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Intro to GCs 1/3

Welcome!

TEXT · PREREQUISITE

Intro to GCs: Formatting and Punctuation

PRESENTATION · PREREQUISITE

What is a GC? Quick Reference Chart

PDF

Speaker Labeling

0/5

Intro to GCs: Formatting and Punctuation

The Basics

All GCs will be formatted in pretty much the same way, unless a client requests a template or other special formatting.

Block Style

Speaker labels should be flush to the left margin. Do not indent.

No hanging indent

The second and subsequent lines should wrap back to the left margin.

Use a tab after the colon in speaker labels.

Let's see what this looks like on the next slide.

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Example:

Block style.
Speaker labels should always be flush to the left margin. Do not indent.

Speaker 1: → Hello. I'm calling from Hunter Insurance. ¶
¶
Speaker 2: → Good morning. ¶
¶
Speaker 1: → I need to talk with you about your insurance claim. ¶
¶
Speaker 2: → Sure. ¶
¶
Speaker 1: → Do you happen to know the year of the car you were driving in this accident? I saw it was a Ford Explorer, but I don't have the year. ¶
¶
Speaker 2: → Yeah, it was a 2014. ¶
¶
Speaker 1: → Is that the same Explorer that you have on your auto policy? I'm sorry, I'm having a hard time pulling up your file here. ¶
¶
Speaker 2: → Yes, it is the same one. ¶
¶
Speaker 1: → Great. ¶
¶

Use a tab after the colon instead of two spaces.

No hanging indent.
Let the text wrap back to the left margin.

Leave a hard return between each speaker.

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Intro to GCs: Formatting and Punctuation

Verbatim

Verbatim means that you will, quite literally, type what is spoken, exactly how it is spoken. In a regular job, you naturally correct things like "gonna" into "going to". In a GC, however, you will no longer do that. Instead, you will:

- Type all slang
- Include pause words such as "um" and "uh"
- Leave in partial words, repeated words and corrections
- Type out provided spellings

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Example: Here is an idea of what verbatim transcription will look like.

Don't forget the pause words. Type contractions as spoken. Type slang as spoken.

And like I said, there'll be a copy of this in your property. So, this is gonna last 'til July 11th. Uh, couple other things that we're gonna do, we're gonna get a DNA sample.

It's okay to start sentences with "And" as needed. Your sentence structure and punctuation will need to follow the speech patterns, so it may be unconventional.

Do not follow our typical rules for date formatting. Format dates as they are spoken, including incorrect formats and ordinals.

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Verbatim Examples

Type	Example
Pause words	Uh, I think he said, um, we should be there by 8.
Repeated words/phrases	I, I, I meant to do that. He went to the, to the, the doctor.
False Starts and Corrections	If you go, if you want to go with me, you can. I saw her three times, or five times, actually.
Partial words	These con, uh, continue to be a problem.
Slang	I'm fixin' to be goin' there real soon and I'm gonna have a great time.
Incorrect words (spell phonetically)	She broughted me a present. I axed her last night.

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Different from Regular Procedures

Although many of our usual typing policies still apply in GCs, there are a few that are different due to the policy of typing strict verbatim.

	Speaker Says:	You type:
Dollar Amounts & Measurements Do not add symbols or other formatting unless it is spoken.	<ul style="list-style-type: none">Two hundred bucks.He is six-one.He is six foot, one.	<ul style="list-style-type: none">200 bucks.He is 6-1 (or He is 6, 1).He is 6'1.
Time Type exactly as spoken. Only add :00 or a.m./p.m. if spoken.	<ul style="list-style-type: none">He will be here at two.He will be here at two o'clock.	<ul style="list-style-type: none">He will be here at 2.He will be here at 2:00.
Client Spellings If a speaker spells something, you should always transcribe the spelling using capital letters with hyphens between each letter.	Her name is Celine, C-E-L-I-N-E.	Her name is Celine, C-E-L-I-N-E.

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Background Speech

Say you're listening to an audio and the main interview pauses for a while, but you can hear two people talking back and forth in the background.

Do you type it?

Recorded/automated voices should be formatted in **[bold and brackets]** just like in regular jobs. All other background voices would be labeled Other Speaker (in an interview GC).

Absolutely! We tell clients that we type all audible speech that is provided in their audio. This includes:

Police radio chatter
Interruptions or insertions from speakers who are not part of the main conversation
Background conversations
Recorded/automated voices

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What should I skip?

Even though we emphasize “type everything you hear”, there are certain things that we do not transcribe.

Non-verbal sounds

(such as laughing, crying, coughing, etc.) These do not need to be noted in the document.

Music/singing

This is part of our scope of service. We do not transcribe music.

Background noise that is completely indiscernible.

If background noise would just be **** over and over again, you don't have to include that. Only type audible background noise.

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Other Resources

We briefly went over the formatting and verbatim policies here, but it is crucial that you review the relevant pages in the GC Guide as well, including:

- [Verbatim Policies](#)
- [Verbatim Spelling](#)
- [Standard Formatting](#)

Now that we've covered the basics, we can go a little deeper into GC punctuation and interruption formatting in the next module.

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SPEAK WRITE

Punctuation and Using Dashes

Appropriate Punctuation

Because GCs are live recordings, you will be responsible for all appropriate punctuation. Be extremely familiar with our appropriate punctuation rules in OLH.

Punctuation can mean the difference between a transcript accurately conveying the meaning of the conversation and not.

Pro Tip:

Find this chart on the [Punctuation](#) page of OLH. It is a huge help for learning our expected punctuation rules, which will apply in GCs.

APPROPRIATE PUNCTUATION RULE	INCORRECT	CORRECT
Do not form incomplete sentences.	We went to the store. To buy some bread.	We went to the store to buy some bread.
Do not form run-on sentences.	We went to the store. The manager said it was closed.	We went to the store. The manager said it was closed.
Use commas before and after identifying or interrupting words or phrases.	The supervisor Mr. Smith met with us yesterday afternoon. He first name I think is George.	The supervisor, Mr. Smith, met with us yesterday afternoon. His first name, I think, is George.
Use a comma before a coordinating conjunction that separates two independent clauses.	We are awaiting the final report and we will forward it to you as soon as it arrives. We are awaiting the final report. And we will forward it to you as soon as it arrives.	We are awaiting the final report, and we will forward it to you as soon as it arrives.
Use commas after introductory words, phrases or clauses in a sentence.	In addition to the report we will also forward the photographs. However the without statements will be sent later.	In addition to the report, we will also forward the photographs. However, the without statements will be sent later.
Put quotation marks around direct quotations, and a comma before the quotation itself.	Caseworker asked the child his name and he said my name is Sebastian.	Caseworker asked the child his name and he said, "My name is Sebastian."
Recipients (pts), put a comma before after a direct quote.	Oh I'm calling to let you know that um, it'll be at the meeting next week.	Oh, I'm calling to let you know that um, it'll be at the meeting next week.

GC Punctuation

In addition to our regular rules, there are some specific punctuation rules related to GCs.

For repeated words, pause words, false starts, etc., use commas to separate.

I, I, I went to her house yesterday, but she wasn't home.

She was, uh, going to come over, um, yesterday.

Use appropriate punctuation when you use **. If it comes at the end of a sentence or in a place where commas are needed, include that punctuation.**

She said the ****, um, was wearing a red shirt.

The last time I saw him was Monday at ****.

Be careful with quotation marks, and only use them when something is clearly a direct quote. If a speaker is paraphrasing a quote, do not add quotation marks.

He told me, "My name is Bob."

Mark told me he likes broccoli.

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Be careful with quotation marks, and only use them when something is clearly a direct quote. If a speaker is paraphrasing a quote, do not add quotation marks.

He told me, "My name is Bob."

Mark told me he likes broccoli.

Using Dashes

Although Word will autocorrect two hyphens into a dash when it is in the middle or end of a sentence, it doesn't work the same way at the beginning of a line after a tab.

Before we get into the actual uses of dashes, let's go over a few quick tips for inserting them without relying on autocorrect.

Option 1:

Type a dash using autocorrect. Then use **ctrl + C** to copy it. You can then use **ctrl + V** to paste it any time you need to.

Option 2:

Create a new autocorrect entry specifically for inserting dashes at the beginning of a line. Select a combination of keys that will automatically insert a dash.

Option 3:

This option is only available if you have the number key pad on the right side of your keyboard. If you have this, you can click **ctrl + the hyphen key on the numerical keypad only** to insert a dash.

The Three Times to Use a Dash

Now we know how to insert them, so let's talk about when to use them.

Interruptions

Changes in
Thought

Incomplete
Sentences

Interruptions

In a conversation, it is natural that speakers will be interrupted on occasion. To truly capture the conversation verbatim means we need to capture these interruptions.

Speaker 1: Good morning, sir. The reason I'm calling -
Speaker 2: Good morning.
Speaker 1: - today is to discuss your insurance claim.

When the first person is cut off, use a dash then go to the next speaker.

After the interruption, switch back to the first speaker and use a dash to show where they continue speaking.

✓ **Pro Tip:**
Only use a dash to show a continuation if the interrupted speaker is continuing the **same** sentence. If they start a different sentence, no dash is needed.

Changes in Thought

Sometimes you may hear a speaker completely change directions mid-sentence. When this occurs, it is best to use a dash to show the change.

Speaker 1: When you went to his house – actually, let me start back from when you met him.

This speaker begins a question, and then suddenly has a change in thought. Insert a dash where the change in thought occurs.

SPEAKWRITE

Incomplete or Cut-Off Sentences

When a speaker doesn't finish their sentence, either because they are cut off or they simply don't complete their thought before a new person speaks, this is also shown with a dash.

Speaker 1: If I remember correctly, she was around –
Speaker 2: It says here that she was 29.

This speaker doesn't finish his sentence here, so a dash is used instead of a period. This just helps the reader understand what happened.

Let's see all of this in action:

The diagram shows a transcript of a meeting with several lines of dialogue. Red circles and arrows highlight specific linguistic features:

- Speaker:** Good morning. This meeting will now be brought to order. Do we have any discussion of our old minutes?
- Next Speaker:** Yes, I would like to discuss the issue of when – no, I don't think that needs addressing right now –
 - A red circle is around "I don't think that needs addressing right now –".
 - A red circle is around "of when – no,".
 - A red arrow points from the text "Change in thought" to the circle around "of when – no,".
- Next Speaker:** I have something I'd like to discuss.
- Next Speaker:** – since it will be covered later in new business.
- Next Speaker:** Well, maybe we can –
 - A red circle is around "we can –".
 - A red arrow points from the text "Incomplete sentence" to the circle around "we can –".
- Next Speaker:** John, go ahead and begin.
 - A red arrow points from the text "Interruption" to the line "John, go ahead and begin.".

The **Golden Rule** of Speaker Labeling

We are going to talk about a lot of different scenarios for labeling speakers in this course. Before we get to that, there is one rule you must always keep in mind:

You will *never* label more than **two** speakers by a unique identifier (name or speaker number), even if a client asks you to.

Write this down, make yourself a poster, tattoo it on your forehead...whatever helps!

This is the most important rule for speaker labeling, but it's one that is too often forgotten.

More about this policy can be found at [Speaker Labeling Scope of Service](#) in the OLH.

SPEAKWRITE

GC with Two Speakers Only

This is the simplest scenario, because there is no guesswork involved. You don't even need to know whether the job is an interview or not.

When there are only two speakers, both speakers will be labeled either by name or by speaker number.

But what if the names weren't included in the audio?

Consider this example:

Bob Hunter: Hello. This is Bob Hunter from Hunter Insurance. Is this Jodie?
Jodie: Yes, it is. Hi Bob.
Bob Hunter: I need to talk with you about your insurance claim.
Jodie: Sure.

Both speakers are identified by name within the audio, so you will use those names for their speaker labels.

SPEAKWRITE

GC with Two Speakers Only

If there are no names given for speakers, you will use Speaker 1 and Speaker 2 to identify them, as in the example below.

No names were introduced,
so we just use speaker
numbers to differentiate.

Speaker 1:	Hello. I'm calling from Hunter Insurance.
Speaker 2:	Good morning.
Speaker 1:	I need to talk with you about your insurance claim.
Speaker 2:	Sure.

Note that whoever speaks first
should be labeled Speaker 1.
It doesn't have to be the interviewer.

GC with Two Speakers Only

If there are no names given for speakers, you will use Speaker 1 and Speaker 2 to identify them, as in the example below.

No names were introduced,
so we just use speaker
numbers to differentiate.

Speaker 1:	Hello. I'm calling from Hunter Insurance.
Speaker 2:	Good morning.
Speaker 1:	I need to talk with you about your insurance claim.
Speaker 2:	Sure.

Note that whoever speaks first
should be labeled Speaker 1.
It doesn't have to be the interviewer.

GC with More than Two Speakers

This is where you'll need to know how to tell an interview from a non-interview.

When a job has more than two speakers, you have a decision to make:

Interview?

OR

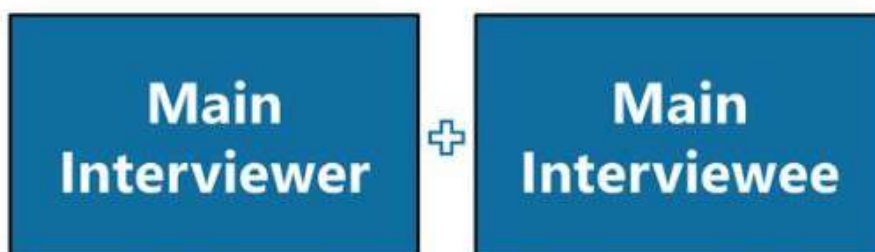
Non-Interview?

The way interviews are labeled is different from non-interviews, as we discussed in the previous module.

Interviews with 3+ Speakers

If you decide the job is an interview, you will then need to decide who to label. **Remember:** Only label two speakers by name (or by Speaker 1 and Speaker 2).

Those two speakers will be:



Everyone else must be labeled
as Other Speaker.

Pro Tip:

It is not *necessarily* the first two voices in a GC that should be labeled if they are not the main participants.

SPEAKWRITE

Non-Interviews with 3+ Speakers

These will mainly be things like conferences, meetings, etc. Because these jobs often don't have any pattern to the conversation, it is more difficult to tell the voices apart.

Luckily, you don't have to!

The very first time someone speaks should be labeled **Speaker**.

Every subsequent label should simply read **Next Speaker**.

Speaker: I'm Eileen Williams, the general manager of this location. With me today are Judy Reynolds, our hiring manager, Emilio Santorini, our assistant manager, and Ariel Mitchell, the shift supervisor. We are meeting today to discuss updates we want to make to the employee policies and procedures.

Next Speaker: Eileen, I'd like to suggest we start with the attendance policy.

Next Speaker: Sure, Judy. I agree. Ariel, would you like to chime in on that?

Next Speaker: Yeah, I definitely think attendance is an issue right now. We are having a lot of employees missing shifts and not calling in.

Next Speaker: There currently aren't many consequences for that, so it would be good to update those policies a little.

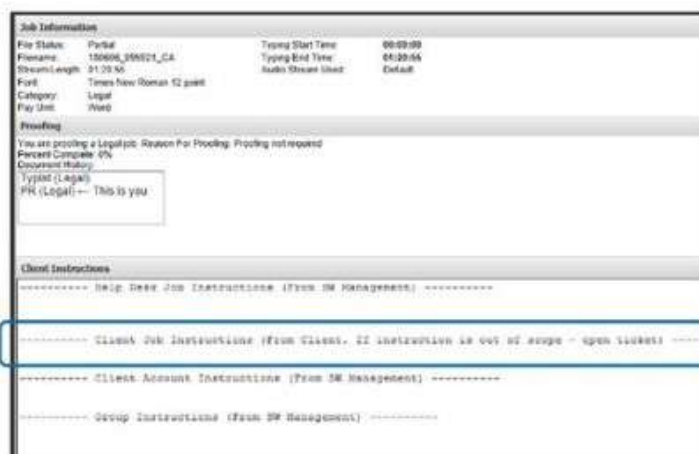
Notice that even though names are given, they are not used for speaker labels in this type of job.

Client Instructions for Labeling

Clients will often provide their own instructions for labeling in the Client Job Instructions section of the Job Information tab in TypeEasy. Some may even provide a list of many speakers.

Don't forget the Golden Rule!
Only label **two**.

Only two speakers should ever be identified by name. Use the client's requested spelling for the main interviewer and main interviewee, but **everyone else** will be Other Speaker.



The screenshot displays the 'Job Information' tab in TypeEasy. It includes fields for File Status, Filename, Stream Length, Port, Category, and Pay Unit. Below these is a 'Proofing' section with a text area containing 'You are proofing a Legal job. Reason for Proofing: Proofing not required' and 'Percent Complete: 0%'. The 'Client Instructions' section is highlighted with a blue box and contains the following text: '----- Help: Get Job Instructions (From SW Management) -----', '----- Client Job Instructions (From Client. If instruction is out of scope - open ticket) -----', '----- Client Account Instructions (From SW Management) -----', and '----- Group Instructions (From SW Management) -----'.

SPEAKWRITE

Quick Tips for Speaker Labeling

If names are provided, we ask that you use them to label the speakers in a job. When doing so, keep the following guidelines in mind:

Use names exactly as they are provided in the job instructions.

If a client lists Det. B. Thomas in their instructions, but the speaker states his name is Brad Thomas, the job instruction overrides the oral introduction.

Avoid using long titles.

Stick to first and last names only, unless the client instructs otherwise.

Consider this scenario.

A client provides the following job instructions:

First person to speak is Sgt. Blake Mattson.
Second officer is Angie Clarke.
Third is Samuel Johnson Jr.

Upon listening to the audio, you recognize the following:

- **Samuel Johnson** is being interviewed. **Angie Clarke** is asking him most of the questions.
- **Sergeant Blake Mattson** is in the room as a representative, and he asks questions occasionally.
- There is a fourth speaker, whose name is never introduced, who is asking a lot of questions to **Angie Clarke**.

So...who do you label?

SPEAKWRITE