



AGENDA FOR CHANGE

Strengthening water, sanitation, and hygiene systems together.

PREPARING FOR A ZOOM EVENT USING LIVE INTERPRETATION

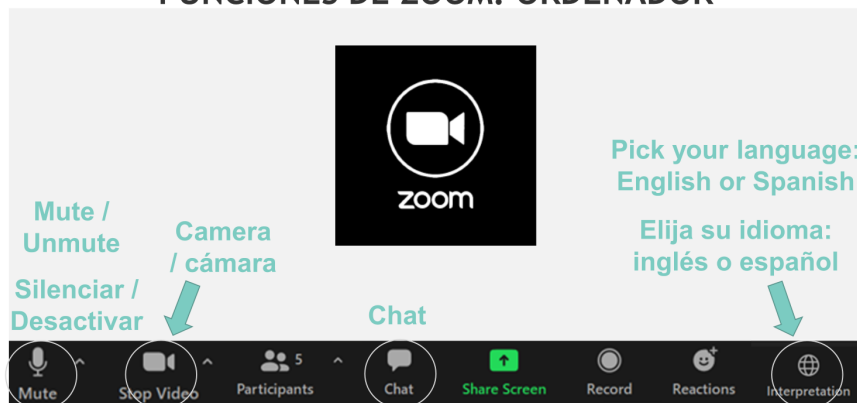
Agenda for Change has learned from hosting several online events using Zoom's live interpretation feature. This is an excellent feature that can boost the inclusivity of your event, making it easier for participants to speak and listen in their native languages. Note that this feature is only available with Zoom Business, Education, or Enterprise plans, or the Pro account + Webinar add-on plan.

Below are some of our tips for helping your event with Zoom interpretation go smoothly.

BEFORE THE EVENT:

- Host a practice event with the speakers and interpreters. Build this time into your contracts with the interpreters. It's worth it for a smooth start to your event. You don't want to waste 10 minutes of your event time on "can you hear me?" (Trust me, we've made this mistake).
 - Strongly encourage every speaker to use a headset/microphone - rather than their laptop or phone built in microphones - to reduce background noise and make the interpreters' job easier. (If this is a large or important event, and you have the budget, it might be worth reimbursing your speaker for a good quality headset).
 - During the practice, and during the event, remind speakers to slow down for the interpreters whenever you can. People often speak fast in their native language without realizing it.
 - Have a backup plan for contacting speakers and interpreters if you can't hear them, or they need to slow down. It is very difficult to monitor the Zoom chat while you are presenting, so Skype chat or WhatsApp are good alternatives.
- Prepare a slide with instructions on where to find the interpretation and include instructions in the languages for which you will have interpretation (see below example in English and Spanish). *This slide format can be easily modified to include additional languages.*

ZOOM FUNCTIONS: COMPUTER FUNCIONES DE ZOOM: ORDENADOR



- Prepare instructions in all your event's offered languages for how to select the interpretation channel (hint: use [Deepl translator](#)). You can have these translations handy in a Word or notes app so that you can quickly copy/paste into the Zoom chat for people who join after you start the meeting (people can't see the chats in the box that were put there before they joined).

ON THE DAY OF:

Note: you must be a host or co-host of the event to assign interpretation or begin/stop recordings in Zoom.

- Have your interpreters come early to the meeting and assign them to their language channels in advance. Just click in the box and type their name until it appears, then ensure they are being assigned to the right channel (e.g., ENG > SPA). Once you have them assigned, hit "start." You can see detailed instructions with screenshots [here](#).
 - Once you assign an interpreter to a language channel, only the host can hear them. Participants will have to go to that language channel to hear them.
- If you plan to record your session, I recommend saving your recording to the cloud – this way it will upload automatically to your Zoom account once the meeting is done, and you can easily share a link for others to download. In our experience, the recording will NOT include the interpreted language(s), only the speaker's original language.
- Be ready for challenges! If someone is in the chat saying, "I can't hear the speaker," (in any language), you or the co-host can use DeepL to toggle quickly between languages to copy/paste helpful instructions into the Zoom chat.
- *OPTIONAL*: hire an intern to help you keep track of everything on the day of your event. You'll be grateful for the extra support! Don't forget to include them in the practice session, and pay them, of course. We typically pay between 20 – 25 USD for this support, per 1-hour event.

Do you have additional questions, comments, or suggestions about using Zoom interpretation? Please contact [Alec Shannon](#), Deputy Coordinator of Agenda for Change.