



VCAT VIRTUAL CULTURAL AWARENESS TRAINER



Working With Interpreters

INTERPRETER CONSIDERATIONS

- Your interpreter's, ethnicity, gender, age, religion, education, experience, and language proficiency can have an impact on your interactions with counterparts.
- Your interpreter should understand they are to be, and appear, neutral. They are not mediators.

PREPARATION FOR CONVERSATION

- Building personal relationships precedes professional work in many cultures. Make your interpreter feel a part of your team.
- Practice with interpreters and help them learn new terminology.
- Brief interpreters as much as operationally possible before each interaction.
- Encourage interpreters to ask questions if they do not understand something.
- Have interpreters carry a notepad and pen.



GUIDELINE FOR CONVERSATION

- The acronym **F.E.P.S.** is a guideline for interpreted conversation.
 - **First person.** Speak to your counterpart as if the interpreter were not there.
 - **Eye Contact.** Maintain eye contact with your counterpart, not the interpreter.
 - **Position** the interpreter at your side and slightly behind you.
 - **Short Sentences.** Keep your language simple, concise, and speak in logical chunks.

YOUR INTERPRETER'S NEEDS

- In order to maintain high-quality translations, limit your interpreter's work day to 4 hours and allow them to take breaks when you do. Rotate interpreters when possible.
- At social events, allow interpreters time to eat if they are working during a meal.



POSSIBLE SIGNS OF MISINTERPRETATION

- Apparent difference in sentence length.
- Confused responses from your audience.
- Inconsistent terminology.
- Signs of physical discomfort.
- Nonverbal behavior and speech failing to match.

GUIDELINES FOR CONVERSATION

DO	DON'T
Speak in logical, concise "chunks" of information.	Rush your interpreter.
Speak clearly for reliable interpretations.	Say anything in English you wouldn't want translated.
Repeat, slow down, and explain when necessary.	Engage in side conversations.
Check your with your audience occasionally to ensure comprehension.	Assume your interpreter or audience will understand technical language.
Use direct, standard English.	Use slang or profanity.