

## TOP 10 TIPS FOR TELEPHONE INTERPRETING

Here are **10 Top Tips** for successful communication between you, your customer and the interpreter.

### **Once connected:**

1. Identify yourself and your purpose of the call clearly and distinctly – due to regional accents/dialects speak a little slower than usual. This will allow the interpreter to become accustomed to your voice.
2. Give the interpreter a brief outline of the situation letting them know the information that you wish to deliver or obtain from the limited English speaker.
3. Consider the interpreter as a human language link, facilitating communication between languages and cultures.
4. Direct your questions to your client, speaking in the first person. Do not direct your questions to the interpreter.
5. Allow the interpreter a few moments to introduce themselves to your customer.
6. Be prepared to hear accented English from some interpreters. Feel free to ask the interpreter to repeat a response.
7. Understand that there may be some delay before the interpreter can elicit the information you need from the limited English speaker due to cultural differences, or a need on the part of the limited English speaker to establish trust.
8. Be aware of linguistic differences. Different languages often require a different number of words.
9. Expect occasional periods of what might appear as idle chatter between the interpreter and the limited English speaker as the communication bridge is built. Please be patient. However do feel free to interrupt if you believe it you believe the conversation is extensive or inappropriate or maybe digressing and bring it back into your control.
10. If you wish to ask the interpreter a question, refer to them as 'Interpreter'. This will avoid any confusion so your question won't be interpreted to your client.