11.18.26 Switchboard Webinar Slide Deck - Fundamentals of Working with Interpreters

18 - 24 Nov 2026

Poll results

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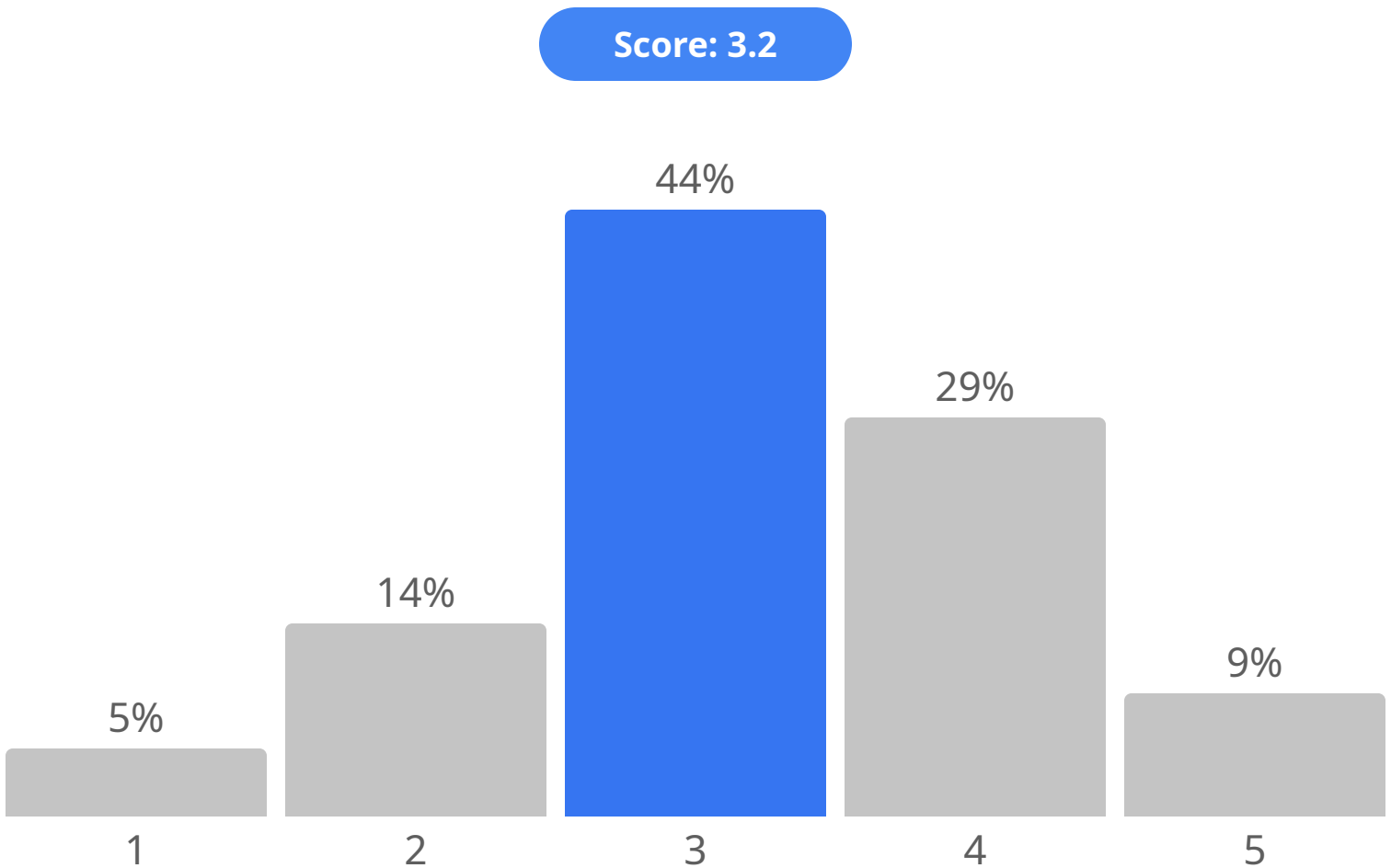
- How comfortable do you feel working with language interpreters?
- In your opinion or experience, what is one useful strategy when working with language interpreters?
- Which type of interpretation do you think would work best for Olena?
- What considerations should you keep in mind when preparing for your first interpreted meeting with Yusuf and Hamid?
- Which aspects of high-quality interpretation could be improved for Yusuf? Select all that apply.
- What constructive feedback and support might you offer to Hamid after your session with Yusuf?
- How might cultural factors or differences show up in an interpreted session?
- How might you approach your interpreted interactions with each member of the Mbemba family in a trauma-informed way?
- How can you be culturally responsive to each family member, recognizing that all your interactions are mediated through the telephonic interpreter?
- Why might telephonic or video remote professional interpretation

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- be the best option for Olena, if available?

How comfortable do you feel working with language interpreters?

0 6 6



In your opinion or experience, what is one useful strategy when working with language interpreters?

0 4 8

(1/4)

- avoiding side conversations with client
- Speaking Clearly and slowly. Pausing frequently.
- Understanding cultural barriers to medical knowledge
- patience
- Pausing for questions
- Avoid idioms
- make sure the interpreter understands what will happen in the call
- Review programs with interpreters
- Don't add something from his/ her own
- Providing the interpreter with appointment information beforehand
- Considering allowing for more time
- Not chatty
- Pause between questions. Address the client not the interpreter
- Communicate slowly and efficiently
- Reading body language

In your opinion or experience, what is one useful strategy when working with language interpreters?

(2/4)

0 4 8

that may show confusion or frustration during the interactions
- Don’t interrupt
- Understanding the pace and helping shape that
- Honour full sociolinguistic repertoires
- ask interpreter to please not improvise or add their own advice
- Short sentences and let the interpreter do his job and feels free to translate de idea
- To make sure proper interpretation is provided. Privacy for sure
- Speak clearly
- Let me know if they have a question for the client instead of just asking them without me knowing
- Speak to the client not interpreter
- patience
- Clarify the guidelines before the start of the appointment
- Do not use filler words like ha, hum, etc.
- Pausing for interpreter.
- speak slowly

In your opinion or experience, what is one useful strategy when working with language interpreters?

0 4 8

(3/4)

- Speak directly
- Write down what you want to say beforehand to be organized
- Don’t rush
- Confirm understanding
- Speaking directly to client rather than asking to relay
- Speak directly
- Address client, not interpreter
- Making sure the message gets said
- Be specific when saying what you need to say so it’s easier for them to translate
- Introduce myself and why interpretation support requested
- Pause for time to interpret
- Short sentences, break up information
- Ask family or client if there is a dialect they prefer
- Short sentences and simple words
- Being patient, it takes extra time
- Call ahead of appointment
- Speaking slowly and clearly
- Direct communication, clear communication

In your opinion or experience, what is one useful strategy when working with language interpreters?

0 4 8

(4/4)

- Use smaller words
- Speak clearly and in short sentences
- Short sentences.
- No addition and no substraction
- talk slowly
- Have them introduce themselves to client
- speak to the client
- Chunk the information
- Same gender
- Speak clearly, pause often, be efficient with words
- Speak slowly
- Speak clearly with short sentences

Which type of interpretation do you think would work best for Olena?

0 7 3

1. Telephonic or video remote professional interpretation — 2.18
2. Multilingual staff — 0.70
3. Community-based volunteer or paid interpreter — 0.40

Open text poll

What considerations should you keep in mind when preparing for your first interpreted meeting with Yusuf and Hamid?

0 3 0

(1/2)

- Simple language
- Use simple language with the children
- kid toys for Hamid
- Mindful of the setting of where you are meeting with him.
- traumatic experiences and trust concerns
- Have a pre conversation with Hamid to ensure Yusuf feels safe and not intimitated
- You simple language with children
- Talk with the parents
- first is possible. Trying to set an informal environment
- Parental consent
- Privacy and protection of a minor
- minor protection
- Making him feel safe and comfortable. Talking with parents prior to get more information
- Brief Hamid about working with minors
- Safety
- Cultural competency
- do some research on family and background

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What considerations should you keep in mind when preparing for your first interpreted meeting with Yusuf and Hamid?

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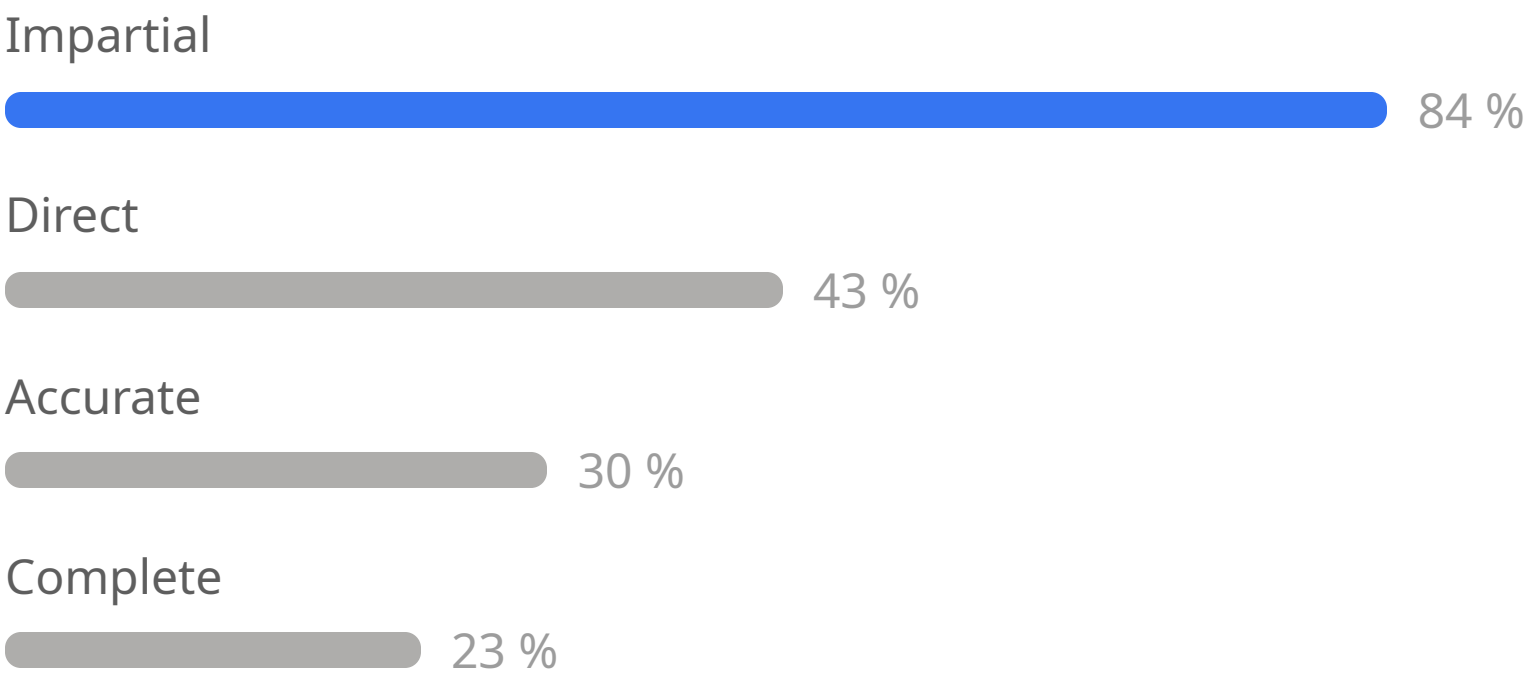
(2/2)

- Parent or guardian needs to be present
- Debrief to him
- He is minor
- Miner protection discussion
- His comfort level talking with adults
- Parents
- Know about his backgroung and culture
- Trauma background
- Speaking softly and try to be friendly
- Create a safe environment
- He may not trust the interpreter and tell them everything
- Parents should be involved.
- Age
- He could be intimidated
- Know about the culture
- Trauma background
- Age
- He’s a minor

Multiple-choice poll (Multiple answers)

Which aspects of high-quality interpretation could be improved for Yusuf? Select all that apply.

0 4 4



What constructive feedback and support might you offer to Hamid after your session with Yusuf?

0 2 6

(1/2)

- Avoid being biased
- Showing authenticity
- stick to facts
- Don’t make assumptions and connections with your personal life
- Reestablishment is difficult not matter how much understanding is voiced
- Request Hamid in a professional and thoughtful way to be impartial in the meeting and be more direct in interpretation
- Remain objective
- There is something to say about realizing the bias that is inherent in all of us from an interpreter disclosing with us what they think.
- Children may be intimidated to say or ask questions. Professional not a friend
- Remain objective / impartial
- Be professional
- Stick to the facts
- discuss their role and purpose
- not to add anything to the conversation

What constructive feedback and support might you offer to Hamid after your session with Yusuf?

0 2 6

(2/2)

- Ensure he is translating everything back .
- During the meeting, please refrain from adding personal opinion of the client.
- Appreciating his care, but reminding his purpose
- Exact wording
- Go through based on the conversation for feedback
- Let’s try not to make a connection to your son.
- Leave out personal opinion about his son
- Not to impart personal feelings or add additional context.
- Remembering purpose
- to interpret word for word
- Please don’t add anything to what he or I say
- Be professional
- Children often nod just to end conversations

How might cultural factors or differences show up in an interpreted session?

0 2 8

(1/2)

- Cultural fear of medicine
- Body language/ direct interpretation
- Gender roles
- Conservative
- Interpreters are human beings who may have a bad day too.
- Tone of voice
- Some cultures say yes to everything as a way to say they understand what is being said but it may not be a yes to the question.
- Reserved. Not sharing enough
- Different language dialects
- Conversation flow
- Cultural directness or passiveness
- Non-chalance of how some topics are discussed
- Pronouns used
- Body language
- Body language
- Male versus female being allowed to speak
- Lack of trust
- Eye contact
- Usually need to understand the cultures

How might cultural factors or differences show up in an interpreted session?

0 2 8

(2/2)

- Shyness
- By confusing body language
- Beliefs
- Slang not translating
- Initial greetings
- Norms are different in each culture
- Some topics or terms may be culturally sensitive or a taboo
- Language
- Linguistic insecurity between interpreter and client dialects
- tense conversations, body language
- Eye contact

How might you approach your interpreted interactions with each member of the Mbemba family in a trauma-informed way?

0 1 6

(1/2)

- Build trust and continue to learn their familial and cultural dynamics before making assumptions
- Offer more resources
- Building trust first, then pursuing communication
- Ask the interpreter to share any things they might notice in language that can be nuanced and point to multiple meanings.
- Offer different interpreter
- Arrange to meet separately in the future
- respect their dynamic and beliefs by learning more and continue to build the relationship before prompting individual meetings
- Offer services available for trauma in a respectful way
- Cultural dynamics need to be explored
- Reassuring the family you there as a support for the entire family
- Something is not ok as of her behavior or answer, need seperate meeting
- Separates meetings

How might you approach your interpreted interactions with each member of the Mbemba family in a trauma-informed way?

(2/2)

0 1 6

- Give everyone the equal chance
- Respect what they are telling you and inform them you’re there if they need to talk
- Explain that it is important that you get to know everyone in the family not just the unit.
- For the dad, asking and learning more about how he grew up.
- Ask to speak to each person separately
- Abiding by the families request regarding communication
- set individual meeting

How can you be culturally responsive to each family member, recognizing that all your interactions are mediated through the telephonic interpreter?

0 0 9

- Right male or female interpreter
- Show cultural humility
- learn more about their culture
- Bringing in resources and handouts about cultures perspectives
- Letting the family know that if needs for discussion arise that we are available in the future
- learn their dynamic more, reflect on the visit and interpretation options after each visit allowing each family an opportunity to speak
- Know more about their culture
- In women's and youth activities
- Learn more about their culture
- Their culture

Open text poll

Why might telephonic or video remote professional interpretation be the best option for Olena, if available?

0 4 4

(1/3)

- Better accuracy
- It gives Olena quick access to a qualified interpreter and helps her communicate clearly and privately
- Because some of the companies recording the conversations.
- Because it provides privacy trained professionals
- Privacy
- Builds trust
- Confidentiality
- Removes the son from being involved.
- Avoid conflict of interest
- Privacy
- Privacy
- Privacy and no social connection
- Comfort
- In Olena's case, she can rest assured that a telephone interpreter will have very limited knowledge of her. A telephone interpreter can maintain her privacy.
- Privacy!
- She expressed concerns about privacy, so

Why might telephonic or video remote professional interpretation be the best option for Olena, if available?

0 4 4

(2/3)

- a telephonic interpreter helps protect anonymity
- Privacy anonymous
- Private person
- Private and not her son
- For privacy
- Privacy
- Less work on multilingual staff member and no risk of leaving info from non-trained person
- Confidentiality
- Safe time
- Because of the ease of access
- She wants privacy
- It would be the most private
- Interpreter will not be encountered in every day
- To protect Olena's right to privacy and confidentiality
- May feel more private
- more private because she does know them
- Private
- There’s no social connection
- Confidentiality
- To protect client’s privacy.

Why might telephonic or video remote professional interpretation be the best option for Olena, if available?

0 4 4

(3/3)

- Most accurate interpretation for the need.
- Confidentiality
- she can share more freely
- Maintains her request for privacy
- Anonymity
- Privacy
- For the privacy
- Because the client needs and request privacy
- Because she’s private about her situation
- She's private and doesn't want to involve anyone.
- Privacy
- We will have a professional interpreter