Handout on Freelancing as an OPI and Webcast Interpreter

OPI Markets and Languages

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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
Networking as an OPI

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
- 49.7% 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

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

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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

AllIC’s Draft checklist for interpretation over the internet

Barbara Moser-Mercer’s Study: Remote interpreting: Assessment of human factors and performance parameters

Cyracom’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
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)

- Healthcare: 19%
- Financial: 17%
- Insurance: 20%
- Government: 11%
- Transportation: 2%
- Police/911: 7%
- Telecom: 7%
- Utilities: 5%
- Other: 12%
OPI: Individual performance in consecutive interpretation
How OPI works – Scenario 1
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
- Quick wits, sharp analytical skills, sense of humor
- Cultural sensitivity
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

- Customer service
  - Excellent
  - Poor

- PUT Yourself In Their SHOES

- It's only common sense
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:

1999:
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

- webex
- Adobe Connect
- TCC Online
- conferenceplus

Speaking line
Listening line
How webcast works – Scenario I

Client starts an audio web conference AND a phone conference

or

or

Translation agency
How webcast works – Scenario 1

Client starts an audio web conference AND a phone conference

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

Interpreter 2 has 2 landlines (speaking/listening) and logs into web conference and dials into phone conference
How webcast works – Scenario 1

Client starts an audio web conference AND a phone conference

or

Adobe Connect

and

TCC Online

or

conferenceplus
Sample Geography of a webcast – Scenario I

New York, NY

Santa Clara, CA

Schaumburg, IL

San Diego, CA

Boulder, CO

Houston, TX
Scenario I – Troubleshooting and turn-taking in simultaneous interpretation
How webcast works – Scenario II

1 interpreter
and has 2 landlines
(speaking/ listening)
Best interpreter profiles

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

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

Keen on using new technologies
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: Sennheiser, Telephone: AT & T
Markets

• Employee communications 83.3%
• Corporate awards 16.7%
• Mergers 66.7%
• 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