



BEST PRACTICES FOR USING INTERPRETATION & TRANSLATION SERVICES



AGENDA

1. INTRODUCTION
2. TRANSLATOR VS. INTERPRETER
3. THE NEEDS OF YOUR EVENT
4. TRANSLATION OF WRITTEN MATERIAL
5. IN-PERSON INTERPRETATION SERVICES
6. REMOTE INTERPRETATION SERVICES
7. BEST PRACTICES FOR ALL SETTINGS



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TRANSLATOR VS. INTERPRETER

Translator:

- Works on written message
- Has time to think
- Can consult terminology
- Can add translator's notes
- Can edit final product

Interpreter:

- Works on oral message
- Has no time to think
- Has very limited consultation
- Can't explain word selection
- Can't easily correct utterance



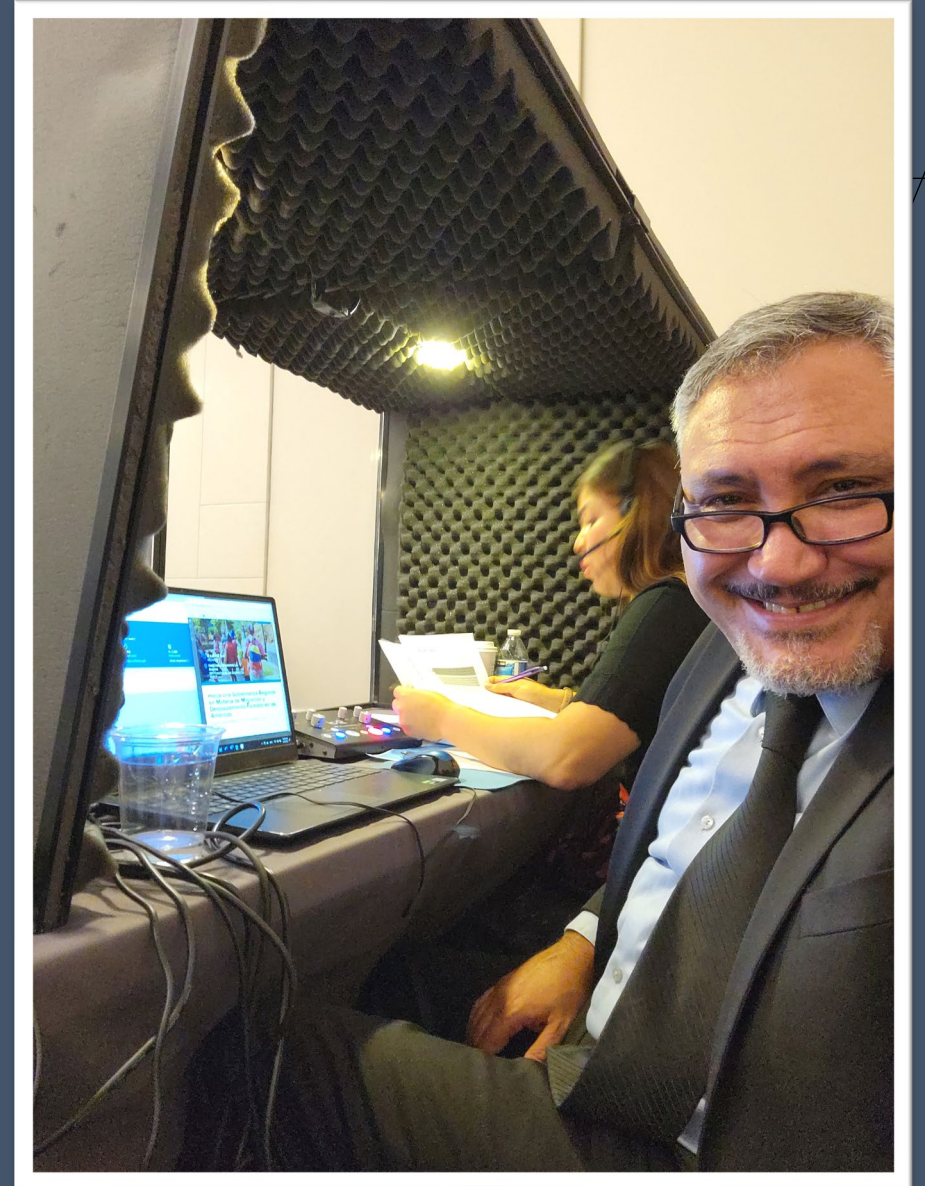
UNDERSTAND THE NEEDS OF YOUR EVENT

Identify the target audience and its primary languages needs.

Assess the technical requirements and limitations of the event format.

Determine the scale of event; the event length impacts the number of required interpreters.

Establish a service agreement that is clear on roles and responsibilities, cancellation policies, contingency plans, and confidentiality agreements.



IDENTIFY THE TARGET AUDIENCE AND ITS PRIMARY LANGUAGE NEEDS



ASSESS THE TECHNICAL REQUIREMENTS AND LIMITATIONS OF THE EVENT FORMAT



DETERMINE THE SCALE OF THE EVENT

Event length impacts the number of required interpreters.

The number of languages and workshops impacts the number of required interpreters.



ESTABLISH A SERVICE AGREEMENT

Include scope, responsibilities, cancellation policy, contingency plan, confidentiality agreement, equipment loss, recording rights, and other important considerations.





IN-PERSON INTERPRETATION SERVICES

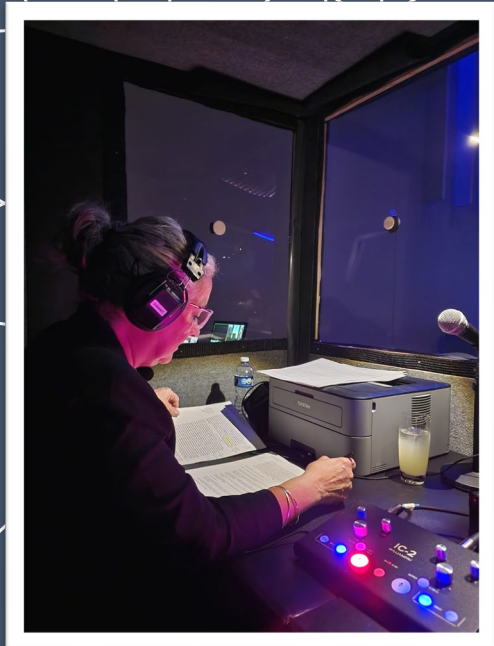
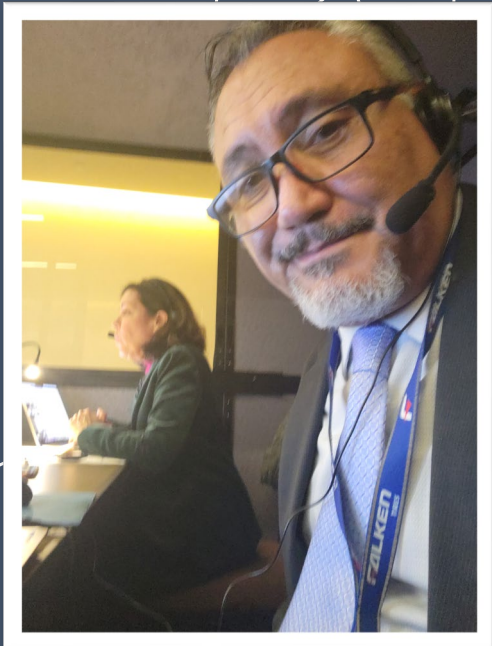
Determine what interpreter qualifications and certifications are needed based on event content.

Consider the interpreter's level of experience in community outreach and training settings.

Consider interpreter accommodations at the venue, including booths, soundproofing, and seating arrangements.

Ensure appropriate audio equipment is available, including microphones, headsets, and sound systems.

Establish a communication protocol between interpreters and speakers.



QUALIFICATIONS

Determine necessary interpreter qualifications and certifications based on event content.

Consider the interpreter's level of experience in community outreach and training settings.



TECHNOLOGY & ACCOMMODATION

Consider interpreter accommodations at the venue, including booths, soundproofing, and seating arrangements.

Ensure appropriate audio equipment is available, including microphones, headsets, and sound systems.

Establish a communication protocol between interpreters and speakers.



VIRTUAL AND REMOTE INTERPRETATION SERVICES



Choose a meeting platform with robust interpretation features and minimal limitations.

Ensure presenters and participants have access to the technology and skills required to fully engage in the event.

Have a backup plan for technical failures.

Maintain interpreter visibility and presence throughout the event.

Have a plan for facilitating language-specific breakout rooms and handling audience questions in multiple languages.

MEETING PLATFORMS THAT SUPPORT SIMULTANEOUS INTERPRETATION

- **Zoom**: Provides built-in, simultaneous interpretation functionality, allowing interpreters to work in multiple languages during a live meeting or webinar. Participants can select their preferred language channel to listen to the translation.
- **Microsoft Teams**: Supports live captions and subtitles in various languages. While it does not natively support simultaneous interpretation, integrations and third-party solutions can provide this functionality.
- **Webex by Cisco**: Offers simultaneous interpretation, enabling participants to choose from different audio channels for their preferred language during a meeting.
- **KUDO**: Is designed specifically for multilingual meetings and conferences, offering real-time language interpretation. It supports many languages and is used for international meetings and events.
- **Interprefy**: Is focused on providing remote, simultaneous interpretation. It can integrate with various virtual meeting tools — like Zoom, Microsoft Teams, and Webex — to offer seamless language interpretation.
- **Interactio**: Is a versatile platform for remote interpretation, allowing interpreters to provide real-time translation during virtual meetings, webinars, and conferences. It can be used independently or integrated with other meeting platforms.
- **VoiceBoxer**: Offers built-in, simultaneous interpretation for virtual meetings and webinars. It allows participants to select their language channel and provides a smooth, multilingual meeting experience.
- **Akkadu**: Provides live interpretation services and can integrate with platforms like Zoom and Microsoft Teams to offer real-time language translation during meetings and webinars.



Ensure presenters and participants have access to the technology and skills required to fully engage in the event and have a backup plan for technical obstacles.

BEST PRACTICES FOR ALL SETTINGS

Establish clear communication and hold post-event briefings with interpreters.

Conduct rehearsals to ensure technical and logistical ease.

Provide interpreters with necessary materials in advance (such as slides, glossaries, and scripts).

Continuously monitor and support interpreters throughout the event.



SPEAKING ENGAGEMENT AND COMPREHENSION

Have a pre-meeting rehearsal.

- Strengthen your familiarity with the audio system.

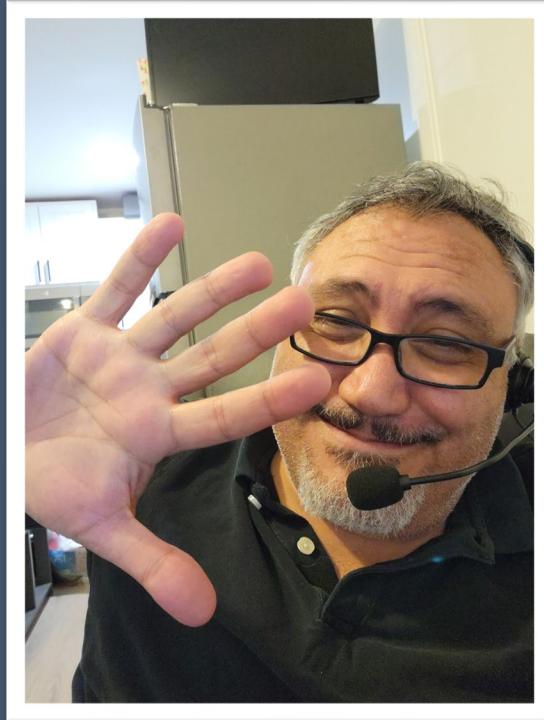
Refine delivery style.

- Work on pacing, tone, and emphasis.
- Practice timing and transitions.

Remember your audience.

- Present to instruct your audience, not to impress your boss.





THANK YOU

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