



# QUICK REFERENCE GUIDE FOR WORKING WITH TELEPHONE INTERPRETERS

## SETTING UP THE CALL

- Identify the target language for interpretation ahead of time.
- Familiarize yourself with telephone features, including volume, speakerphone, and conferencing.
- Ensure the interview location is private.
- Be sure to provide the interpreter pertinent documents ahead of time, and that any documents provided to the interviewee have been translated.

## INITIATING THE CALL

- Brief the interpreter in advance.
  - Provide general background on interviewee.
  - Provide specific instruction on information that needs to be obtained.
  - Verify the interpreter is familiar with any specialized terminology.
- Direct the interpreter to avoid paraphrasing, and to let you know if you need to repeat or slow down.

## CONDUCTING THE CALL

- Introduce yourself and the interviewee, and explain the interpreter's role.
- Speak directly to the interviewee in first person, e.g. "What is your name?" instead of "Ask the individual his/her name."
- Speak clearly; ask one question at a time; and be brief and basic.
- Allow enough time for the interpreter to interpret the information.
- Periodically verify the interviewee understands you through the interpreter.
- Do not ask the interpreter for his/her opinion.
- Interrupt side conversations between the interpreter and interviewee, or if they appear confused.
- Announce "End of Call" to the interpreter upon completion of the call.

An **INTERPRETER** listens to communication in one language and orally converts to another language.