Sx for help if I don’t understand. yeah, this I think is probably the only time or and same for the Dutch social secretariat. I mean luckily they have a platform in English because I wouldn't be able to understand anything/

Mod: but the document when you said when the German administration centre I assume it was in German.

S10: Yes. colleagues from the office helped so actually speaking which she speaks perfect German I asked Sx so if need be. Also the German staff could potentially help me if there are no German policy officers right in the secretariat

Mod: yes, I’ve seen so many changes in CAN since I last was there. I saw changes in staff and I've seen so many new people I'm referring the office, so I haven't seen Sx.

S10: She's no longer working for me. She's always been a consultant as well. So newer members of staff are saying, you know, employees plus consultants and she always been a consultant. She's no longer working for us. She actually told exactly what she's doing. She's still, you know, extremely busy and extremely skilled and I'm sure she doing great things, but mostly with her own clients and also she was also specializing ETFs right and as this fall comes to an end, and also I think part of the reason why she just moved on to other topics

Mod: Yeah. Okay. So two more questions before we go into the closing questions. Would you tell me what you think about languages role in networks?

S10: CAN Europe? or in which sense

Mod: any, what do you think about the role for language?

S10: Yeah. I mean in the ideal world when we will have loads of funding available would be great to translate some stuff also from others er smaller countries to us. This is both ways. So in an ideal world, I would love to see that happening more often. Yes, also need some kind of money to be able to translate from document or PR. And so yeah, in an ideal world, I'd like to see that.

Mod: um

S10: I think I think its financial and human resources that are probably missing to do that.

Mod: um Is there anything else that you'd say is relevant in here? You think we haven't touched? We haven't talked about here. You'd like to share maybe about the practice or maybe about our er Things that are new to you or were not expected.

S10: er I mean, I think sometimes sometimes not very comfortable with is because my position and we see I receive all the spontaneous applications internship or just normal jobs and receive them in all kinds of languages Polish, French, Italian, Spanish, Greek kind of languages but obviously I can only understand French and and was actually I answered in English it was window opening so I just asked him in English or French. He was a French speaking guy and he was so upset that I replied in English and they say it's completely (unintelligible). Here in Brussels. So I kind of, you know, apologize, but I think I think he hit points, right. But I'm just going to turn this you know, I replied, and then but no, I mean to this job. I think that's sometimes awesome.

MOd: Thanks.

S10: But obviously/

Mod: if you see something in Italian, like, what do you do with this? I mean, do you say I don't understand.

S10: So that's sometimes a bit tricky, you know, at the same time, you should be able to to do that. But, you know, on one side, I feel if they're really interested in CAN, they should actually realize the working language is English, because just looking at our website, it's only in English. Right? At the same time, I can understand that if you're write in your own language, especially if it's language, of the founder country (EU), like, French or Dutch then that you probably expect people to reply to me er to reply anyhow? I do sometimes but it's actually I have no opening so I say thank you for interest in CAN and then that P.S. by the way you know for future application please make sure you send us your application in English right? I don't know exactly what I said but actually applied to working language is English and that they want to be read then it should be in English #

Mod: Yes.

S10: Yeah. As much as possible assuming all the other languages like the European Union.

Mod: Well, that's interesting. That shows only the diversity that you have to deal with. That's a very nice thing and it's good to know that you actually received those applications in any Asian language no Arabic so far?

S10: er

Mod: did you have any applications from people from those parts of the world like yeah Asia

S10: yes, sometimes, actually sometimes countries, some North Africa, very arrogant letters, sometimes they do actually come.

Mod: So maybe the fact that people from other languages asking for work or applications, whatever, maybe, that there needs to be something out there about the working language like English is the language we communicate in. Yes, for me, that's where my project is as well.

S10: Yeah, that's true. That's very true. And I and maybe also from the website, you know, we should maybe specify like something like, you know, send the application in English, underline and bold. And also, for me, it's also, frankly, is it's just an addition to the workload I already have to do all reporting and replying. I mean, having one application English also allows me to see if people can actually, you know, write [in English]

Mod: Yeah.

S10: I mean, I think the best (unintelligible) since for my type of work, I mean, I don't think I need to be perfect bilingual. Neither my my colleagues I mean, but we still need to be able to communicate properly. Whereas on policy and communications level that's even more important on and on a network, of course, as well though there, I think the diversity of the mentor team is actually a plus, where people can speak different languages is probably a plus. So even if the English is not as perfect, that's not a big deal, I would say most important policy people can communicate.

Mod: Yes. Right. And you mentioned this briefly, you mentioned that, you know, people in the network talk to themselves in different languages. Have you seen that?

S10: Maybe it's mainly oral communication or sometimes you know, you just ask and then you all sudden you hear SX from the networking talking to a Spanish member in Spanish. And then they after you just hear SX talking to a German member in German because that's where he's from. That's just, you know, happening but there's no there's nothing set a concrete example.

Mod: Okay.

S10; We have to used (unintelligible) colleague, and her role was working on the coal problem in the Balkans. So obviously, there it was for us. And that's it, that she actually was from the region because she was able to communicate with people from the region, as well as communicate to policymakers in Brussels because her English was excellent. So, I mean, I think it really depends on the profile becoming for specifically regional position like like this one or SX you need to speak the language plus English. That's last year there's no no coincidence that many people and the job description because that's a recent one, she actually recently changed and we hired someone else. He's from (name of place). But I mean, it's specifically to add we said that we needed someone able to communicate in one of the regional language because of the particular job. And some people you know, from UK, people from Switzerland or from Germany, with nothing to do and they apply but I like reply to those people saying you have a great CV but we can't hire you. I mean, you will not be able to communicate because there some people aren't even able to communicate in English to actually get the information from the Balkans countries in (43:00) You need to be able to communicate in individual languages. So I think that's that's very recent examples. But yeah, I think this diversity of member of staff members is actually good because we also have such a diversity of member organizations which was a shame that she left she was such a you know, but well, everyone has their own team to move down. But I mean, it was, it was a difficult decision, but she's been here almost two years now and you know, exactly what she's doing. She still is in Brussels. She works for a US organization. She's excellent.

Mod: Okay, thank you. I’m thinking of transcribing everything, it's just a tedious task@

S10: @

Mod: thank you very much for for your time and thank you for agreeing to take my project.

S10: thank you good luck with everything