



Background

SHB Electric, a company specialising in level 1 to 5 maintenance, installation and repair of electrical equipment, embarked on a transformative journey in collaboration with Siemens. Their mission was to enhance the proficiency of their French-speaking technicians through specialised training on complex machinery at Siemens' Frankfurt facility. The collaboration between SHB Electric and Siemens aimed to bridge the language gap for French technicians undergoing intricate training. The complexity of the machinery demanded precision in communication, comprehension, and adherence to safety protocols. To overcome language barriers SHB Electric engaged Global Voices to provide on-site interpretation services in Frankfurt.

Challenge

Providing security shoes for the interpreters became an unexpected issue, leading to Siemens purchasing the shoes and passing the cost to SHB Electric.

Outcomes

- Interpreters facilitated precise and accurate communication crucial for dealing with intricate machinery and technical instructions.
- Technicians comprehended training material and safety protocols in their native language, resulting in a more efficient learning process.
- Clear communication minimised errors and misunderstandings, fostering a safer working environment.
- Technicians' enhanced understanding led to improved job performance, confidence and productivity.



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