

VI-P Action Plan – World Knowledge

Goal - Skill to improve:

Comprehend and visualize messages clearly due to effective use of world knowledge

Task: English to ASL or ASL to English skills

Related terms: background knowledge, schema

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

- Was the source information unfamiliar to you? (background knowledge)
- Did you have a clear mental picture of what the callers meant? (visualization)

The more you actively learn about the world, the more effective your work will be on the phones. Are you comfortable discussing the following topics in-depth, in both ASL and spoken English?

Familiar	Unfamiliar	Topic
		Anatomy/physiology
		Cars
		Computers – PC and Mac products
		Cooking
		Current events
		Gardening
		Geography
		Government / Social Services – Social Security, Unemployment, WIC, Welfare, etc.
		Insurance
		Legal issues
		Mental health issues
		Mortgages
		Online shopping
		Politics
		Religions
		Smartphones
		Social networking – Facebook, Twitter, etc.)
		Sports
		TV, movies, and show biz
		Weather

If you are unsure about any of the topics above, research them. Use <http://www.dummies.com/>, <http://www.wikihow.com/>, <http://en.wikipedia.org/> to start learning more. Use <http://images.google.com> to see pictures of unknown topics - technology, mechanics, medical terminology, country flags, etc. Ask Deaf people, hearing people, and your mentors to discuss them with you as well.

Expose yourself to new knowledge every day:

- Subscribe to free email subscriptions from CNN news www.cnn.com (national news, world news, showbiz news, etc.)
- Subscribe to a free word of the day service from <http://dictionary.reference.com/> (or similar site)
- Listen to NPR and read their websites:
 - “This American Life” (stories from everyday people) - <http://www.thislife.org/>
 - “Science Friday” (science topics) - www.sciencefriday.com/
 - “Justice Talking” (US legal system) - <http://www.justicetalking.org/>
 - “Wait, Wait, Don’t Tell Me” (trivia game show) - <http://www.npr.org/programs/waitwait/>

Other interesting knowledge-builders:

- Cars – <http://needsoutreach.org/Pages/sign-auto.html>
- Geography – http://www.zefrank.com/memory/travel_iq.html