

Program Title:

Inclusive Professionalism: The Power and Purpose of Language Services in Legal

Organizations Course Description:

In today's diverse communities, the need for language services is essential for effective communication and client satisfaction. It is imperative that language services are provided with inclusivity, quality, and cultural competency in mind, now labeled as language justice, to create an accessible and collaborative environment for clients. The pursuit of language justice begins with ensuring that your clients are (1) able to communicate in a language that clients understand in order to make the best possible decision, and (2) provided with culturally appropriate tools to support their emotional, mental, and physical well-being. Language justice oriented legal organizations successfully mitigate the social and cultural forces and structural disadvantages caused by national origin, racism, gender bias, ageism, and other discriminatory factors to create spaces that recognize and celebrate unique perspectives while creating a collaborative environment where everyone feels they truly can engage. This seminar will provide practical ways to move your organization from good intentions to a concerted language justice initiative to attract and retain diverse clients through a discussion of:

- what it means to create “language justice” in legal organizations
- the strategies to access quality language services for both interpretation and translation needs
- adopt behaviors that drive cultural inclusivity in collaborative spaces
- identify ways to engage in language justice-oriented organizations.

Learning Objectives:

- Define the concept of “language justice” and illustrate its impact on lawyer and client behavior, decision making, and well-being.
- Harness the power and purpose of interpretation services to increase opportunities and satisfaction for clients.
- Obtain strategies for utilizing interpretation services to internalize concepts of language justice, civility through effective communication, cultural competence, and equity in legal organizations.

Agenda:

Introduction & Ground Rules

Safe space ground rules concerning sensitive subject matter of workshop.

5 Mins About EC3 Mission Vision and Program description

5 mins. **Part 1: What does it mean to have Power and Purpose of Language Services** A discussion about the importance of language services and how it increases the effectiveness of communication and client satisfaction. The differences between translation and interpretation outlets lawyers can utilize to have an effective, culturally competent, and inclusive legal organization.

40 mins. **The Power and Purpose of Language Services in Legal Organizations** – Mechanics include:

- Defining language justice
- Language activity
- Translation Vs. Interpretation
 - Discussion the differences and similarities of translation and interpretation
- Best practices in defining cultural and unconscious bias, schemas, and stereotypes

10 Mins: **Community Engagement Opportunities**

Instructor Biographies

Nadeen Ibrahim: Nadeen is the Organizing Director at the East Colfax Community Collective (EC3). She joined EC3 with more than 7 years of community organizing experience, largely in the Muslim community and its intersections. Nadeen is a member of the News Americans Community Advisory Committee, Colorado Immigrant Rights Coalition Action Fund Board, Colorado Muslim Leadership Council, and Muslim Youth for Positive Impact Board. Nadeen holds a Bachelor of Science in public health from the University of Colorado – Denver and a Master of Public Policy from the University of Oxford, England.

Helen Tekle: Helen was born in Ethiopia and came to the United States as a Refugee, when she was 12 her family moved to Colorado and resided in East Colfax. Her connection to East Colfax started the day she became a Colorado Resident. Helen went to school, shopped and grew up in East Colfax. She is committed to better the place she calls home. Helen attended Regis University and graduated with a Bachelor of Science in business administration with an emphasis in Marketing. She also received her Master of Science

in Nonprofit Management at Regis. Her recent work history includes Community Representative for Garden Plaza of Aurora, and a senior community, and an Outreach Manager for the African Community Center, a refugee resettlement agency. She is the co-founder of Taste of Ethiopia, a Denver Day event that has over 15,000 attendees, and also has a youth cultural dance group. In her free time, Helen loves spending time with her three kids.

Mahder Ferede A community-driven individual who has served in the community for over ten years working towards implementing positive change through business and event management, community and leadership development, and youth empowerment. Mahder Ferede has a passion for empowering individuals and tapping into their purpose. She supports her community as a mentor, Sunday School teacher, Sunday School Education Director, and volunteers through planning conferences, workshops, and impactful events.

She graduated with her Bachelor's in Marketing with a Digital Marketing Certificate at the Metropolitan State University of Denver. She is an advocate of empowering individuals and assisting her community with the resources needed to be successful in their business and individual journey.