

### 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, audible whispering, noises when signing, and other distinctive behaviors related to the interpreter

**Source:** English**Target:** ASL**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 56A – 59E in Interpretation Skills: English to American Sign Language by Marty M. Taylor, Ph.D. regarding errors related to demeanor. (available for purchase at <http://www.aslinterpreting.com>)

**Activities:**

1) Record your English-to-ASL interpretation of the “Caretaker accused of abusing patient” video from <http://www.cnn.com/video/> (you may need to do a search for this clip). Review the interpretation for breaks in demeanor and journal potential root causes for the behavior. Document the consequences for the hearing person based on the deaf person's perspective of the interpretation.

2) Record a second English-to-ASL interpretation of the “No mosque, abortion, or gay marriage” video from <http://www.cnn.com/video/> (you may need to do a search for this clip). Review the interpretation for breaks in demeanor and journal potential root causes for the behavior. Document the consequences for the hearing person based on the deaf person's perspective of the interpretation. Do you see any improvements in the area of demeanor from the first activity?