

CRRN Insights Series: Language and Communication

Thursday 12<sup>th</sup> May, 6 – 7:30pm



[www.crrn.org.uk](http://www.crrn.org.uk)

[crrn4cornwallrefugees@gmail.com](mailto:crrn4cornwallrefugees@gmail.com)

We asked the group to think about a time when they found it difficult to understand a situation due to a language barrier and reflect on how this made them feel, in one word.

Collectively, we felt:



γνωρίστε το μίξερ χειρός δείτε τα σχήματα

- ① Διακόπτης ταχύτητας
- ② Κουμπί απεμπλοκής αναδευτήρων
- ③ Αναδευτήρες
- ④ Βάση αποθήκευσης αναδευτήρων
- ⑤ Οδηγός αποθήκευσης καλωδίου



How would you approach finding out what this says? Can you guess?

Watch [the recording](#) to find out the answer!

### Top Tips for supporting English for Speakers of Other Languages (ESOL):

1. Use visual images, physical objects, gestures and aides as examples to support learning
2. Sometimes complex words are more simple, e.g.: 'complete the form' instead of 'fill in the form'
3. Focus on vocabulary that learners need to know for everyday activities, including:
  - Food-related words and numbers for shopping
  - Transport-related words for using the bus, trains or taxis
  - Job-specific vocabulary to support learners in work
4. Remember that language usually used for children is not suitable for adult learners
5. KISS = **K**eeP It **S**hort and **S**imple
6. Refresh your own understanding of English grammar
7. Learn some basic greetings from the learners' native language/s
8. It may be helpful to offer informal classes specifically for women or men, depending on learners' cultural and religious preferences



### ESOL in Cornwall:

- Truro & Penwith College: [ptinfo@truro-penwith.ac.uk](mailto:ptinfo@truro-penwith.ac.uk)
- [Cornwall Council Adult Education](#)

Guests arriving under the Homes for Ukraine scheme can [register an interest in English classes here](#).

This is to help ESOL providers ensure they can meet learners' needs across Cornwall – please register now.

## Learning English and Mental Wellbeing:

- Learning a completely new language, particularly when you are immersed in an environment where the new language is key to survival, is a mentally exhausting process.
- On top of this, learning a new language amidst the disruption and trauma of losing your home and having to flee your country can be completely draining.
- It is important to support learners, help them to pace themselves and avoid setting unrealistic expectations.



The next online session in the CRRN Insights Series focuses on supporting the mental wellbeing of refugees and asylum seekers and is on:

**Thursday 26<sup>th</sup> May, 6 – 7:30pm.**

Please visit the CRRN website for more details:

<https://www.crrn.org.uk/blog/crrn-insights-series-mental-health-part-1>

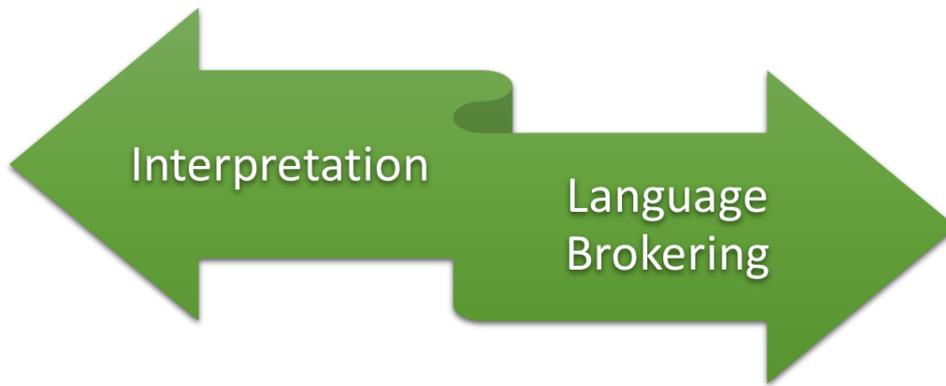
## Translation, Interpretation and Language Brokering:

Translation apps are great,  
but they have some  
**SERIOUS** limitations...

ask Paul !

They are not appropriate in  
all settings





### **Where?**

- In healthcare settings
- Schools and other educational settings
- Interactions with the police
- Job Centre

### **Who?**

- ✓ Professional interpreters
- Trained staff
- X Children, friends and family members

### **How?**

- Ensure speakers of other languages know they can request an interpreter, either face-to-face or via telephone
- Ask for extra time – you are doing double the amount of talking!
- Speak and make eye contact with a person directly, rather than the interpreter
- Be mindful of preferred language or dialect
- Consider any potential conflicts for the interpreter, particularly in small communities where the interpreter may be known in a personal context
- Speak clearly and PAUSE to enable the interpreter to relay information
- Brief and debrief the interpreter

## Links and Resources

- [Essential Grammar in Use – Raymond Murphy](#)
- [Language Interpreting and Translation: Migrant Health Guide \(GOV.UK\)](#)



## Conversation Clubs:

- [English Conversation Practice Toolkit](#)
- [A Guide for Volunteers](#)
- [A Guide or Organisations](#)
- Running Conversation Clubs Online:
  - [A guide for organisers](#)
  - [A guide for volunteers](#)
- Learning and Work Institute: [All Resources](#)

The full recording of this CRRN Insights Series session is available to view here:  
<https://www.youtube.com/watch?v=Me3pFp4KRE0>

A screenshot of a Slido poll interface. The poll question is: "Can you think of a time when you found it difficult to understand a situation due to a language barrier? Can you describe, in one word, how it made you feel?". The poll results are displayed as a word cloud on a dark blue background. The word "Frustrated" is the largest and most prominent. Other words include "Inferior", "Confused", "Lost", "Scared", "Small", "Unskilled", "Vulnerable", "sad", "funny or little", "Bewildered", "Nervous", and "Exasperated". On the left side of the poll, there is a QR code and the text "Join at slido.com #539767". On the right side, there is a small video feed of a woman, identified as "Rae (she/her) (CRRN)". The video player controls at the bottom show the video is at 7:33 / 49:21.

*With thanks to Louise Canham, Truro and Penwith College and Sue Topf, Falmouth & Penryn Welcome Refugee Families for sharing their knowledge and experiences.*