UNITED NATIONS
DEPARTMENT OF OPERATIONAL SUPPORT

Language and Communication Team

As one of the core values of the United Nations, **Multilingualism** promotes tolerance, unity, and understanding, which helps the UN deliver on its mandates. Through the Department of Operational Support (DOS) and the Capacity Development and Operations Training Section, the Language and Communication Training Unit (LCTU) plays an essential role in helping the United Nations foster and enhance multilingualism. The LCTU provides both in-person and online language/communication courses to galvanize the learning of the 6 official languages. The LCTU staff members also participate in organization-wide initiatives such as the **Language Harmonization Project**, which aims to increase equitable language learning across the Global Secretariat, as well as the **Gender Mainstreaming Project**, which helps promote gender balanced discourse within the Organization. Moreover, the Language and Communication Training Unit helps to increase access to language learning in the field through distributing and monitoring **Online Language Learning Licenses** to staff members in duty stations and offices away from headquarters, where instruction in the target language is not offered. These initiatives reach thousands of staff members annually and help foster multilingualism throughout the organization. The LCTU also helps organize activities and events for International Language Days and International Mother Language Day, as well as book fairs and support literacy.

Meet the staff members of our LCT team

The Arabic Language Programme

Since 2019, the Arabic Language Programme is being led by a head teacher. The Arabic Language Programme seeks to disseminate and foster greater cultural and linguistic knowledge of Arabic through a wide array of courses that range from beginner to advanced level as well as specialized and online course.

The Chinese Language Programme

Zhuting Chang joined the UN Chinese Language Programme in 2017. She received her doctoral degree in Linguistics from the Graduate Center of the City University of New York (CUNY). She holds an M.A. in Linguistics from Indiana University and another M.A. in Foreign Linguistics and Applied Linguistics from China Foreign Affairs University. She has served as the Assistant Director and Professional Development Coordinator for the Chinese Flagship Program at Hunter College (CUNY), and the Lead Instructor and Coordinator for the STARTALK Chinese High School and Teacher Training Program at Hunter College, both of which utilized the blended learning model. She has also taught Chinese linguistics and pedagogy courses for the Chinese M.A. Program at Hunter College. Moreover, she has taught Chinese at Queens College, Baruch College, the New York City College of Technology and Indiana University.

Juan Yang began teaching Chinese at the United Nations in October 2019 as a guest instructor from Shanghai International Studies University (SISU). She holds an M.A. in Teaching Chinese as a Second Language from Beijing Language and Culture University, and a Ph.D. in Education from Warwick University in the U.K. She has taught international students Chinese for the B.A. program, and second language acquisition as well as pedagogy courses for the M.A program in SISU. She is also a supervisor of several postgraduate students from SISU. Moreover, she has published articles in international academic journals, such as *System*. She is interested in teacher and student cognition, intercultural Chinese pedagogy and teacher education.

The English Language Programme

Rodrigo Bergamasco Bottura has been an educator since 1999. Before joining the UN, he worked at several Brazilian and American institutions, including the International School of Sao Paulo, Columbia University and Hunter College, as an instructor, team lead and teacher trainer. He holds an M.A. in Applied Linguistics from Columbia University and a B.A. in Foreign Language and Literature from Universidade Mackenzie. Since joining the UN in 2014, Rodrigo has organized, designed, and delivered various communications skills training programmes in several duty stations including Dakar, Entebbe, Kabul, Libreville, Mogadishu, Nairobi, Naqoura and Pristina. He has also collaborated with many UN departments on a wide range of capacity-building initiatives, from communication skills for supervisors to writing political analysis. He often serves as a judge for the Learning Elite awards.

Kirsten Duckett came to the LCT team from a career in teacher training and English for Professional Purposes. She holds degrees in Germanic Languages, Teaching, Anthropology and Linguistics. She has worked as a language training specialist in Korea, Netherlands, Puerto Rico, USA and Venezuela. In Europe, she has worked in language programme administration, educational policy, and translation & localization. She has professional experience in cross-cultural communication consulting, in Belgium and the UAE. Her work often focuses on customizing training programmes for specific departments and missions, such as Auditing, Committees on Contracts, and Peacekeeping, facilitating training in Africa, N. America, Asia and the Middle East. Kirsten is keen on studying languages and scripts and is committed to linguistic diversity and inclusion.

David Hattem began teaching English at the United Nations in September 2014. He earned a B.A. in History and Philosophy from Rutgers University, and an M.A. in Applied Linguistics from the University of Massachusetts. Before coming to the United Nations, David worked as a full-time ESL instructor at Rutgers and as a part-time instructor at Union and Middlesex County Colleges. He is an avid language learner himself and finds he learns languages best through intensive study, risk-taking and self-reflection. Outside of work, David enjoys spending time with his family and exploring his musical interests.

Mary Regan has been an instructor in the UN English Language Programme since 1998. She received an M.A. in Teaching English as a Second Language from Georgetown University. Mary has taught English as a Second Language and writing and communications skills to adults at various institutions for over 30 years. She has also done teacher training at several universities. At the UN, she has designed and delivered many tailored writing courses, including for DPO, DPPA, DESA, DSS and OIOS. Her interests include reading, comedy and playing bridge.

The French Language Programme

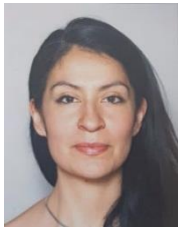
Naima Charafi has been a full-time instructor in the UN French Language Programme since 2003. She holds an M.A. in both Teaching of a Foreign Language and Modern Literature from the Université François Rabelais in Tours, France. She has also done doctoral research in Social Studies at La Sorbonne, Paris. Prior to joining the UN French Language Programme, she had served as the Staff Development Language Training Coordinator for Economic Cooperation and Development and conducted training missions on military cooperation, law and economy for Paris-based multinationals. She has focused on designing and conducting training programmes to meet the needs of UN entities and missions.

Sébastien Durietz has been teaching French at the United Nations since 2006. He had studied at the University of Lille, the University of Maine (France), and the University of Grenoble, where he had obtained master's degrees in Teaching French as a Foreign Language and Information and Communication Technology for Education. Before joining the UN, he dedicated himself to the Organization of Linguistic Summer Camps for Children and Young Adults in Belgium and taught French as a foreign language at the University of Ghent and the University of Lille. He has also developed eLearning tools and has been a teacher trainer at the University of Lille.

Sébastien Garaud came to the UN French Language Programme in 2009. He holds an M.A. in Modern Literature from the *Université de Caen* and Teaching French as a Foreign Language from the *Université de Grenoble III*, as well as certificates in related academic areas including a teaching certificate from *Université Paris IV* (all in France). He received a Ph.D. in French Literature from Washington University in St. Louis, Missouri. Before arriving at the UN, he taught and served as the Director of French Studies at the United Nations International School (UNIS) and held teaching positions in the USA,

New Zealand, and France. He has also served as the head of the *Alliance Française d'Auckand* in New Zealand. He is especially interested in culture, art, francophone literature and cinema.

Ludovic Gaucher joined the UN French Language Program in 2018. Prior to the UN, he had been a teacher for adult education in France, Morocco, and the United States for twelve years. He has also conducted teacher's training for French as a Second Language, including specialized teaching skills for both beginner and experienced teachers. Furthermore, he has authored and edited various publications on language learning for EMDL (Editions Maison des Langues). He holds a B.A. in Spanish Language and Literature and an M.A. in Teaching French as a Foreign Language, both from the University Blaise Pascal in Clermont-Ferrand, France.



Pauline Lopez Guzman joined the LCT team in 2012 as a full-time French instructor. Prior to the UN, she had taught French in Mexico, Latvia, and France. She holds two master's degrees in Teaching French as a Foreign Language and in Education, Information, and Communication Technologies, both from the University of Lyon in France. Pauline is particularly interested in the design of new face-to-face and online courses for specific purposes on UN topics and in using new technologies to serve the learning objectives of the UN staff and diplomats.

Claire Lerognon has been a full-time instructor in the UN French Language Programme since 2002. She holds a B.A. in English Language and Literature and an M.A in Teaching French as a Second Language, both from the University of Strasbourg in France. She has taught a variety of audiences in Europe and the US.

Myriam Mugica joined the LCT team in 2016. She holds two master's degrees in Literature and in French as a Foreign Language. She also holds an M.A. in Language Policies, Language Diffusion and New Technologies from the University of Maine (France). She worked as a French language instructor and teacher trainer in Canada, Ecuador and Spain before joining the *Cned* (National Centre for Distance Learning) in France as an engineering officer of online training. She then held various positions abroad for the French Ministry of Foreign Affairs in the field of linguistic co-operation, like in Brazil, where she served as the director of the Alliance Française of Belém. Myriam is also fluent in Spanish, Portuguese, and English and committed to linguistic diversity.

Jérôme Quentin has been a full-time French language instructor at the UN since 2007, and from 2011 to 2014, he held the position of French Language Coordinator. He holds two master's degrees in Applied Languages and French as a Foreign Language from the University of Maine. His career has included teaching in France, Brunei, Pakistan, and Nigeria, as well as serving different positions related to education within the French Ministry of Foreign Affairs. He is interested in technology, digital platforms, and media, specifically in determining how they can provide innovative language teaching and learning solutions. His advice for language learners is: "It is never too late."

The Russian Language Programme

Anna Dvigubski was born in Kiev, Ukraine and has been teaching in the US for over a decade. She received her Ph.D. in Russian Literature from Columbia University in 2012. Prior to starting at the UN in 2015, she taught Russian language and literature at Columbia University, Barnard College, Kenyon College and Indiana University. She has also published articles in academic journals, such as *Russian Literature* and *The Russian Review*. Anna loves to motivate her students to learn languages through introducing them to authentic works of Russian culture: poetry, fiction, music, and film. She finds that this intimate contact with a new culture has been the best motivation for her students, both at the UN and in university settings.

The Spanish Language Programme

Carmen Criado-Hernández has been a full-time Spanish language instructor at the UN since 2011. She holds an M.A. in Spanish Linguistics and Literature from the *Universidad Autónoma de Madrid*, an M.A. in Teaching Spanish as a Second Language from the *Universidad de Alcalá* in Spain, and a Certificate in Interpretation and Translation Studies from Hunter College in New York. Prior to teaching in the UN Spanish Language Programme, she taught at *Universidad de Alcalá* in Spain and *Instituto Cervantes* in Germany, France, and the USA.

Sofia Gallego-González joined the UN Spanish Language Programme as a full-time instructor in 2013. She holds a Ph.D. in Applied Linguistics in Second Language Learning as well as two master's degrees in Spanish Language and Literature and English Language and Literature, all from the University of Salamanca in

Spain. She is also a certified project manager (Prince2 Foundation and Practitioner), and since July 2017 she has been serving the position of Staff Development Officer in the Organizational Development Section in DMSPC. Before joining the UN, she worked for different institutions such as the European Commission, the Ministry of Education and Science of Spain and various universities and educational centers in Europe. She is especially interested in how technology can empower all of us to embrace lifelong learning. Being proficient in English and French, her favorite quote about language learning is: "Tantas lenguas hablas, tantas veces eres persona."

Cristina Pérez-Cordón has been a Spanish teacher at the United Nations since 2005. Before coming to New York, she worked in Belgium, Spain, Brazil and Argentina. She holds an M.A. in Spanish Language and Literature and a Ph.D. in Spanish Pragma-Linguistics from the University of Valladolid, Spain. Since then she has obtained an M.A. in International Education and Communication from the *Universitat Autònoma de Barcelona,* a Virtual Teacher Programme Specialization Certificate (University of California) and a Project Management Certificate (Prince2 Foundation). She has published articles and given conferences in intercultural communication and linguistics and has attended and given a great number of courses in teaching, eLearning, language assessment and teaching Spanish for specific purposes. She is fluent in Spanish, English and French, and considers herself a perennial learner. She loves traveling, hiking and painting watercolors.

Anna Sanvisens-Farràs came to the UN Spanish Language Programme as a full-time instructor in 2012. She holds an M.A. in Translation and Interpretation from the *Universitat Autònoma de Barcelona*, an M.A. in Spanish as a Foreign Language from the *Universitat de Barcelona*, and a Postgraduate Certificate in Technologies for Language Learning. In addition, she has pursued continuous learning courses in technology and language, and language for specific purposes. She has taught Spanish as a Foreign Language at universities and at the Instituto Cervantes in Bremen, Berlin and Frankfurt, where she was the Head of Studies. She enjoys collaborating with colleagues from other Language Programmes and Departments. She likes cinema, riding her bike and travelling.

Sonia Torres-Rubio came to the UN Spanish Language Programme as a full-time language instructor in 2013. She holds an M.A. in Hispanic Philology from *Universitat Rovira Virgili* in Tarragona, Spain, and pursued doctoral studies in Applied Linguistics in Spanish as a Foreign Language at the *Universidad Antonio de Nebrija* in Madrid. Most

recently, she has completed a Postgraduate Certificate in Intercultural Relationships and Cultural Diversity Management at *Universitat Abat Oliba de Barcelona* and has attended numerous courses in teaching Spanish as a foreign language, language assessment, and teaching Spanish for specific purposes. She also has teaching experience in university settings in Bosnia-Herzegovina, Croatia, and Spain, where she has also worked as a teacher trainer. She is interested in language learning for specific purposes and in assessment processes. Her advice to students comes from Machado, who said, "You make your path as you walk," be active in learning and practicing.