

Answers to *Languages at Work* survey open question 'is there anything else that you think it would be useful for us to understand about how you use languages in your job and the benefits this brings you and your organisation?'

Director	WW Consulting	As a global consulting company, languages are paramount to us. We have a network of associates, who speak different languages around the world. I am completing this survey in Paris, where I am delivering a programme in French for a French client - impossible without language skills!
Professional Support Lawyer	Clifford Chance LLP	In my work, the ability to speak another language is a 'bonus' rather than a core requirement, but if a person happens to speak another language to a good level then this certainly widens their career opportunities. I wouldn't advise a young person to study a foreign language degree in order to become a lawyer, but at the same time I would say that it should not disadvantage them (as against a person who studied law or any other subject) and indeed it could open up opportunities within the law that are not available to somebody who does not speak another language.
Senior Management	Academy of English	As an individual who was studying languages in the UK and set up my own business in Germany, I can't emphasise the importance of learning language for our citizens, especially in a global world. Learning a language gives you the skills and tools to go out into the wider world, be considerably more confident in yourself and access people, work and experiences that monolingual individuals would not otherwise access. The Born Global project needs to imitate the success story of STEM and individuals, group and the wider public need to know what is out there in terms of global opportunities.
Manager	Acal BFI UK Ltd	Even if a foreign language is not used on a daily basis, it is a benefit in terms of CV and also in terms of brain ability and agility.
Senior Engineer	Arup	I use foreign languages to read technical information and then summarise key points in English.
Director	Bank of America Merrill Lynch	I use my language skills outside for volunteer activities since I don't use it on the job. If it had been used more over my career, I think I would have been a more competent and confident speaker. Knowing a foreign language helps you with English, as well, and makes it easier to grasp other languages and their patterns. With the global presence of the Bank, knowing at least one other language is beneficial to continue to improve and expand your skills across multiple divisions and countries.
Senior Manager	Bank of America Merrill Lynch	It always brings a competitive edge, helps with idea association and analytical thinking and overall allows for greater level of culture.
Director	Bank of America Merrill Lynch	I use my language skills outside for volunteer activities since I don't use it on the job. If it had been used more over my career, I think I would have been a more competent and confident speaker. Knowing a foreign language helps you with English, as well, and makes it easier to grasp other languages and their patterns. With the global presence of the Bank, knowing at least one other language is beneficial to continue to improve and expand your skills across multiple divisions and countries.
Trainer	Bank Of America Merrill Lynch	I strongly believe that languages give an extra edge when looking at someone's CV. However there are also plenty of opportunities out there for English speaker only.

Senior Broadcast Journalist	BBC	Every day I work with people who are as intelligent, skilled and hard-working as me but most of them are also fluent in at least one other language. Some of them are fluent in several languages. I have lost opportunities to people who are fluent in a language I could not speak. If I had my time again, I would take time out to build my fluency and local knowledge by living overseas.
Writer and Journalist	BBC, Telegraph, etc.	The fact that I speak fluent Spanish was what gave me my first break into the BBC. I have since travelled the world using my language skills at events, festivals and workshops by the British council and at Hay Festivals. It has transformed my career prospects and I feel very strongly that learning another language is a great asset. Furthermore I believe that the learning of a foreign language is the ultimate sign of civilisation, regardless of the career advantages that it confers!
Senior Policy Adviser	Cabinet Office	The Cabinet Office does not particularly need language skills aside, perhaps, for roles dealing e.g. with EU matters or foreign affairs. But the requirement would be rare and language skills would be a welcome addition to rather than a critical part of such posts. Other government departments, however - notably the Foreign and Commonwealth Office, Dept for International Development and, possibly, BIS/UKTI - will benefit strongly from recruiting individuals with language skills, so languages are critical to the wider Civil Service. I have used my (French) language skills in the Home Office translating letters from asylum applicants and EU documents.
HR Business Partner	Canon Europe Ltd	As much as the specific language skills, it's the knowledge/ understanding of different markets (i.e. countries) and consumer behaviour that can help an international company to be successful there.
Senior Solicitor	Carillion plc	Although I do not use Spanish in my current role, it was fundamental in me securing my trainee solicitor's training contract. It set me apart from the field of students who had done a straight law degree (compared to me, as I did a Law and Spanish degree).
Systems Implementations and Training Specialist	CEB	Learning a language usually also includes learning about some of the culture of a language group and that is something I use in my job as well... You don't just speak a different language, you choose different words, a different tone and a different communication method. This all helps with building good internal and external relationships.
Economic Advisor	Civil Service	I don't currently use my language skills on a daily basis, but I hope to move into a job that utilises these skills.
Freelance HR Consultant	CMM INTERIM HR LIMITED	I am freelance consultant, so I work with many organisations. I have used my languages more and more over the past ten years. It helps to break down barriers and helps to build trust. I gain respect from Senior managers in the UK and overseas because they can see I understand French and German. I feel I have been able to achieve more success in my job than colleagues who do not speak a foreign language. IMPORTANT - it is not just the languages themselves but understanding the culture of another country that is equally vital in achieving success at work.
Associate Director	consultancy firm	Languages are very important for our future generations, particularly with regards to business opportunities in China, India and South America. However, I think employees should also regard languages as a useful indicator of flexibility and adaptability for employees, as it shows intelligence, curiosity, mathematical ability, and probably makes the individual more adaptable to new work environments, which is a useful asset in the private sector at least.
HR Advisor	DB	Whilst I do not use my language every day, I strongly believe that it has had an impact on me in successfully getting every role to date. It is something that sets me apart from other candidates - I have experienced living and working in another country, I have good life stories to tell and has made me a well-rounded person in the work place.

Reward Manager	Dialog Semiconductor	Relatively passive knowledge of languages is also often useful, e.g. to understand written documents in other languages (e.g. understanding a Turkish payslip, a Dutch pension statement, a French invoice, a German contract) In our industry (semiconductor) technical knowledge (electronics engineering) has a higher importance than language skills, so we would always recommend secondary students in the UK to study Maths and Physics over languages. Practical ability in languages is what we need, not students who know about French literature or the History of Spanish or the grammar of Japanese. They need to be able to read, write, speak and communicate. We hire employees from anywhere for their engineering skills which makes our workforce very diverse and many of our employees speak several languages. It is the employees with additional languages that get the best career development opportunities when we expand internationally.
Independent Consultant		Other languages help develop appreciation on one's own, as well as give access to other cultures, allowing for diversity of perspective essential in work in professional communication
Director	EY	Not necessarily a benefit just in terms of speaking the language -- but actually gives a person a wider / more global view and flexibility in dealing with people.
Senior Recruiter	Fidelity Investments	The knowledge of a language shows a wide variety of soft skills that are important when presenting yourself and looking for a job, it puts you ahead of the game.
Executive Director	Goldman Sachs	I work for a multinational organisation which employs talented people globally. The global market is filled with candidates who speak English AND another language and as monolinguals most British candidates begin at a disadvantage. Global companies with global customers and clients will always prefer those who speak more than 1 language.
Corporate Services Director (retired)	Groupama Insurance Co. Ltd	My language skills have enabled me to be an expatriate both in Europe and South America, creating wonderful career development opportunities and life skills experience. These opportunities would not have been open to me without my language skills.
Human Resources Director (ex)	Hess	My language skills are not extensive but have helped me, and having worked around the world I have seen how important they can be. I think language skills alone are not as useful, the optimum is to have e.g. commercial skills and languages or engineering and languages
Technical Consultant	Hewlett Packard	It has allowed me to participate in projects at a European level, not just UK, which has made my career advance quicker.
Higher Investigation Officer	HM Revenue & Customs	From the Customs side of things, we have traditionally been an outward looking service. Within my particular work area we have a number of people posted overseas, to liaise with corresponding Law Enforcement Agencies and Government Departments. This is principally how I used my French, having spent 4 years in Paris as a Liaison Officer. We have our own central translation service, but also bring in interpreters where necessary.
HR Professional		Better understanding of another culture. Recruiting area Market research Better relationships with the management (if the management speaks a different language) Possibility of reading academic papers/professional magazines etc. Career opportunities - becoming an international leader/manager Strengthening professional relationships/ networking
Senior Manager	Institute for Turnaround	The main benefit is ability to understand and operate within a wide range of vastly different cultures.
Director	Kernel Consulting Ltd	Cultural and country knowledge
Marketing Advisor	Linklaters LLP	We have 29 offices across the world, so other languages are used widely in many of those. However, English remains the predominant language used across the firm. We do work with clients in local languages where required.
Planning and Research Officer	London Borough of Waltham Forest	I think it's important that people have language skills in addition to existing skills. Unless you plan to be a translator or interpreter you should focus mainly on another skill but appreciate that languages are highly important and greatly beneficial when combined with other subject areas e.g. politics, business or history.

Founder	Lucette Dans Les Nuages	School leavers tend to speak and mostly write a poor English, I strongly believe that one of the reasons is the fact that when texting, emailing, etc they tend to shorten the words or simplify them. I have noticed as well that their English grammar is getting poorer. So yes, any foreign language is a wonderful skill but English is as well very important.
Director	Marguerite Hogg Consultancy Ltd	I don't necessarily think that being able to speak another language has been essential for my work, however it has opened up doors in terms of working internationally. If I hadn't studied languages I don't think I would now be working in an international environment even though I now find that I rarely need to use my foreign language skills in a work setting. Opportunities for learning a language and participating in exchange programmes at school, college and then at uni helped give me a multicultural outlook, a diplomacy in working with people of other cultures and a passion for working collaboratively with other nations.
Business Consultant	Marketo	Language learning for me has been useful to understand other people, the way they do business, their culture etc. But just as important, it has been part of overall language learning including English which has helped me in communication generally and how I see the world.
Senior Manager	MBNA	My native language is Spanish. English is my 'second' language. My case could be used as an example to young people that languages help to open doors not only in different industries but also markets/countries.
freelance translator	N/A	As a translator and interpreter working with both agencies and direct clients (i.e. companies), I have noticed that the majority of people out of this industry don't understand what is the process behind the translation of a text or the interpretation of a meeting. Working as a linguist requires skills going beyond the mere 'comprehension' of words and accents. I run a small business, which means that I have to wear many hats that are not always related to languages. Secondly, translating and interpreting are two cultural activities strongly connected to other fields such as communication, terminology, but also marketing and business. Mediating between 2-3 cultures is a very delicate process involving words, meanings, ideas, while people still see this as a commodity. A translator is a multilingual writer able to work on tiny details which can help (if not improve) the client and get his/her ideas across a new culture or market.
Self employed editor and writer	N/A	I use languages indirectly rather than directly. Greater language ability would enormously aid my business. I am a sole trader so all the above answers apply to myself alone. However I write and edit material for European union, English as a second language speakers, and in South Asian contexts. Therefore, although I worked in English, a background knowledge of all these languages is enormously helpful, And greater fluency would be even more helpful still.
Assistant Brand Manager	Nestle UK&I	I studied languages at University and find that even if I don't get to use my language skills very often at work, studying languages has benefited me by:- giving an understanding of different cultures, which is important when working in a multi-national company- giving perspective (I worked abroad during my degree and this has helped me add value by seeing things in a different way)- when occasionally I do use my languages (e.g. to speak to colleagues in other markets, at international seminars, translating packaging or marketing materials, summarising research from other markets), my colleagues are impressed and I feel that I am adding value where others can't.
Project Manager	Nielsen	I'm a French national and have been living in the UK for 10 years thanks to speaking English. I also work internationally and was hired specifically in my last 3 jobs because I also spoke fluently two languages on top of English. Speaking several languages gives one the flexibility to apprehend the complexity of the world and be open to other cultures, including diversity in the UK.
Recruiter	PRA	I recruit across the UK and German speaking regions - being able to interact with people in their first language is beneficial and helps me bring people into the organisation who may not have considered us if we had approached them in English

Business Psychologist	RCA Business Psychologists Ltd.	Yes, quite simply that I have worked abroad and although the business language used has been English, the ability to socialise with others and converse in their tongue, especially in their country, is basically a polite thing to do and I've found it to be well received. What reason would anyone have for being the only ignorant person in a room that cannot (because they will not) speak at least one other language? I can't work that one out personally!
Regional Director	RCL Cruises Ltd	Languages are not just about communicating - by learning a language, you learn about the culture, history and behaviours relevant to that language which enables the development of deeper interpersonal relationships and knowledge of the country. It broadens your mind and makes you more open to different ways of thinking.
OUTREACH FACILITATOR	ROYAL AIR FORCE	The necessity for language skills in the RAF relates to a small but very important niche amongst our intelligence gathering colleagues and also within the realms of international diplomacy on an individual, case by case, basis.
Logistics Coordinator	Royal Air Force	I learnt to speak Italian at the age of 40, building on GCE's in French and German. It meant that I could work in a multi-national office overseas building relationships in business and personally with other nationalities. It meant we could work co-operatively with the host nationals in comfort. Expect to speak the language of the country you are in and your working and personal life becomes so much easier.....do not expect others to speak only English!
Senior Buyer	Saint-Gobain	I do not use my native language in my current job, but I am looking at a possibility to become a consultant in my area of expertise in the future. Having the ability to speak another language will allow me to expand my client base outside English speaking countries.
Process Control & Quality Assurance Specialist	Santander	It is not essential that I know Spanish in my current role, however it has helped tremendously in building relationships with my Spanish colleagues who work in the UK and in Spain. This in turn has helped me progress in my career.
Director	Santander Asset Management	To communicate internally more effectively and to be immersed in different cultures
MD	SCN Training	It's the quickest way I know to break the ice and begin to build a relationship.
	Self Employed	Speaking another language enables you to work abroad. I work in the area of history and culture, and speaking the language gives a better insight into a country's history and culture.
Organisational Development Manager	St Luke's Hospice Plymouth	I have used my languages in my capacity as a consultant on a number of occasions and it has been very useful for building business relationships. Learning a language isn't just about using a set of different sounds; it's a window in on another culture and another way of doing business. If you want to work in a global market, that's essential.
Manager	The British Institute of Radiology	You may not be working in a job that involves languages, but if you deal with anyone from another country, there will always be a time when an email is sent in another language or you have to make a call to another country and any knowledge is helpful. Just even mentioning you know a language could lead to opportunities in the company that currently don't exist because no one had the relevant knowledge.
Senior Management	The Zygos Partnership	English people speaking foreign languages enables them to access a broader research base and not limit their business interactions with those who can speak English, speaking even at a basic level increases rapport and can bridge cultures, and it's just good manners!
HR Business Partner	TJX Europe	A lot of our business is done through building and leveraging great relationships - where people come from different countries, if they can speak a common language, this adds to the relationship and credibility.
Regional Executive	Twinings	I work in sales so it is important for me to understand the language and culture of those I communicate with. Even if we communicate in English, it is really important that I can speak their language as it creates a basis for a relationship.
Professor of Astronomy	University of Nottingham	My job involves both teaching and research. I use my language skills in both. I also actively promote Physics degrees with a foreign-language component.

Filmmaker/Editor

AMV BBDO

It is not necessarily the language itself that becomes helpful in the job. It is everything that comes with the knowledge of the language as a bonus, of which you might not think that easily unless you actually start learning the language and happen to be in a working environment later on. When you learn the language, unknowingly you also learn the mentality of a different country through that language. Each language has its way, so some metaphors for example, would work in one language and absolutely wouldn't in another, not just because of what it means or how the words are being put together, but because there is a particular way of thinking that lies behind that metaphor, which can only be born in one country with its people and charisma and not in any other. So by learning a language you acquire a new way of thinking, which can come from a cultural background of the country, or from something else that is lying within the history of the nation, the history of the language, its humour, etiquette or anything else that maybe can't even be categorised. Such unexpected acquisitions then fire up in your mind even when you're speaking your own language in your own country and make you look at things differently, just because your brain has got that capacity and ability for another language, another form of speech, and that is precisely what will make you different from others who don't choose to study another language. So your tongue will learn expressions and figures of speech that will only work for someone who knows the same language, but your brain will learn something that will unexpectedly benefit some situation no matter at all what languages people speak. And those situations happen to me all the time, and of course it is especially valued and very beneficial when people see it happen at work, it helps you, it helps others, it gives creative solutions to problems and challenges at work. It's like a free lottery bonus that you never knew of or agreed to receive, but it comes in the package of learning and knowing another language. That of course apart from the most obvious benefit - when you can communicate with someone who's from abroad and speaks other language than English.