S11: Was my wrong number? My number is triple sevens.

Mod: Okay, just so that would not delete and like waste time so I'll just go straight into the questions that I have for you. But before we start the interview, I'd like to ask if you have any questions about my projects, is there anything that you don't maybe understand in terms of the you know, what I'm looking for and things like that. Okay, guys, and thank you very much for Sandy because thanks for thank you again.

Mod: Alright, so, S11, I have about 24 or five questions, but many of them are very straightforward and Like, you know, just simple questions like background information questions. So some of them may be very easy or trival for you, but I would need to ask them because I don't know much about I haven't observed you working and I haven't really, you know, been in sort of in touch with your organization so much. So, I've got organization background questions, then we've got participants. So that's basically you. Some questions are, you know, I'm just looking for your opinion, and general information about yourself, and then translations in your organization. And then intra-network communication which really specifically talks about CAN Europe network. And then at the end of is just one final question, just like a closing. Right. So are we ready?

S12: are we ready!

Mod: Great. Thank you. Sorry, I'm sorry.

Mod: With the organization background information, so on a daily basis, what level does your organization operate? Is it supranational national, regional or local?

S12: national?

Mod: National, okay. And how many different nationalities work in the organization?

S12: In Germany, you mean, no?

Mod: yes. Your your office, I mean specifically your office? Yeah.

S12: Uh, that’s a very good question, I mean we are or so… so

Mod: oh wow

S12: I have no clue @

Mod: okay.

S12: I would say, you know I would say ten

Mod: uhm

S12: I would say 10 people, and the other 190 are Germans.

Mod: oh, OK. But still there is some mixture, okay.

S12; yeah

Mod: Right/

S12: well I am French so… for instance

Mod: Okay. And any other nationalities that you know of, like, you know?

S12: Brazilian er,

Mod: So not only Europeans, then?

S12: er, no not only Europeans I would say. No, no.

Mod: OK, thank you. Um, do you have a language policy in place in your organization?/

S12: /no

Mod: /Like a rules stated for language?

S12: No,

Mod: no. Okay. And now I'm suppose it was my first day at your organization. What would it be like in terms of language use?

S12: German

Mod: Okay, so for any type of communication that would be German>

S12: well I mean, German or English, but, er but, er YOU are EXPECTED to speak GERMAN

Mod: uhm and it/

S12: /if you work nationally

Mod: and if you work regionally or locally I assume it is the same?

S12: Yeah

Mod: Okay. Alright, so let's get to some of your background information so how many languages do you speak? You said you’re French? So obviously French, German

4:11

S12: er, I speak, I speak three and a half languages @

Mod: @ three and a half. Could you, er@ That's very interesting! Can you explain that?

S12: er, well I speak French German and English quite well, I would say and Spanish er half.

Mod: uhm

S12: half well

Mod: @ right. Thank you. And now, How many years have you worked in the NGO sector?

Unknown Speaker 4:33

S12: 10 years.

Mod: Okay, thank you. And could you describe your role in your organization?

S12: er well, I am er

Mod: In terms of tasks, but if you could connected somehow to languages that would be perfect.

S12: Okay, well, I'm responsible for European Climate policy?

Mod: uhm

S12: so I am actually responsible for the , the, trying to make the er German voice in EU policy as progressive as I can?

Mod: uhm

S12: So er I am kind of in the middle er I have to interact a lot with the German government but I have to interact a lot with the EU er CAN Europe network or other NGOs in Europe trying to make links with other member states and with Brussels,

Mod: uhm

S12: so in terms of language, I mean, on one side I am interacting with the German government obviously in German

Mod; uhm

S12: and on the other side, interacting with other NGOs and other em er sorry it’s other NGOs in member states and in Brussels which is mainly IN ENGLISH. And sometimes, I think it is pretty rare, actually I can use my French @

5:55

Mod: @ and what kind of occasions would you see your French

S12: well in er I er when I work with er the French NGOs

Mod: uhm, OK

S12: or sometimes Brussels NGOs

Mod: uhm

S12: some, er some of them do speak French [spoken with a lower volume]

Mod: than kyou. let's move on to the technology that tell me what type of communication technologies you use to communicate in the network.

S12: Yeah. In the CAN network?

Mod: um yes because that's basically my focus but you can add additional networks is you is like. That would be additional information to me as well

S12: well, the phone @ very original @

Mod: @

S12: and we, I should, I should use Skype but it's just not working in our office.

Mod: uhm

S12: So we are not. I mean CAN Europe use a lot of these, er these, I don’t know what they are called [unintelligible], it’s, it’s not WebEx, but it's something else, you know, it's like

you know?

Mod: uhm

S12: it’s kind of er, telephone conference room?

Mod: uhm

S12: So they use that a lot, which works well, also to do some webinars.

Mod: uhm. Is it something to do with connect? Probably, I’ve seen them using it

S12 I am trying to find a name.

Mod: That's fine. That's er I don't need to know the exact name. It's just basically what you use on a daily basis.

S12; yeah. And that’s it really, I mean I am not using any WhatsApp or anything

Mod: do you ever use email?

S12: oh yes, I forgot! yes@

Mod: @

S12: @ well ,that should be the first on the list!

Mod: @ that’s when you said, I use phone, that’s very original!

S12: @

Mod: @Plenty people say email the first thing!

S12: yeah@

Mod: Right and then what languages do you use in your role on a daily basis? You have already said when you talked about the organization background, you said German national, regional or local level and then you said English or French and certain circumstances with the NGOs

S12: yeah

Mod: on like supranational /

S12: /yeah

Mod: /or cross national I would say, is there anything else that you'd like to add to this?

S12: well, I don’t know if you want to add the split, I would say that I I mean, I would, I would say that I spent 80% of my time speaking German and 20% in English.

Mod: uhm thank you. Okay. And now

S12; /it is called GOtoMeetings, now I found!

Mod: ahh, yes, yes, thank you. And now, which languages do you prefer to use in your communication?

S12: er (.) everything except English.

Mod: aah, and why is that?

S12: well, it’s just that, I have the feeling that everybody speaks BAD English!

Mod: uhm

S12: that’s what I’ve, I mean nobody can really speak English very well and everybody's trying to communicate in English and it's kind of a (.)

Mopd: uhm

S12: yeah, it’s kind of er, you lose a lot in the quality of communication.

Mod: uhm, And you referring to your national erm level, or supranational er communication ?

S12: Well, I mean, national is only German, so that is not a problem, except for me of course.

Mdo: uhm

S12: but in the supranational I mean I HAVE the feeling that everybody is just trying to speak English, of course because we need language and it is the ONLY one we have

Mod: uhm

S12: and it’s just er, yeah bad, the the quality is just not so so good.

Mod: uhm

S12: I mean, I am also talking for myself, it is not that I am only talking about the others @

Mod: Yes. Okay. That's very interesting point because everyone says all the people I've interviewed so far said English is the choice for us. This is just one common language but you seem to have an additional approach to this is well, which is very interesting to me. And we have a question/

S12: and I mean,

Mod: uhm

S12: just on the same point I would also add that the, in my point of view, the the Americans and the British they just they occupy a lot of SPACE in the discussions, because they don't have THAT problem.

Mod: uhm. You mean like a language barrier? In a way?

S12: Yeah. So proportionally, they occupy actually MUCH more space

Mod: uhm

S12: than, the the others

Mod: uhm, And do you have any specific example where you actually felt that you know, those native speakers? were srot of better off because that's the language when you are communicating.

S12: each time, I am in, er each time I am in this situation I have that feeling

Mod: uhm. So in any type of meeting that there are native speakers ?

S12: yeah

Mod: does that make you er, kind, er inferior, or er, because you don’t, well you are not a /native speaker of English

S12: /well yeah I mean, I, of course I feel kind of handicapped because I cannot say what I would like to say so well?

Mod: uhm

S12: but of course I speak other languages but it is, er it just doesn’t matter

Mod:uhm

S12: in the moment that I am talking so, and on the other side, the British or the Americans or the native speaker really er (.) feel handicapped when they are abroad.

Mod: uhm

S12: because, er I mean it works

Mod: : Okay, thank you. That's very interesting. I had I'm not a native speaker myself of English. But I've had a similar conversation with a native speaker who actually said that they feel really bad because the the Euro English, you know, is like, if you are bilingual or multilingual, you have other skills and you predicting better and you know, you mix languages and people seem to understand you, but yes, but everyone has their own opinion about that. So that's very interesting to know. Thank you. You said you are working in at least two languages would you describe how you think working in those two or more languages affects your work on a daily basis?

S12: er

Mod: So you're not a native speakers German, but you have to use it because you are placed in Germany. Does that affect your work anyhow?

S12: Well, I mean, yes, the I guess the German for me, just er in my case, writing in German is a challenge.

Mod: uhm

S12: And, and so it's a kind of a barrier for me, for sure.

Mod: uhm

S12: And writing in English is much easier.

Mod: uhm

S12: I think it's just this er, I think there is that HUGE discrepancy of in the expectations. If you are in Germany people expect you to speak well in German and write well in German. If you will do a mistake in your email that will be very shocking for people. But if you do that in English nobody will care er nobody really care because they might not even see because it's just everybody. There is just not this higher expectation at all for English.

Mod: uhm So but would you say like you said, If you feel handicapped to use your word when you use English, do you have similar feelings as to German?

S12:Yeah.

Mod: Do you think you'd be better off working in your own language in French, if you could, of course

S12: (.) er YES!

15:03

Mod: As simple as that, Okay,(Winapp\_-16:28) thank you. Now let's move on to the translations in in your organization. Does [name of organization] ever do translations of any documents or pieces of information?

S12: Well, yes, we do.

Mod: uhm

S12: When we do er interesting reports in German, we try to translate them in English or at least the executive summary, yes.

Mod: And who normally does the translations?

S12: We give that to professional translators.

Mod: ah OK, so do you have like a long term contract with that type/

S12: /usu- er no

Mod: no?

S12: no, some of us just have some contacts and we just re yeah

Mod: you use your own, sort of, er/

S12: /yeah

Mod; links/

S12: yeah, because I mean it is er, you know, it's a it's a in our case, it's it will be translator specialize in climate and energy and the others who are doing animals in Africa, you know, it cannot be the the same translator because it's just not the same vocabulary.

Mod: uhm So do you ever use your own resources? Like for instance, the staff does the translations or not really?

S12: uh, I don't think so. Maybe for short documents but I don't think for for reports or petition paper, I think its’ no.

Mod: Okay, so that would be situations where you have a document in English, but you have to translate into German, or vice versa or any type of translation.

S12: Yeah, normally we really do only er well, no, we er we do mostly German to English.

Mod: uhm

S12: But it's true right now we we just receive the reports English and we do the translation to German. Sometimes we do these the other way round

Mod: uhm, so it’s both ways. Okay. So, that seems like there is a type of rule that the translation has to be done by a professional, but does the professional have to be a native speaker of the language? (.)

S12: Norm- ,er yeah. Yea, yeah they have to.

Mod: Okay, okay. So it has to be a native speaker Okay. Now suppose you receive a relevant policy document in English from CAN Europe Secretariat, what do you normally do with with that? So if you have to pass it on to other NGOs in Germany, or other NGOs that you know the information will be relevant but are not part of the network therefore, they don't have access to that document. What would you normally do with this?

S12: well. I would just pass it on without translating.

Mod: without translating?

S12: Yes

Mod: yes. Okay. So you’d just pass it

S12:Even, even to government I mean English. Er, I think that would be different in France. But English is not a problem here, everybody.

Mod: Oh, so you mean you could send the original document in English? To the German government?

S12: yeah, for sure

Mod: but not, French?

S12 Yeah, no. I mean, yeah, I think in France it would be different.

Mod: so you’d probably have to do the translation into French before sending/

S12: I would think I don't know I've never worked there.

Mod: uhm, Okay. Thank you. Um, do you ever do any translations yourselves?

S12: er, no.

Mod: and if we think about a documents that you receive from CAN network, or the Secretariat to be more specific, would you would you prefer to do the translation yourself or get a ready made er document in the say German, so in the language that you work at the moment?

S12: er, I mean (.) ideally it would be in German Of course, but I don't think I can expect that from CAN Europe

Mod: uhm

S12: because it's just too many languages.

Mod: Yeah, yeah. Now I'm just asking that question because I need to know sort of, you know your position but it's only your opinion that I'm looking for it's not that you know. So you’d prefer to receive a ready-made product? In general, if it was possible

S12; I think it would depend on the product, because er some of it I just keep for myself it doesn’t matter

Mod: uhm

S12: some of it I give to the government, so of course, I mean if, er even if English is not a problem, I think German is always nicer?

Mod: uhm, so/

S12: so there is just not a general rule.

Mod: Okay. Thank you. And now let's move on to the intra-network with communication type of questions. I am not sure how long have you worked in or for CAN Europe but this is just a question if you don't know erm

S12: a long time,

Mod: a long time! okay. So you should be sort of know, will know, or you should know. Like, what it was before. So are you finding the language practices in CAN Europe network, a different experience from what you expected prior to joining the network?

S12: no

Mod: so you were expecting it was English?

S12: Yes.

Mod: Could you tell me a little bit more about that? Do you have anything to say anything?

S12: I mean, it's just it's just very, it’s just a very practical reason.

Mod: uhm

S12: But I think, of course it is the common, THE only common language is English so there is no choice, but I er- English is no choice today. Appreciate that it's still and it's very rich in different cultures and it's not just because people speak English English doesn't mean they give up their cultural background.

Mod: uhm

S12: but I mean of course it was not a surprise for me that everything would be in English.

Mod: Okay, thank you. Would you describe what you think about languages role in networks such as CAN Europe so here I'm looking for your opinion only. What you think language’s role in networks such as CAN Europe is.

S12: I did not understand the question.

Mod: So in general, you've got a CAN Europe is an international network of organizations. So language is basically the tool that we use to communicate our different needs and we communicate different information to pass it on and so on. So what do you think about the languages role in such constructs as NGO network?

S12: uh

Mod: Don't worry if you don't know the answer to that is it is still not clear. Maybe I could skip that question if you like.

S12: @ yeah

Mod: it is not quite straightforward, but I can see the point yeah How does your organization deal with the fact that English is the main language for general communication within the network?

S12: I don't think it's a problem for anybody.

Mod: uhm

S12: because, I mean, this is the expectation you have in the job interview and if you don't, you cannot fulfil this requirement then you will just not get the job.

Mod: So do you remember your job description, I mean were you specifically asked to know/

S12: yeah, yeah I had to speak er, speak English in my job interview.

Mod: uhm So they sort of checked.

S12: Yeah, they checked.

Mod: Okay. So this is a standard practice?

S12: I don't know I think it might have been because I was French. I'm not sure they do that with Germans

Mod: uhm

S12: but, er So I don't know

Mod: OK, Thank you. Um Could you tell me what you think about English being the dominant language for communication in the network?

S12; Well, I don't like it but I don't think there is /@

Mod: /@

S12: There is any other WAY.

Mod: uhm, Okay. Would you describe ideal language practice in CAN Europe network? in that case? So you don't like English, what do you think the ideal would be? Er

S12: no, Ideal would be that we would have had er a new language which everybody would have to learn

Mod: uhm

S12: would have to learn

Mod: and that is in connection with? Er national and cultural backgrounds. You think everyone would be able to save it or do you think that English instead of spreading a lot and taking over all the language other languages role, in a way?

S12: Yeah, I think that and I also think as I said, native speakers are (.) taking a lot of space and er I don’t think that’s fair, because it is not that they have more to say, they just say it better,

Mod: uhm

S12: And so I would say, I would think that if we would have had a new language for everybody, we would all be equal

Mod: uhm

S12: EQUAL to this new language.

Mod: And do you ever feel an advantaged position because of the fact that English is the language for communication in the network?

S12: No

Mod: no. Okay.

25:55

Mod: And then, probably the last question, that set is: Have there been any instances when you could not get access to relevant information that you needed, because of the language barrier?

S12: um (2) I am trying to think about it.

Moduhm

S12: I, no, I don't think so. I don't, no.

Mod: So you, well basically, you know, three languages, four languages, really. So I guess ALL the main languages are the ones that you know, so probably that's why you didn't have that problem.

S12: Yeah, I would think that the East European they are much more er, get, get more problems

Mod: uhm, what do you mean?

S12: well the, because I think they er some of them I mean, if I just compare they with I guess with the Germans Scandinavians, so I am not comparing with the French or .

Mod; uhm

S12: they just, their English is not that good?

Mod: uhm

S12: and they certainly do not, do not speak third big European language, I guess

Mod:uhm

S12: because it’s it is just very, yeah, different from theirs, you know?

Mod:uhm

S12: Because I you speak French, you can speak Spanish very easily think.

Mod: uhm

S12: so I guess they the, the West Europeans are in a more favourable position.

Mod: uhm and that’s/

S12: yeah, to speak, to learn to I mean at least three languages

Mod: uhm, so they have a better position. Do you think this is because of schooling or it’s just the way it works?

S12 well I think it is because of the history of the

Mod: because of what, sorry?

S12: the history

Mod: oh the history

S12: I mean you really had two the Eastern and the Western Europe and traditionally the European, the big European languages, were English French and German

Mod: uhm

S12: and er I think for the Eastern Europeans it’s just er its just good enough to or difficult enough to speak one different language not even three,

Mod: uhm yeah and that's very interesting that you point So do you have any contacts with the Eastern European er NGOs?

S12:Yes.

Mod: How do you find that communication going?

S12: well, euf er I mean, in the past, er I think this has changed. I started working here 10 years ago. I think, at the time, the English was not very good for people who were maybe 40 at the time, you know,and for people now, I think this has changed a lot

Mod: So it's easier to communicate with them now?

S12: yes

Mod: uh Right. And the last question. So is there anything else that you'd like to say that hasn't been covered or you think is relevant for you or your organization in terms of language use or language, practice or language rule that exists in your organization, anything to do with language?

S12; no, can't think of anything now, I think I summarized it all.

Mod: Okay, right. Thank you very much for taking part in. In my projects.

S12: you’re welcome.

Mod: It's been. It's been very interesting. Thank you bye-bye.

S12: thank you bye-bye