# Communication in Multilingual Environments: Clarity Saves Lives Meeting Kit

## WHAT’S AT STAKE

A workplace where workers speak different languages has a specific communication risk that doesn’t get enough attention. When a safety instruction gets partially understood, when a warning is spoken in a language only half the crew follows, or when a worker nods along to avoid embarrassment, the gap between what was said and what was understood can put someone in danger.

## WHAT’S THE DANGER

**Instructions That Get Lost in Translation**

A worker who receives a safety instruction in a language they don’t fully understand may complete the wrong step, do steps out of order, or skip a critical precaution entirely without knowing they missed anything. The task looks like it’s being done. The hazard is invisible.

**The Nod That Means Nothing**

In workplaces where workers feel social or professional pressure to appear competent, people will nod along to instructions they didn’t fully catch. This is one of the most common and most dangerous gaps in multilingual safety communication. It looks like confirmation. It isn’t.

**Emergencies Where Warnings Don’t Land**

In a real emergency, a warning needs to be understood immediately. If PA announcements, shouted alerts, or hand signals only make sense to part of the crew, the response breaks down at exactly the

wrong moment. Evacuation plans and emergency roles need to be rehearsed in a way that works for everyone on the floor.

**Written Safety Materials in One Language Only**

WHMIS sheets, standard operating procedures, and posted hazard signs that exist only in one language leave workers who read other languages without access to the information they need to protect themselves. That’s not a policy gap. It’s a real, daily safety gap.

# HOW TO PROTECT YOURSELF

Everyone on the crew has a role in making communication work across language differences. Here’s what that looks like in practice.

**If You Didn’t Understand, Say So**

These three moves work across almost any language barrier:

- Say ‘Can you show me?’ instead of ‘Yes.’ A demonstration says more than a repeated instruction.
- Use your phone to translate a key word or phrase if you need to confirm something specific.
- Tell your coworker what you understood and ask them to correct you. This surfaces misunderstandings before they become incidents.

**Show It, Don’t Just Say It**

When giving safety instructions to a worker who speaks a different language, add demonstration to every verbal instruction:

- Point to the specific part of the equipment you’re describing.
- Model the correct action before asking the worker to do it.
- Use visual aids like labels, color coding, or diagrams wherever possible.

**Pair Workers Thoughtfully on High-Risk Tasks**

On tasks that carry real consequence, pair workers who share a language when you can. This isn't about supervision. It's about having someone who can explain a critical step in the language the worker thinks in, which is always clearer than a translation in a second language.

**Check for Real Understanding**

After giving a safety instruction, don't ask 'Did you get that?' Ask the worker to show you what they're about to do, or repeat back the key steps. Understanding is demonstrated, not declared. A nod is not a check. A demonstration is.

**Learn Key Safety Words in Your Crew's Languages**

You don't need to be fluent in another language to make a real safety difference. Even knowing 10 to 15 critical words in a coworker's language can save a life in the right moment. The words that matter most in an emergency:

- Stop. Danger. Fire. Help. Evacuate. Move back.
- The name of each key piece of equipment your crew uses every day.
- Basic hazard words specific to your work area (chemical names, hot, high voltage, pinch point).

**Use Color Coding and Visual Standards Consistently**

Color-coded systems communicate across language barriers when words can't. Red means danger or do not use. Yellow means caution or hazard present. Green means safe or go. If your site uses these standards, apply them consistently so that everyone on the floor can read the environment without needing a translation. Tagged-out equipment should always be visibly tagged. Hazard zones should always be visibly marked. These systems are only effective if they're reliable every single shift.

# FINAL WORD

A safe workplace is one where every person on the floor, regardless of what language they grew up speaking, can access the

information that keeps them safe. That takes active effort, not just goodwill.