Using Microsoft Translator

Facilitator Guide

Audience: Instructors, case managers, and employment specialists
Duration: 30 minutes
Format: Demonstration and partner practice

Learning objective: Participants will start a translated conversation, invite a partner, and exchange a short message related to learner support.

Before the session

- Have the slides, internet access, and two devices ready for the demonstration.
- Ask participants to bring a phone or tablet with Microsoft Translator installed.
- Test starting and joining a conversation. Match slide instructions to the app version you will demonstrate.
- Test download QR codes and review organizational guidance on sensitive information and interpreter services.
- Arrange device sharing if needed. Each participant should get a turn operating a device.

Slides 1–2 — Welcome and purpose

4 minutes

Introduce the session goal.

Ask: “When have you needed to communicate with a learner who preferred another language?”

Take one or two responses and connect them to intake, orientation, or classroom support. Have participants prepare their devices; use the download QR codes if needed.

Slide 3 — Key features

2 minutes

Briefly distinguish text translation, voice translation, and conversation mode.

Explain that today’s practice focuses on connecting devices through conversation mode. Point out the relevant controls on your device or screenshot.

Slide 4 — Demonstration

5 minutes

Use a second device or invite a volunteer to join you.

1. Start a conversation and select your language.
2. Display the invitation link, QR code, or conversation code.
3. Have the volunteer join and select a different language.
4. Exchange a greeting and a response.
5. Show where each person reads the translated messages.

Narrate your actions and pause so participants can locate the controls.

Check: Ask participants to identify how they would start or join a conversation. Resolve setup questions before practice.

Slide 5 — Partner practice

8 minutes

Set up: Assign partners and explain the scenario. Allow one minute for instructions, three minutes per round, and one minute for transitions or support.

Scenario: A learner arrives for orientation and prefers to communicate in another language.

Partner A — Staff member
Start a conversation and invite your partner. Welcome the learner using these details:

- Orientation begins at 10 a.m. in Room 102.
- The session lasts one hour.
- Bring a notebook. No laptop is needed.

Answer your partner's questions using this information.

Partner B — Learner
Join and select a different language. Ask:

- "How long is orientation?"
- "Should I bring my laptop?"

Confirm the time and room.

Switch roles: Both participants must practice starting a conversation and helping someone join.

Facilitator observation: Check that each participant can:

- Start a conversation and invite their partner.
- Send and receive messages.
- Confirm the orientation details.

Coach participants through unfamiliar steps while letting them operate the device. Encourage languages they understand where possible; selecting an unfamiliar language allows connection practice but does not establish translation accuracy.

Slide 6 — Check and debrief

3 minutes

Have pairs review the checks on the slide.

Ask: “Was anything unclear, and how did you clarify it?”

Invite two responses. Highlight strategies such as rephrasing, shortening a sentence, and confirming a specific detail. Help participants retry any incomplete step.

Slide 7 — Thoughtful use

3 minutes

Reinforce three practices:

- Use short sentences and familiar words.
- Confirm important details rather than assuming understanding.
- Follow organizational guidance for sensitive information and situations requiring an interpreter.

Example: Replace “Do you understand?” with “What time will you arrive, and which room will you go to?”

Use fictional information throughout practice.

Slide 8 — Workplace application

3 minutes

Connect the skill to orientation, technology support, and classroom activities.

Ask: “Name one task where you could use Translator this week. What would you need to check before using it?”

Give participants a moment to think, then invite brief partner sharing. Listen for a specific task and a consideration such as privacy, device access, understanding, or interpreter support.

Slide 9 — Close

2 minutes

Point out the download QR codes and ask whether anyone needs to see a step again.

Encourage participants to try the tool in an appropriate work situation and check the other person’s understanding.

Quick troubleshooting

- **Cannot join:** Check the connection and invitation details. Resend the invitation or restart the conversation.
- **Voice input fails:** Check microphone permissions and mute settings. Continue with typed messages if needed.
- **Translation is unclear:** Shorten or rephrase the message and confirm key details. Seek appropriate language support if confusion remains.
- **No device or connection:** Arrange shared practice or demonstrate with screenshots. Provide a later hands-on opportunity before considering the objective met.