



## TIPS ON WORKING EFFECTIVELY WITH INTERPRETERS

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### 1. Opening a call

Quickly brief the Interpreter. State your name and that of your organization to the Interpreter. It is very helpful to provide specific instructions of what you need the Interpreter to help you with. First time users should feel free to let the Interpreter know for guidance. The Interpreter can assist you in jumpstarting your call by introducing you and your company to the LEP (Limited English Proficient) person and then relaying your initial question or message.

If you need the Interpreter to help you place a call to a 3<sup>rd</sup> party LEP, you may kindly ask the Interpreter for a Dial-Out at any time during the conversation.

### 2. Speak Directly To Your Interlocutor

You and your interlocutor can communicate directly with each other in First Person "I and You" as if the Interpreter was not part of the conversation.

### 3. Segments

It is advised to speak in segments of one sentence or two at a time to give the Interpreter time to relay the information back and forth.

It is preferable not to break up thoughts in the middle of your rendition since your Interpreters are trained to interpret meaning for meaning rather than word for word, so always try to express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. Remember to pause between thoughts to make sure you give the Interpreter time to accurately deliver your message.

### 4. Clarification

To ensure accuracy and eliminate omissions, the Interpreter may ask for clarification in some instances. For example, when the Interpreter is having a slight doubt about the meaning of one of the speaker's the message, he/she would most likely ask the speaker to repeat or to state his/her message in other words.

### 5. You May Run Quick Checks

You can always double check if the LEP understands your instructions by asking him/her to repeat what is expected of him/her for example. There are instances during which the LEP may not have understood your message but is too shy to ask for clarification. When that's the case, do not panic or blame it on the Interpreter as doing so would be a breach to the mutual trust and professional respect that your organization and Lone Star Interpreters have established, simply calmly repeat your message from the start.

## **6. Interpreter Must Remain Neutral**

Avoid asking the Interpreter for opinions or comments. The Interpreter's job is to convey a message from a source language into a target language while maintaining its original meaning and under no circumstances should he/she allow personal opinion to tinge the interpretation.

Do not hold the Interpreter responsible for what your interlocutor says or does not say. For example, when the patient does not answer to your questions.

## **7. Transparency**

A key component of the Professional Interpreter Code of Ethics is Transparency. Everything you say must be interpreted and visa-versa. Therefore, try to avoid private and side conversations as much as you can for it will be interpreted.

If you feel that the Interpreter did not provide a whole rendition, kindly ask him/her if that "was all" your interlocutor said.

Avoid interrupting the Interpreter while interpreting to ensure accuracy and completeness.

## **8. Avoid Using Jargon**

Refrain from assuming that the Interpreter is educated on your professional jargon, technical terms and acronyms. It is recommended to always clarify unique vocabulary and provide examples if needed. Also, try to avoid using typical idioms and slang.

## **9. When Reading Scripts**

When you are reading a script, a prepared text, or a disclosure, please be mindful of the Interpreter by slowing down to give him/her time to keep up.

## **10. Culture Broker**

One of the roles of a Professional Interpreter in addition of bridging the language gap between parties, is to be a Culture Broker.

Professional interpreters are familiar with the culture, and customs of the LEP. During the interpretation session the Interpreter may identify a cultural issue that they do not think you are aware of and clarify it. In addition, if the Interpreter feels that a particular question is culturally inappropriate, you can either rephrase the question or ask the Interpreter to help you in getting the information in a more appropriate way

## **11. Closing A Call**

The Interpreter will wait for you to initiate the closing of the call. When appropriate, the Interpreter will offer further assistance and will be the last to disconnect from the call. Do not forget to thank the Interpreter for his or her efforts at the end of the session.