

# Communicating Successfully with Ag Workers when English is a Second Language

## BEST PRACTICES FOR MORE EFFECTIVE AND INCLUSIVE TRAINING

### THE REALITY IN THE FIELD

#### Barriers for Workers

- Limited time for training
- Long, physically demanding workdays
- Varying literacy levels, even in native language
- Limited English proficiency
- Seasonal work and high turnover

### WHAT WORKERS WANT

#### Worker Values

- Desire to learn and improve
- Value being listened to and respected
- Appreciate learning opportunities
- Learn best in familiar cultural settings
- Recognition for skills and experience

### CONNECTION COMES FIRST

#### Relational Factors

- Shared language and clear messaging
- Trust, rapport, and mutual respect
- Safe spaces for questions and feedback
- Active listening at all stages

### BEST PRACTICES

#### Application

- Address language and culture from the start
- Offer consistent native-language training
- Provide programs, talks, and farm visits
- Be flexible—listen, observe, reassess
- Follow up and reinforce learning regularly

### DELIVERING TRAINING

#### Delivery Methods

- Oral explanation
- Visuals and graphics
- Hands-on, practical demonstrations
- Real examples from their own farm/experience



VISUAL & SCENARIO-BASED LEARNING  
IMPROVES UNDERSTANDING & RETENTION.

### EMPLOYER SUPPORT MATTERS

#### Support Factors

- Owner and manager buy-in is a must
- Provide enough time for training
- Provide a comfortable, interruption-free space
- Provide bilingual supervisors for follow-up

### WHY IT MATTERS

#### Outcomes

- Improved safety and comprehension
- Fewer accidents and environmental risks
- Higher engagement and confidence
- Stronger workplace culture and trust
- Reduced turnover and improved retention
- Lower production costs
- Increased productivity
- Better regulatory compliance
- Lower insurance/liability costs
- Environmental sustainability



Effective communication is not just about delivering information.  
It's about building connection, trust, and shared understanding.

**INTEGRATING LANGUAGE, CULTURE, & RESPECT IN TRAINING MAKES LEARNING MORE EFFECTIVE.**