

VI-P Action Plan – Call Management Techniques

Goal - Skill to improve:

Interpret using effective clarification skills and turn-taking coordination

Task: English to ASL or ASL to English skills

Related terms: clarification

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

- Did you have problems understanding exactly what the Deaf person signed in ASL? (comprehension)
- Did you have problems understanding exactly what the hearing person said in English? (comprehension)
- Was the source information unfamiliar to you? (background knowledge)
- Did you have a clear mental picture of what the callers meant? (visualization)
- Did you prepare to interpret a concept, but then forget it due to the speed and density of the conversation? (memory)

Knowledge Resources:

- 1) Read this resource: "Clarification and Correction Techniques" and "Time Management Techniques" on page 78-89 of <http://www.ohioschoolforthe deaf.org/MRIDModules.aspx> (click on the "Process" link).
- 2) Read this resource from the VI-P handbook materials: "Who Comes First - The Deaf Presenter or the Interpreter?" Hatrak, et al (RID VIEWS December 2007). (This document can be accessed by center management in the SharePoint QSSR "Materials Library" section.)
- 3) Read this resource from your center library: "ASL-to-English Interpretation: Say It Like They Mean It" by Jean E. Kelly, pages 85-93 ("The Technology of Conversation")
- 4) Read this resource from your center library: "Interpreting as a Discourse Process" by Cynthia Roy pages 36-39, 83-100.
- 5) Read this resource: "Mind Mapping" by Louise Ford. (This document can be accessed by center management in the SharePoint QSSR "Materials Library" section.)

Activities:

- 1) Film yourself simultaneously interpreting "Access Center" (on the "In Transition" DVD or CD in your center library). Pause the video every time you feel you need to clarify and take notes about why this happened – Did you not understand a consumer? Did you need more time? Another reason? Discuss this list of clarification opportunities with a mentor. If needed, repeat this activity throughout the VI-P program with the "Photography" and "Financial Aid" scenarios from the "In Transition" DVD or CD. (You may use "Auto Ad", "Checking Account", "Moab Trip", etc. from the "Sorenson Interpreter Training Kit" DVDs if the "In Transition" source is not available).
- 2) After reading the "Mind Mapping" resource listed above:
 - Watch "MRI" at <http://www.deafmd.org/pub/topic/Magnetic-Resonance-Imaging-MRI> (or another clip from <http://www.deafmd.org>). Create a mind map and put a star next to the sections where you need to watch multiple times in order to understand and draw.
 - Listen to "Christopher deCharms Looks Inside the Brain" at http://www.ted.com/talks/christopher_decharms_scans_the_brain_in_real_time.html (or another clip from <http://www.ted.com>). Create a mind map and put a star next to the sections where you need to hear multiple times in order to understand and draw.
 - The starred areas would be where you would need to clarify and/or call for a team. Discuss these patterns with a mentor.
- 3) While observing mentors on the phones in phase 1, complete the "Clarification Activity" available from the VI-P handbook materials.
- 4) While interpreting on the phones in phase 2 and phase 3, discuss your call management skills with your mentors. Be sure to talk about the effective techniques you used as well as any important missed opportunities to clarify or coordinate the conversation differently.