

Speaker: Aida Juric

Title of Presentation: **Assistance in All Languages**

Duration: 90 minutes

Objectives of the Presentation:

- Identifying and assessing the language needs of your clients/patients
- Working effectively with an interpreter
- Ensuring competent interpretation

Outline:

- About the speaker
- Intro: quick insight into the relationship between Provider, NES (Non-English Speaker) & Interpreter
- Translation vs. interpretation
- Why do we need interpreters: legal and professional issues?
- Consequences of miscommunication
- How to prevent miscommunication?
- Video: Interpreting session with an untrained interpreter
 - Discussion
- Bilingual does not equal good interpreter
 - Exercise
 - Discussion
- Role Play: professional interpreting session
- Discussion: positioning, eye contact, modes, accuracy, etc.
- Handouts
- Closing and evaluations