

# Talk to me in my own language

The most powerful way to help people in a crisis is to provide support and information in their own language.

## Translation

Translators convey written messages from one language to another.

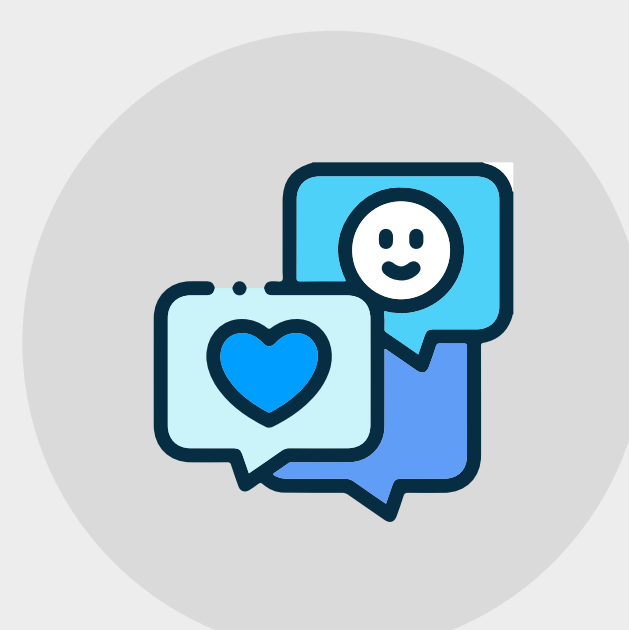
When do you need a **professional translator**?



When the **content is critical and complex**



When full **understanding is needed**



When it's important to **convey the right tone and cultural elements**

When is it OK to use a **volunteer translator** or **machine translation**?



With simple texts



For day-to-day communication



## Best of both worlds: Machine + Human

In a crisis situation, you may be able to speed up the translation process by combining machine translation with post-editing by a professional human translator.

### Watch out!

Using machine translation without checking the translation can lead to mistranslation, confusion, loss of time and further costs down the line.

Some minority languages have very little written content to train machine translation on, and the quality of machine translation can be very poor. With these languages, consider machine translation use carefully.

Where can you **find a translator**?

Professional associations for translation and interpreting

Online databases of interpreters

Online search



Understand language support needs



Work with professional language service providers



Budget for professional language support



Incorporate language support in your crisis management plans