

OPI Quality Checklist items

Professionalism => Customer Service

- Introduction to parties
- Language identification
- Customer service skills

Clarity/Control => Interpreting Protocol

- Attentive listening, identification of purpose of the call without interrupting inappropriately
- Good speed and keeping pace with the customers
- Transparency when interjecting
- Clear and proper enunciation and pronunciation in both languages
- Quiet, uninterrupted environment

Accuracy => Language Skills

- Correct and accurate interpreting
- First-person interpretation
- Effective and accurate retrieval of information (billing, account numbers, etc.)
- Understanding of industry-specific terminology

Neutrality => Ethics

- Neutrality/impartiality during calls
- Echoes speakers tone of voice

Close =>

- Offering additional help to both parties
- Leave-taking to both parties

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Networking as an OPI



CONTRACT INTERPRETER INFORMATION CENTER

The Voice of Independents

HOME OUR INDUSTRY ADVOCACY PETITION RESOURCES WEB BANNERS SUPPORTERS JOIN US BLOG CONTACT

Home

Welcome!

Support Independent Contractors

ContractInterpreters.com is dedicated to supporting the thousands of independent contractors across the nation who represent the backbone of the Language Services Industry. This website is designed to educate businesses, organizations, educators, legislators and other decision-makers on the role of the freelance contractor and their contribution to our industry and our nation's economy.

Did You Know?

- 93% of all interpreters and translators are independent contractors
- 75% of all independent contractors serving our industry are women
- 68% of all independent contractors work fewer than 30 hours per week
- 40.7% of freelance interpreters and translators have been working independently for 15 years or more

Sign the Petition

Show your support for independent contractors and the language services industry – [sign our open letter to Congress](#).

Join Us

Join the Voice of Independents – [find out about benefits and more](#).

Contact Us

Questions about Voice of Independents? We'd like to hear from you – [contact us today](#).

Take Action

Contact your elected leaders in Washington, D.C. – [find out how](#).

Contribute

Your donations help our endeavors – thank you.



Polish Interpreters Group for Language Line

[Join](#)

Wall

Info

Discussions

Photos

Video

Events

Basic Info

Name: Polish Interpreters Group for Language Line
 Category: Business - Companies
 Description: We are a group of Polish-English interpreters working for California based company Language Line
 Privacy Type: Open: All content is public.

Contact Info

Website: <http://LanguageLine.com>
 Office: language line serv.
 Location: 1 lower ragsdale dr bldg 2, Monterey, CA

Recent News

Information

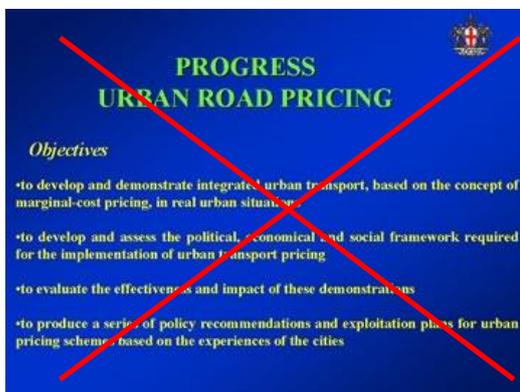
Category: Business - Companies
 Description: We are a group of Polish-English interpreters working for California based company Language Line

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Tips for Webcast Speakers from the European Commission's (SCIC – Service Commun Interprétation-Conférences)

- Use common fonts such as Arial, Helvetica, Times, etc. and be sure that all images are embedded in the file
- Font size should be readable at 1024 x 768 resolution
- Do not use any animation effect or sound
- Use different slides to have objects appearing progressively
- Speaker should look at the audience and not walk around: excessive movement dramatically decreases the quality of the image



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Bibliography

[AIIC's Draft checklist for interpretation over the internet](#)

[Barbara Moser-Mercer's Study: Remote interpreting: Assessment of human factors and performance parameters](#)

[Cyacom's Resources Page](#)

[European Commission's Guidelines for Speakers in a Webcast Event](#)

[Language Line Resources Page](#)

[LSA's Telephone Interpreting Page](#)

[Nathalie Kelly's Telephone Interpreting: A Comprehensive Guide to the Profession](#)

[United Nations Webcast Page](#)

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Freelancing as a Remote and Distant Interpreter

Cris Silva

ata American Translators Association
*The Voice of Interpreters
and Translators*

About Cris Silva

- M.A. in Translation from Kent State University
- ATA-Certified
- Professionally Qualified Interpreter for the State of Colorado
- 2011 Graduate of the Agnese Haury Institute at the National Center for Interpretation (University of Arizona)
- PTBR < > English simultaneous, consecutive, OPI, webcast interpreter

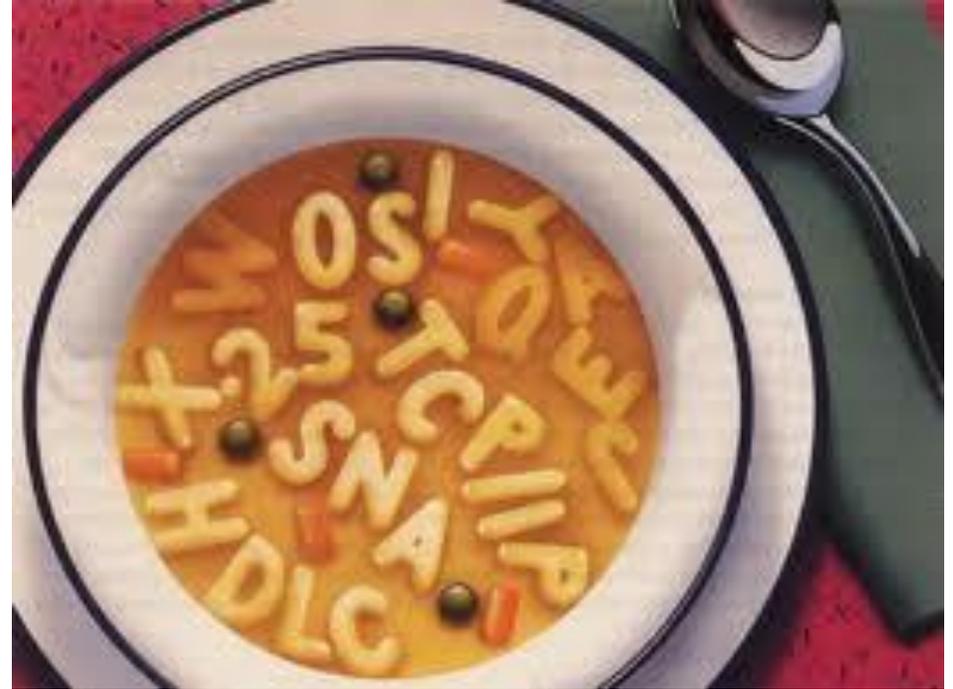


LinkedIn  .com/in/ALLinPortuguese

twitter  .com/ALLinPortuguese

Terminology

- REMOTE
- DISTANT
- OPI
- TELECONFERENCE
- WEBCAST
- VRI
- CRI



Brief history of OPI...

1997



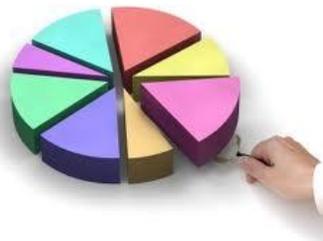
1998



1990s



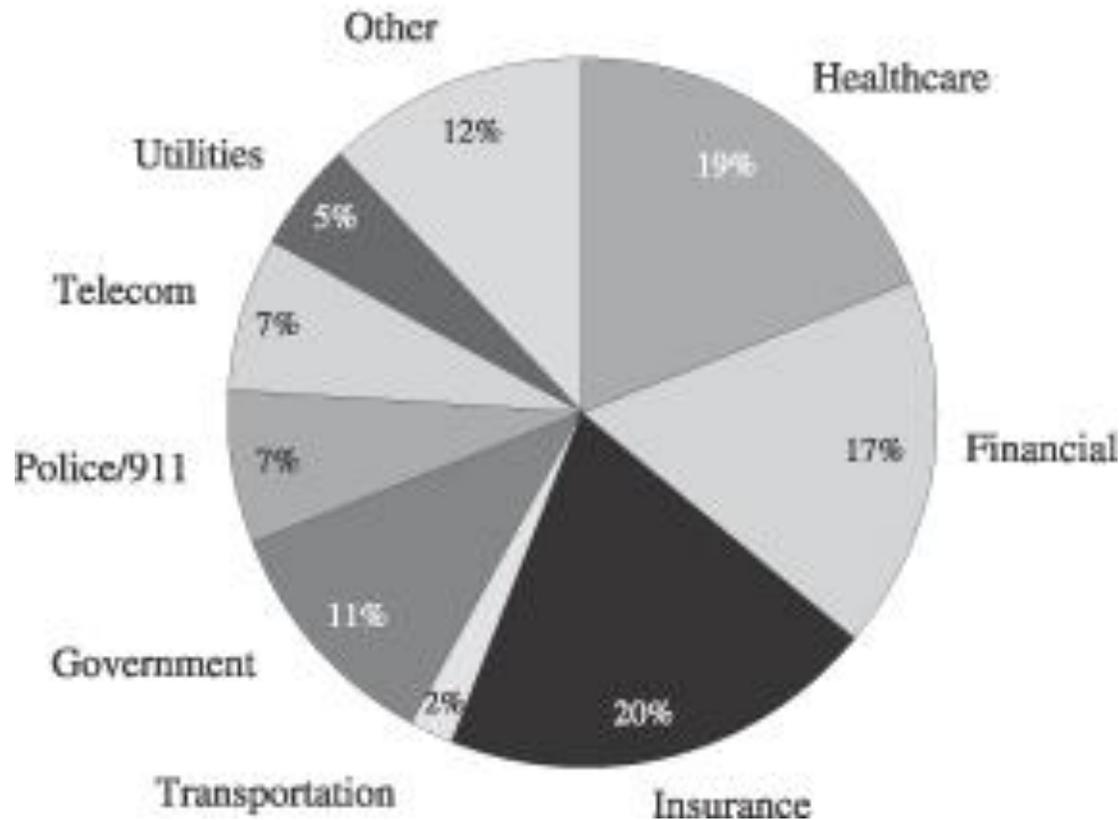
2005



USD\$200 million

Sample industries

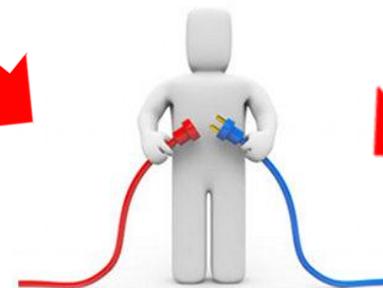
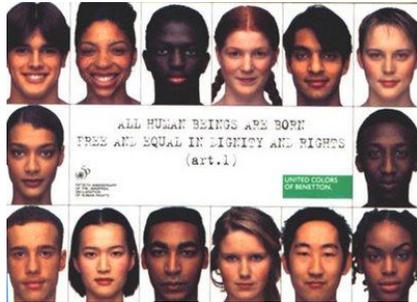
Customer Distribution by Industry
(As % of 2003 Revenues)



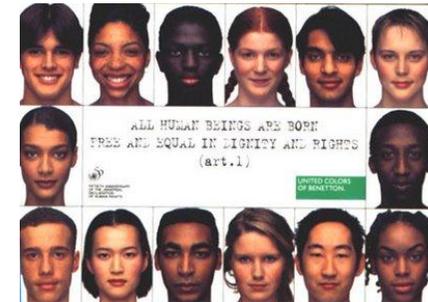
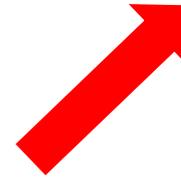
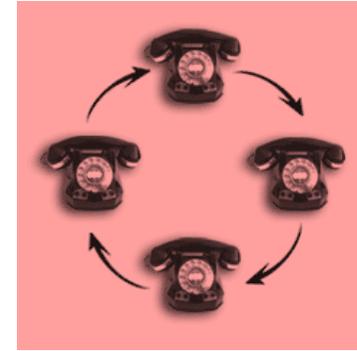
OPI: Individual performance in consecutive interpretation



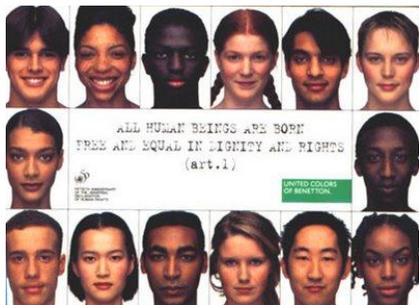
How OPI works – Scenario I



How OPI works – Scenario II



How OPI works – Scenario III



Best interpreter profiles



Bilingual,
bicultural,
AND can
easily
understand a
variety of
accents and
dialects

Flexible
schedule

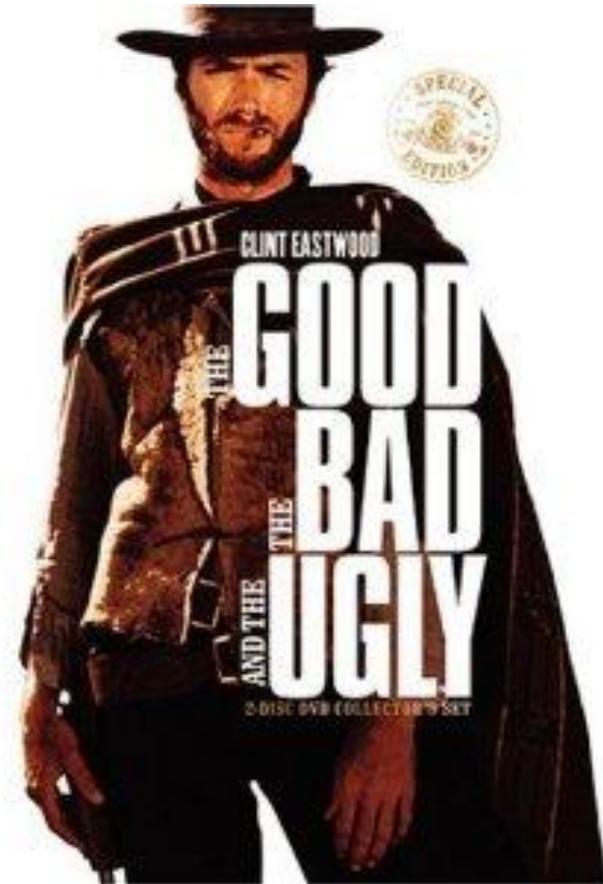
Trained interpreter,
with terminology
training and solid
consecutive note-
taking skills

Cultural
sensitivity

Quick wits,
sharp
analytical
skills, sense
of humor

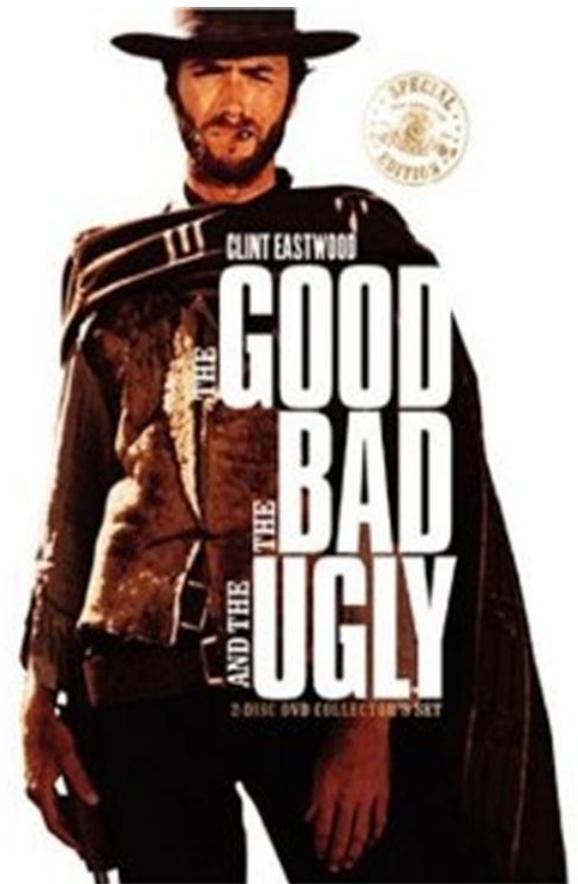
The Good...

- Calls go as expected
- Both parties are happy
- Interpreter is not tired



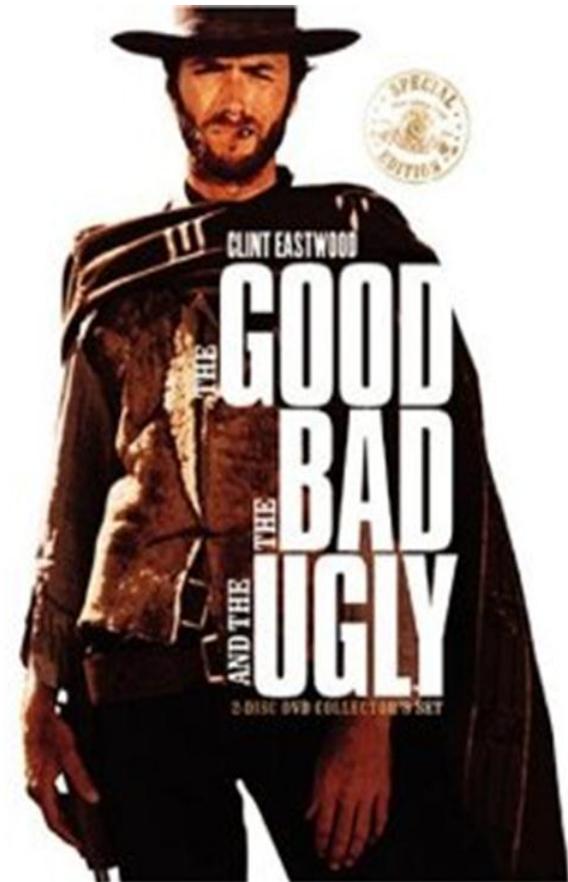
...the Bad...

- Parties don't understand how to use interpreters
- Parties rant, ask for interpreter's advice/ therapy
- Parties ask for unnecessary clarifications
- Interpreter asks for too many clarifications, frustrating client



...The Ugly

- Rude callers
- Call becomes customer service
- Calls may last VERY long (3-5 hours ☹️)



The Unexpected!!!

- Relay with video interpretation for the deaf and hard of hearing.



Setting up for success: Equipment and Technology



Setting up for success: Environment and Mindset



OPI Interpreter Quality Checklist items

- Accuracy => Language Skills
- Clarity/Control => Interpreting Protocol
- Neutrality => Ethics
- Professionalism => Customer Service
- Close => Leave-taking



Improvement for OPI Interpreters

- Consecutive Technique
- Environment & Environmental Conditions
- Customer Service



Any questions on OPI?



Brief history of webcast interpreting

1976:

a teleconference
experiment



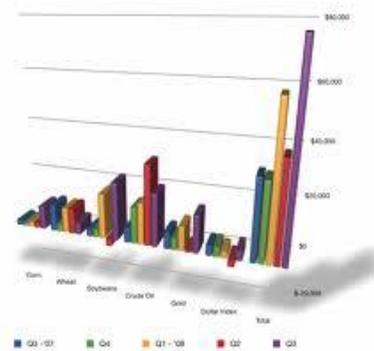
UNESCO

1999:

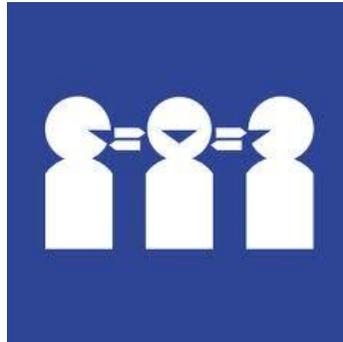
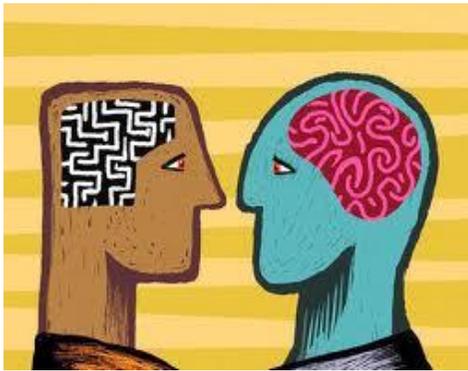


**UNIVERSITÉ
DE GENÈVE**

Sample webcast industries and projects



Webcast Interpreting: Team performance in simultaneous interpretation



Parties and Elements in a Webcast



How webcast works – Scenario I



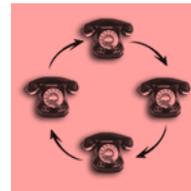
Client's web conference + phone conference in each language



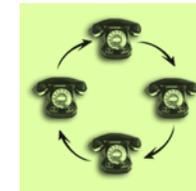
or



or



Speaking line



Listening line

How webcast works – Scenario I



Client starts an audio web conference AND a phone conference



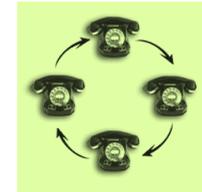
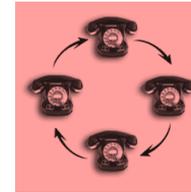
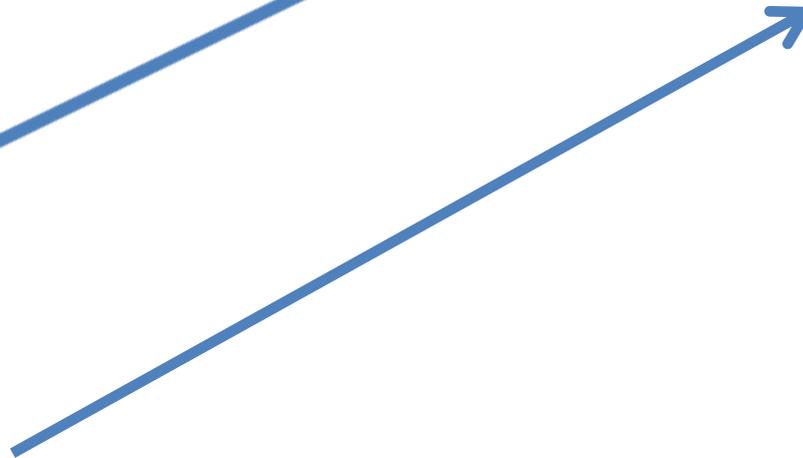
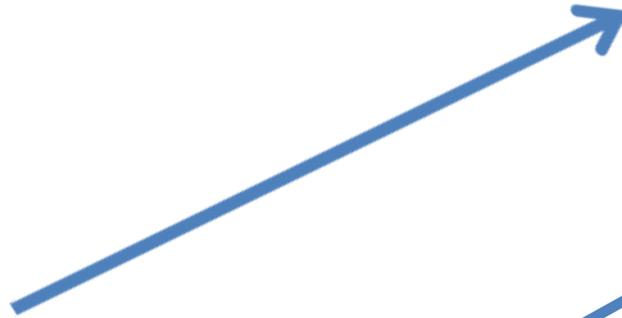
or



and



or



Translation agency

How webcast works – Scenario I



Client starts an audio web conference AND a phone conference



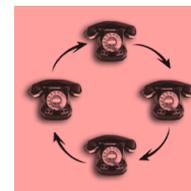
or



and



or



Interpreter 1

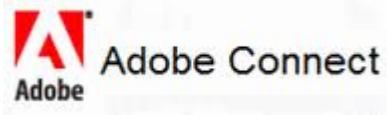
has 2 landlines

(speaking/ listening) and logs into web conference and dials into phone conference

How webcast works – Scenario I



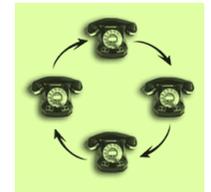
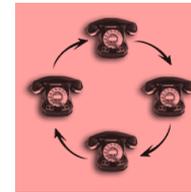
Client starts an audio web conference AND a phone conference



and



or



Interpreter 2
has 2 landlines
(speaking/ listening) and logs into web
conference and dials into phone conference

How webcast works – Scenario I

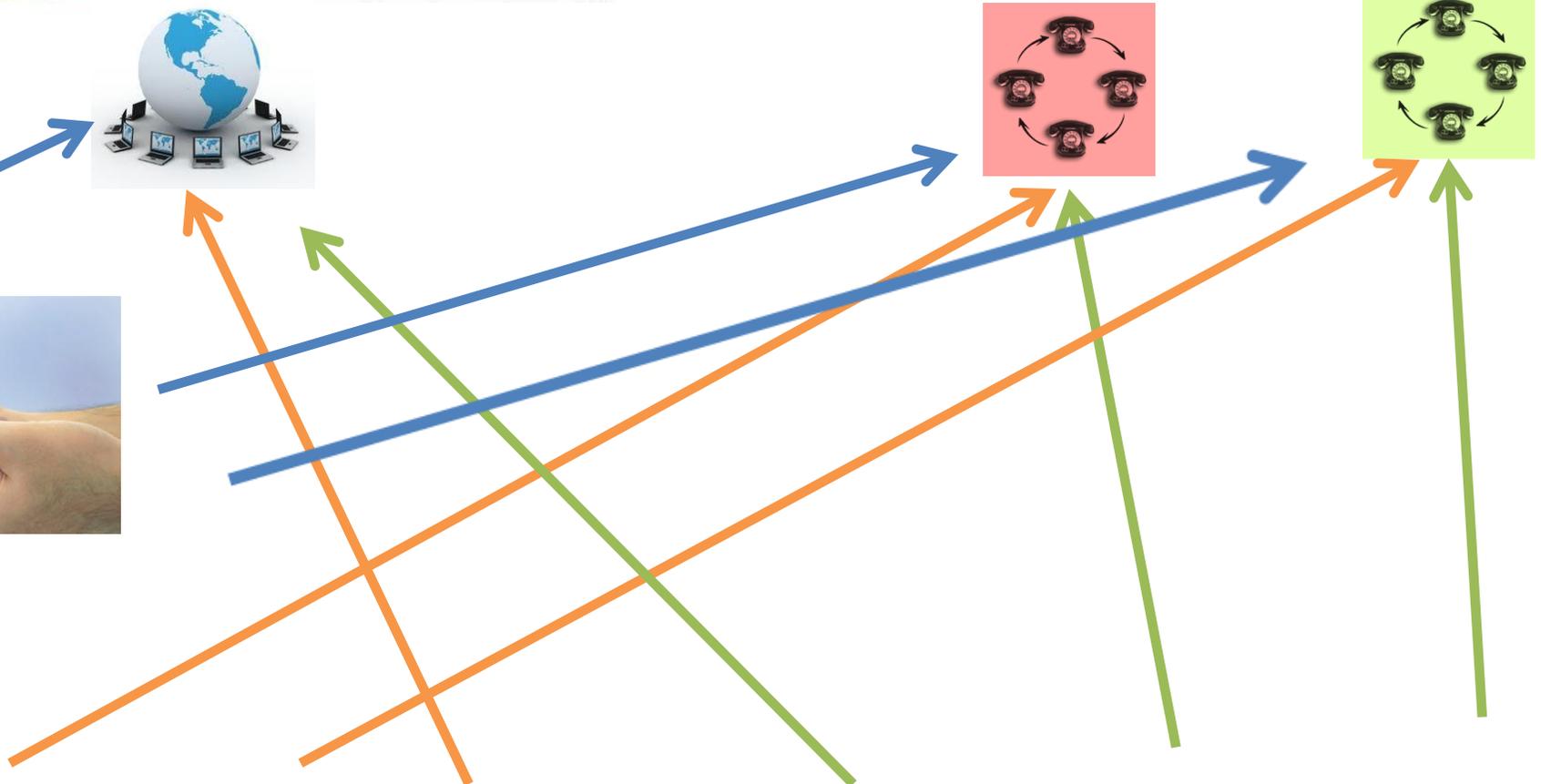
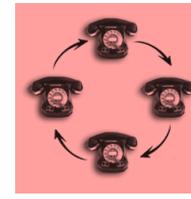


Client starts an audio web conference AND a phone conference

or

and

or



Sample Geography of a webcast – Scenario I



New York, NY

 webex™ Santa Clara, CA

conferenceplus®  Schaumburg, IL



San Diego, CA



Boulder, CO



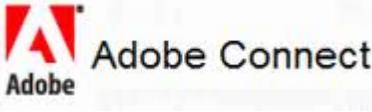
Houston, TX

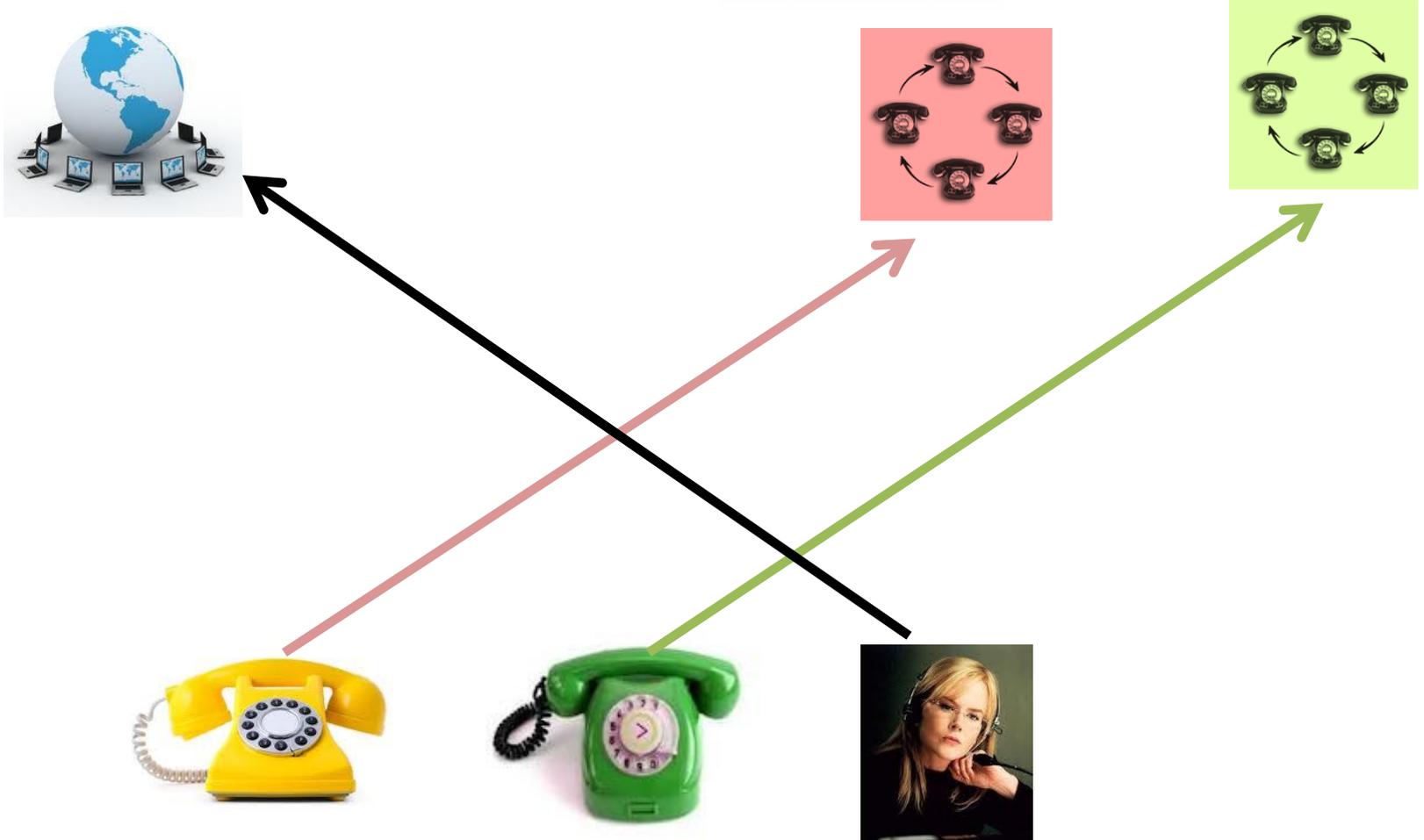
Scenario I – Troubleshooting and turn-taking in simultaneous interpretation

The screenshot displays the WebEx Training Center interface. The main window shows a presentation slide titled "ACME medical I..." with a "1 of 4" indicator. The slide content includes a blue "W" icon, a green "X" icon, a red "G" icon, and a blue banner for "ACME imaging. series 2.0". A purple arrow points from the slide to the video feed, and a pink arrow points from the slide to the participants list.

The video feed shows a presenter named Michelle (Presenter) with a "Freeze" and "Options" button below her. The participants list shows 25 attendees, including Derek Haase, Andy Steele, Eric Vidal, Sara Perry, and Susan McEvilly. The interface also includes a menu bar (File, Edit, Share, View, Communicate, Participant, Session, Breakout, Help), a toolbar, and a status bar at the bottom with the WebEx logo, meeting number 342 978 989, and a "Speak Now" button.

How webcast works – Scenario II

 or  and  or 



1 interpreter
and has 2 landlines
(speaking/ listening)

Best interpreter profiles



Understanding
hard-to
understand
sounds, can
operate from a
low context

Keen on using
new
technologies

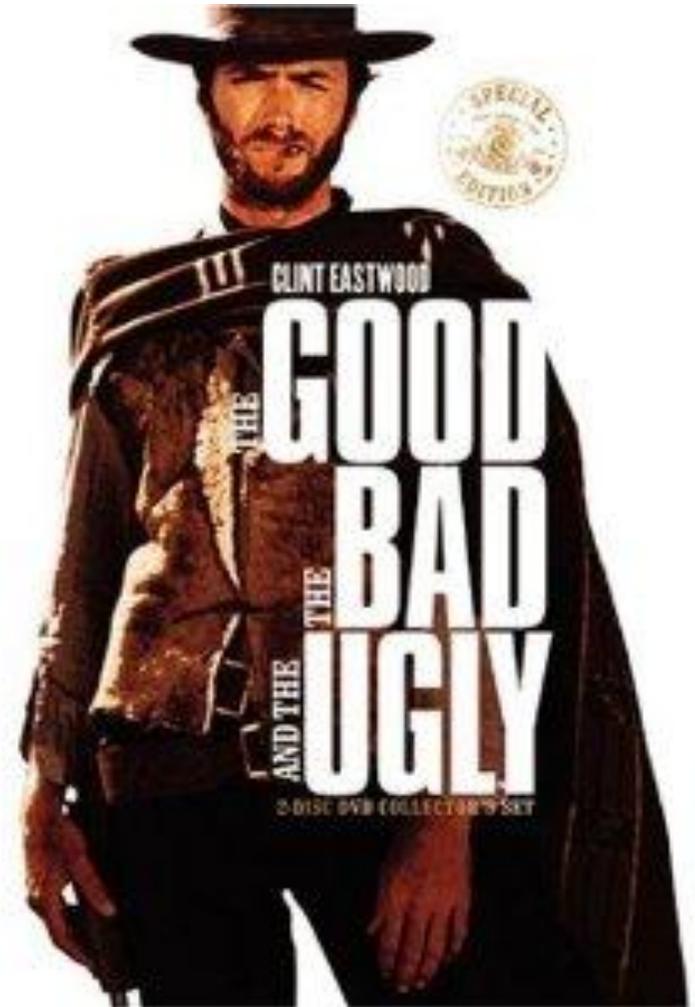
Flexible
schedule,
adapting to
different
time zones

Trained simultaneous
interpreter, with
terminology training
and solid coping skills

Ability to
coordinate
2 phone
lines +
computer
headset

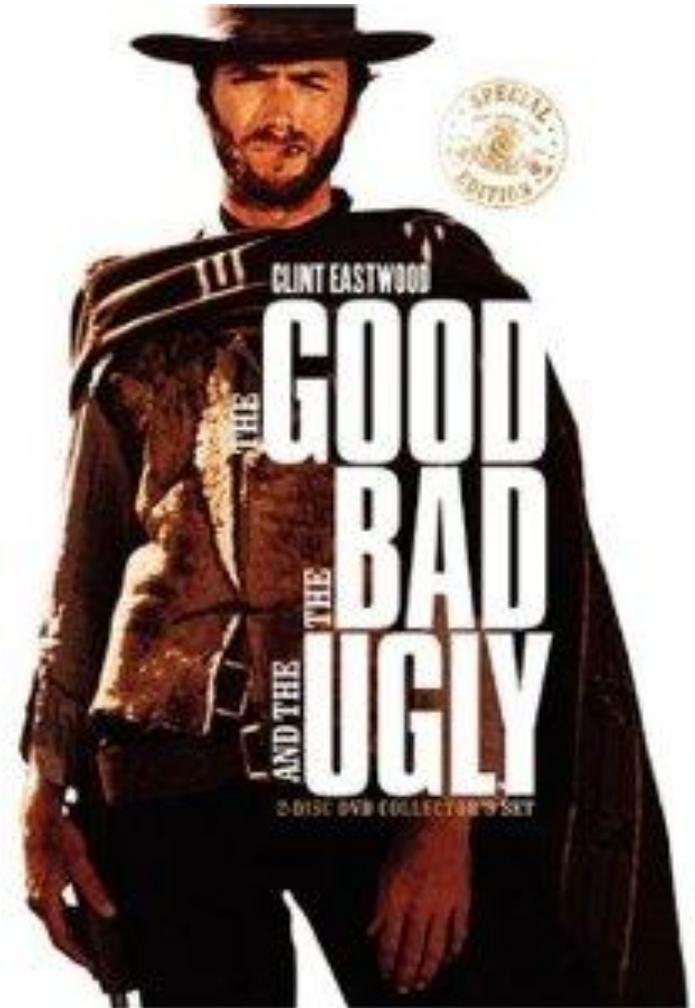
The Good...

- Sound is audible (computer AND listening line)
- Callers AND clients are happy
- Interpreter keeps up with pace, emotion, etc.



...the Bad...

- Video stream freezes, leaving only listening line sound.
- Background noise



...the Ugly

- Phone connection
- Internet connection
- Disconnects
- Volume
- Re-record
- Speakers improvise
- Speakers move too much in the camera, for the webcast portion



Setting up for success: Equipment and Technology



Setting up for success: Environment and Mindset



Improvement for Webcast Interpreters

- Simultaneous Technique
- Environment & Equipment
- Relationship with Boothmate



The Pulse of the Webcast Interpretation Industry



Survey results

- Survey Monkey questionnaire
- September 2011
- 1 week on the following lists:
 - e-voice4ata-id@yahoogroups.com
 - espalista@yahoogroups.com
 - najitmembers@list.najit.org
- 9 questions
- 13 responses, from US-based interpreters
- Limitations of survey design, timing



Beginning of Career

Time working as a webcast interpreter?

- 1-3 years = 55.6%
- 3-5 years = 33.3%
- more than 5 years = 11.1%



Getting Started

- Agency contract
- Well-established conference interpreter
- Interpreting or translation agency on ATA directory
- Interpreting agency with remote interpreting contract
- Press conference that had to be done via webcast
- Referred by a colleague



Income from Webcast Interpreting

- 5% to 20% of total income interpreting



Equipment

- 2 land lines
- Hands-free cordless phone
- Cell phone as back-up
- Plantronics® phones with binaural headsets
- Skype for turn-taking
- Guitar amplifier or phone amplifier (Radio Shack)
- B&K earbuds (sports earbuds)
- Microphone and Headset: Sennenheiser, Telephone: AT & T



Markets

- Employee communications 83.3%
- Corporate awards 16.7%
- Mergers 66.7%⁴
- New products 83.3%
- Seminars 16.7%
- Senior management 33.3%
- Supply chain 33.3%



Likes

- Working from home
- No travel
- Challenge
- Better pay
- Different, innovative, modern
- Short



Dislikes

- Sound quality
- Stress
- Managing 2 lines + computer
- Technical problems
- Early hours
- No live feel
- Lack of visual cues
- Lack of human interaction



Interviews with Project Managers

- Recruiting from word-of-mouth, translation job portals, ATA directory
- Equipment: 2 land lines
- Reliability, past experience with agency
- Time conversions
- Walk-through and testing
- Studying materials in advance



Any questions on webcast and distant interpreting?



Thank you for listening!



This presentation and a handout will be at
[http://www.ALLinPortuguese.com/blog/
telephone-webcast-interpretters.pdf](http://www.ALLinPortuguese.com/blog/telephone-webcast-interpretters.pdf)