





METROPOLITAN  
MIGRANT  
RESOURCE CENTRE

# WORKING WITH INTERPRETERS

**Facilitator:** Deborah Pyatt  
**Interpreter:** Kazim Moein

# LETS AGREE TO:

- Mute your microphone when someone is talking. 
- Keep your video on – it much more engaging.
- When it is your turn to speak , unmute your microphone
- Then state your name before you say something- this is Deb, I think...
- There will be opportunities during the workshop where You can ask questions.
- There is also a chat line where you can ask questions.
- If you have a question that needs to be responded to immediately –

Please put the thumbs up. 

- This is interactive workshop ,please speak when you are asked to do so.
- We love interaction!

# INTERCULTURAL COMMUNICATION SKILLS

*“People don't get along because they fear each other. They fear each other because they don't know each other. They don't know each other because they have not properly communicated with each other.”*

**Martin Luther King**

# INTERCULTURAL COMMUNICATION SKILLS

Characteristics identified as common to effective intercultural communicators:

- Having respect for people from other cultures
- Having a strength based approach (respecting clients strengths)
- Making sincere attempts to understand the world from their view
- Being open to new learning
- Being flexible and tolerating ambiguity
- Having a sense of humour

Lynch and Hanson, 2004

# When do you use an interpreter?



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# BE PATIENT



# FACE TO FACE

**Before the interview commences :**

**Positioning is important. Make it so you can see the client. (the interpreter can sit beside you).**

**The interviewer and interpreter work together to assist the client.**

## **THE INTERVIEW**

**Speak directly to the client. (make eye contact if appropriate)**

**Speak slower and in short sentences. No slang, no acronyms and no technical language unless interpreter is technically trained.**

**Interpreter should clarify with you if something is not clear.**

# TELEPHONE INTERPRETING

## ADVANTAGES:

- Anonymity of Interpreter
- Greater availability
- Availability at short notice

## DISADVANTAGE/RISKS

- Distance effect of phone
- Possible background noise
- Difficult to gauge quality of the interpreting
- Lack of continuity



# EXAMPLE OF INTERPRETING.

<https://www.youtube.com/watch?v=Q4voquDnkbM>

# WORKING WITH INTERPRETERS

Professionalism

Dress code

Cultural understanding

Confidentiality

Gender does matter

- Health appointments, (women related illnesses) E.g. especially pregnancy.
- Counselling sessions