

### **Action Plan – Appropriate Demeanor / Customer Service**

**Goal - Skill to improve:**

Effectively focus on the interpreting task without distracting noises, distracting movements, or external processing (i.e. mannerisms or statements related to the interpreter's personal feelings, rather than interpreted concepts) - including facial expressions, side comments, laughter, scratching, adjusting clothing, and other distinctive behaviors related to the interpreter

**Source:** ASL**Target:** English**Related terms:**

composure

**Root cause - What is causing the error in your work?**

- While you were interpreting, did you simultaneously check your demeanor to see if it was appropriate (and repair if necessary)? (monitoring)

**Knowledge Resources:**

1) Review Codes 36A – 41D in Interpretation Skills: American Sign Language to English by Marty M. Taylor, Ph.D. regarding errors related to demeanor. (available for purchase at <http://www.aslinterpreting.com>)

**Activities:**

1) Record your ASL-to-English interpretation of “1930's & 2011's Doctors' perspective on Deaf Babies” from <http://www.youtube.com/watch?v=1k2wv7FSHyE>. Review the interpretation for breaks in demeanor and journal potential root causes for the behavior. Document the consequences for the deaf person based on the hearing person's perspective of the interpretation.

2) Record a second ASL-to-English interpretation of the “No ASL Left Behind (NALB)!” video from <http://www.youtube.com/watch?v=J10uY84Y5mU>. Review the interpretation for breaks in demeanor and journal potential root causes for the behavior. Document the consequences for the deaf person based on the hearing person's perspective of the interpretation. Do you see any improvements in the area of demeanor from the first activity?