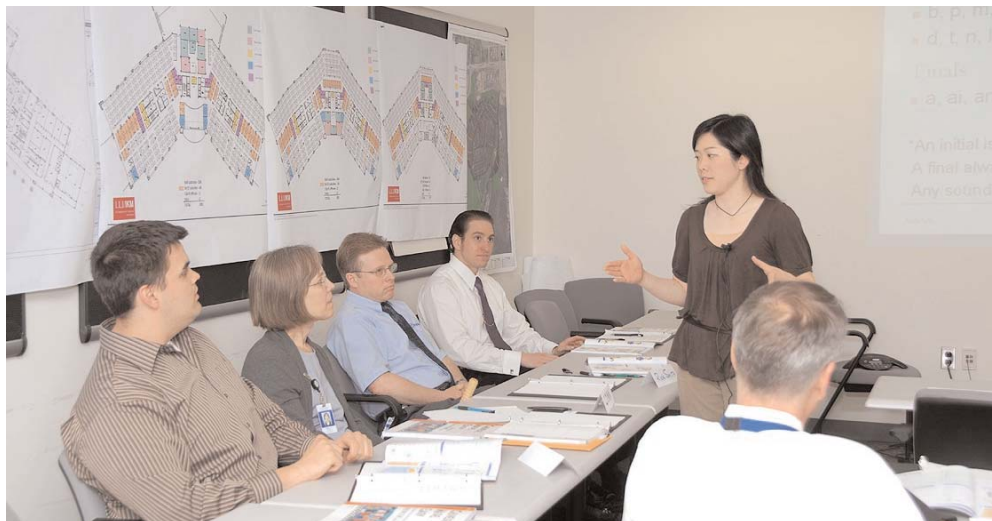


- Program
- teaches basic
- conversation
- skills to NPP employees



A Mandarin Chinese language training program designed to teach NPP employees basic Mandarin Chinese was launched at the Energy Center in April. The program aims to improve communication between Westinghouse employees and their clients, colleagues and coworkers in other parts of the world by teaching basic pronunciation and conversational skills.

Employees participating in the 20-week pilot program meet once per week at the Energy Center for 90 minutes of language training facilitated by Echo International, a multi-language translation, localization and global consulting company.

Brad Wiggins, manager of Language/Cross-Cultural Training and Interpreting Services for Echo International, believes that it is extremely important for a business, like

Westinghouse, to have foreign-language training.

"When we speak the language of our business counterparts, we learn more about them and, consequently, gain their respect," said Wiggins. "Knowing a foreign language amounts to more than learning vocabulary and grammar; it permits the students to conceptualize ideas differently and, therefore, broaden their own perspectives."

At the end of the 20-week program, class instructor Olivia Liao says that participants will be able to conduct simple and practical conversation using PinYin, the Chinese phonetic system. Liao says that the Mandarin Chinese language training program is a great preparation for Westinghouse employees who work with Chinese customers, as well as those employees who will travel

to or work in China for extended periods of time.

To be eligible for the program, employees must have displayed an interest in learning basic Chinese to enhance communication and have responsibilities that include interfacing with Chinese colleagues, guest engineers or customers. Currently, the program has 20 participants, including a few employees from Nuclear Fuel and Nuclear Services.

For Rick Smith, NPP AP1000 Startup program manager and Mandarin Chinese language training participant, the program is providing a good introduction to the Mandarin Chinese language to integrate into his work.

"I expect to work with Chinese engineers and managers in my work. I'd like to learn their language to be able to communicate

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and relate with them better," said Smith.

Tom Davis, NPP Supply Chain Management programs manager for China, opted to participate in the Mandarin Chinese language training program because his position requires occasional interaction with not only the Chinese customers, but also the Westinghouse Beijing and Shanghai offices. So far, Davis says he has learned the importance of tone in the Chinese language.

According to Liao, Mandarin Chinese is tonal language, therefore, much emphasis is placed on pronunciation and speaking skills. The same Chinese word can take on completely different meanings, depending on the tone used.

Each week, Liao leads the Mandarin Chinese language training class in pronouncing words in all four tones. "It's kind of like

singing," she tells the program's participants when describing the correct sound of the tones. "In first tone, remember that you're singing like a soprano," Liao reminds them.

While pronouncing words in the four tones, Liao often shares with the class the radical differences in word meanings. For example, the Chinese word 'ma' in the first tone means 'mother,' while in the fourth tone it means 'horse.' She also explains that purchasing items from Chinese markets can be confusing because the Chinese word 'mai' in the third tone means 'to buy' but when used in the fourth tone, it means 'to sell.'

NPP Valves engineer Caitlin Travers says repeated use of the tones throughout the class has been quite helpful. "I have learned a comfort level with different tones. Actually saying everything over and over again makes



it feel more comfortable." For program participants who may not have the opportunity to live in China, there are options to continue language training after the program has ended, such as practicing Chinese with other program participants or with any Chinese friends or colleagues.

After the 20-week program has ended, NPP equipment engineer Jen Tuey plans to continue her study of the language on her own and hopes to eventually learn to read and write in Chinese. Since her mother speaks Mandarin Chinese, Tuey plans to use her as a reference if she has any questions about the language. Other program participants, like Travers, agree that they would like to continue their language study if other levels of the Chinese Mandarin Language training program were offered through Westinghouse in the future.

For class instructor Olivia Liao, she looks forward to

hearing stories from her current students of how they are able to use the Mandarin Chinese learned through the program in their jobs. "On top of all the benefits," says Liao, "I always enjoy hearing stories about how my students 'shocked' their Chinese friends, customers, and colleagues with their Mandarin Chinese!"

NPP Training and Development is pursuing expanding the Mandarin Chinese Language Training Program to other sites in the near future.

For further information about the NPP Mandarin Chinese language training program, please contact Vicki Graham, NPP Training and Development manager, on 412-374-5343 or at grahamvl@westinghouse.com.