**Summary of “Transnational work, translingual practices, and interactional sociolinguistics” by Suresh Canagarajah**

This article talks about the multicultural and multilingual challenges around the world, with the new work environments since the pandemic that hit us back in 2019. The author talks about these challenges by giving concrete examples of smaller and bigger companies where the day-to-day life can be affected and its benefits. He then finishes the article by giving some examples of new tactics that are being experimented and implemented by companies, workers, and clients to improve communication which turns into a better production and more profits.

With Covid-19 a lot of things had to change, working from home opened a lot of new ways of making business and new opportunities for people willing to learn new skills to take advantage of this situation. For some companies this presents opportunity and a new “normal” way of doing business, based on financial savings and efficiency. But not all is amazing, social interaction that helps with building character is lacking, also the increase of inequalities in the workforce.

Studies on multilingual must be conducted, and the author says that they are mainly or majority focus on dominant languages such as English within the country and that we need studies done on international interactions. The creation of IS (interactional sociolinguistics) for better understanding of the everyday communications was a must to explore the interaction of multilanguage in the workplace and collection of data. We can also say, that now a days most places are Multilanguage and Multicultural, with online business growing and dealing with customers from other countries, right from your home office. “As the work order has become more deterritorialized and disturbed there is also a diversification of participation frameworks, semiotic resources, and interpretive frames in communication. Recent studies on workplace communication demonstrate how translingual practices are becoming resourceful to manage the new task structures” (Canagarajah, 2020, p. 559).

English, the most adopted language in many work environments. Results of these studies say that language creativity will benefit companies. Data types ranging from, cultural, political, beliefs, customs etc., help us to understand miscommunication between different cultures when they negotiate and creates equal ground that benefits both parts. Examples like a medical clinic having the challenge of language interaction and cultural beliefs when diagnosing a patient with modern medicine. Another case is a local guide and an American tourist, where both are trying to undermine each other, when they should be working together, to maximize the experience for the tourist, and profit for the local guide.

Some ideas to improve multilanguage communication, includes having local creole in call centers to facilitate communication with local costumers. Training workers for language awareness, better policies, language ideologies and improvements in communication at the workplace.

**Reference**

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