



## Community Interpretation Intensive Training Course

### ADMINISTRATIVE INFORMATION

#### Course Duration

8 days  
9am - 4:30pm  
Total hours: 60 hours

#### Location

44 Eccles Street  
Suite 100  
Ottawa, Ontario

#### Course Prerequisite

CILISAT certified language/s

#### Course Cost

\$520.00 (plus HST)  
Course fees include 60 hours of trainer-led instruction and all handouts and course materials and exam fees

#### Application Requirements

Completed application form

#### For more information, please contact:

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### COURSE OBJECTIVES

This 60-hour training program is designed to reflect the nature of interpreting situations encountered by interpreter as they relate to community services settings.

The course is ideal for anyone who has mastery of two or more languages as well as solid cultural understanding of both, Canadian and their own homeland culture, and the ability to adapt to various situations as encountered by community Interpreters.

On successful completion of the course, participants will be given a certificate.

By the end of the course, clients will:

- Understand how culture, values, norms influence communication
- Understand and express their role and responsibilities specifically as they relate to consecutive interpreting, both to service providers and non-English speakers
- Know how to intervene effectively for the purposes of clarification and cultural bridging
- Ensure interpreting process is not biased in favour or one party
- Understand CISOC's Code of Ethics and Standards of Practice

# Community Interpretation - Course Content

## Module One

- Definition of Cultural Interpreter
- Common Interpreting Situations
- Interpreter's Skills, knowledge, personal qualities
  - What skills does the Ideal CISOC Interpreter have?*
- CISOC's Interpreter Exit Competency Checklist
  - Who is the Ideal Interpreter?*
  - What is important to the Client/User?*
  - What is important to the Service Purchaser?*
  - What skills does the Ideal Interpreter have?*
- Difference Between Interpreter and Translator
- Glossary of Professional Terms
- Definition of INTERPRETER
- Definition of TRANSLATOR
- Principal Role of the Interpreter
- 4 Main Barriers to Communication in Interpretations
- Conduit, Clarifier and Cultural Broker Roles
- Interpreter's Responsibilities
- The Interpreter as a Conduit
- The interpreter as a Clarifier
- Degrees of Involvement of Interpreters
- When to offer Cultural Interpretation
- Maintaining Clear Role Boundaries
- Areas of Controversy
- Differing Opinions about Interpreter's Role

## Module Two

- Ethics definition
- Code of Ethics Categories
- CISOC's Code of Ethics and CI Responsibilities
- Introduction to the Interpreters' Code of Ethics
- Code of Ethics and Decision Making
- Code of Ethics in Depth
  - Confidentiality*
  - Respect and Dignity*
  - Competence*
  - Transparency*
  - Impartiality*
  - Fidelity*
  - Professionalism*
  - Conflict of Interest*

## Module Three

- Introduction to Standards of Practice
- Standards of Practice
  - Accuracy*
  - Confidentiality*
  - Impartiality*
  - Respect*
  - Cultural Awareness*
  - Role Boundaries*
  - Professionalism*
  - Professional Development*
- Ethical Decisions Case Studies
  - When does the Interpretation End?*
- Debate on Code of Ethics

## Module Four

- Definition of Culture
- How to Bridge Value Conflicts
- Limitations of the Community Interpreter
- Value Statements
- Value Differences
- Value Classification System
- Cultural Issues in Interpretation
- The Culture Gap
  - Identifying Potential Cultural Barriers*
- Communication Styles Across Cultures
  - Language and Context*
  - Speech Patterns and their Effects on Interpreting*
  - The Concept of Time*
  - Turn Taking and the Use of Silence*

# Community Interpretation - Course Content

## Module Five

- Elements that Influence Communication
- Elements that can Interfere with an Interpretation
- The Communication Process
- Two-Way Communication
- Filtering
- Introduction to Effective Listening
- Ways to Enhance Listening in Interpretations
- Memory and Interpreting
- STM (short term memory) Exercising
- Improving Memory
- Register and Tone
  - Word Nuances*
  - Lowering Register*

## Module Six

- Adjusting to a Lower Register
  - Interpreter's responsibility*
- Introduction to Summarizing
  - Understanding Summarizing and its effects in communication*
- Introduction to Paraphrasing
  - Understanding Paraphrasing and its effects in communication*
- Introduction to Note-Taking
  - Standard Note-Taking Symbols*
  - Note-Taking: Focus on Numbers*
  - Note-Taking: Using Linkages*
  - Note-Taking: Best Practices*
- Shadowing
- Introduction to Sight Translation
  - Guidelines for Sight Translations*
  - Sight Translation Checklist*
  - Sight Translation Practice*

## Module Seven

- Discourse Analysis
- Most Common Problems in Interpretation
  - Other Common Problems in Interpretation*
- Speaking Tips
- Steps to Take when the Speaker Doesn't Pause
- Introduction to Managing an Interpretation
  - Main Points in Interpretation Management*
  - Positioning Oneself in the Interpretation*
  - Positioning in Medical Interpretations*
  - Introducing Self and Role*
- Scenarios for Role Play
- Case Studies

## Module Eight

- Interrupting
  - How to Interrupt*
  - Guidelines for Managing an Interruption*
  - Interrupting exercises*
- The Emotional Side of Interpreting
  - Emotionally Difficult Interpreting Sessions*
  - Interpreting obscenities*
- The Five Constituent Tasks of Interpreting
- The Seleskovitch-Lederer Model of Interpretation
- Meanings, Not Words
- Interpretation Practice
  - Best Practices*
  - Observer's Checklist*
  - Interpreting Skills Self Assessment*
- Scenarios for Role Play
- Case Studies

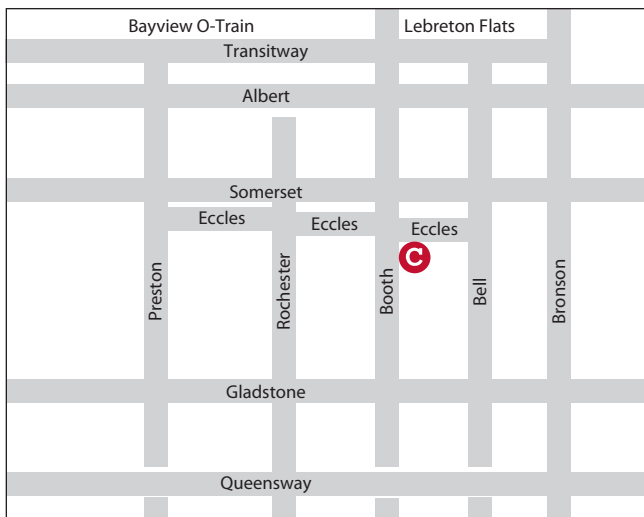
# Community Interpretation Course - Class Schedule

Time: 9am - 4:30pm	
Day	Date
Day 1	Monday, April 2nd
Day 2	Tuesday, April 3rd
Day 3	Wednesday, April 4th
Day 4	Thursday, April 5th
Day 5	Friday, April 6th
Day 6	Monday, April 9th
Day 7	Tuesday, April 10th
Day 8	Wednesday, April 11th

**First Class:** Monday, April 2nd, 2012  
**Last Class:** Wednesday, April 11th, 2012

**Students of this course are invited to attend presentations by City of Ottawa and Residential Services free of charge.**

## Class Location



**Thank you for considering our agency.**

*If you would like to know more about our courses, please visit our website [www.cisoc.net](http://www.cisoc.net) or give us a call at 613-237-0502.*

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