

Interpreter continuity: the benefits and the challenges

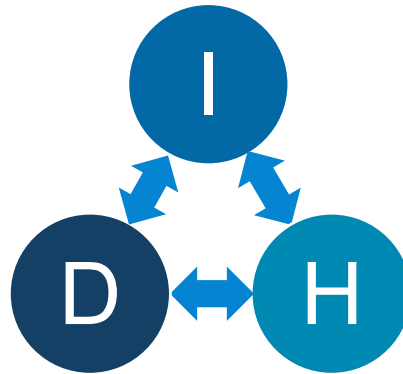
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LANGUAGE RESEARCH CENTRE

- continuity
- influence
 - language and behaviours
 - Deaf people, hearing people and interpreters
- challenges and barriers
- solutions?

Relationships



Continuity of interpreter provision

- fosters provider-interpreter trust, established communication patterns, leading to better quality interpreting (Hsieh et al 2010)
- develops trust, enhances knowledge of terminology and reduces interpreters' intrusiveness (Schofield and Mapson 2014)

Continuity of interpreter provision

- affords a “fine grained understanding” of what is going on (Dickinson 2014)
- facilitates interpretation of small talk (Bristoll 2009)

Data

- doctoral research on the interpretation of im/politeness
- semi-structured interviews with 5 Deaf participants
- semi-structured group discussions with BSL/English interpreters (2 groups of 4 interpreters)

Deaf perspectives - unfamiliarity

I would be
more careful
in what I
signed

I would add
more
vocabulary in
and use more
English

I would sign
slower

Deaf perspectives - familiarity

I could be
more myself

I would just
sign normally
with them

I know they'd do
the job properly

Deaf perspective

I like to use regular interpreters who know me well, know my personality and my style of doing things, because they can then reflect that in their English interpretation. If the interpreter is *not* someone who knows me, then I have to make sure that I am giving them the right words to say, and unfortunately that affects the whole communication flow

Deaf perspectives

No continuity

- cautious approach
- more 'English'
- change to pace, emphasis
- effortful
- interpreter may not reflect style OR content accurately

Continuity

- trust
- natural language production
- communication flows
- more relaxed
- interpreter better able to reflect individual style

SLI perspectives - unfamiliarity

You can do anything with it, but you don't know how right it is

You'd probably err on the side of caution and make it make it possibly more polite

SLI perspectives - familiarity

I think it helps you be more focussed [...] you can be more selective

you know *how* people talk to one another

...it would depend on what I knew had happened previously

Interpreter perspective

I think it's the cognitive load that is the biggest difference for me. Just knowing what they want you to do, or *how to behave*, and *how you fit in* with their workplace or meeting or whatever [...] And I think it just makes our jobs easier [...] *Knowing* that you're doing something that's *absolutely right* rather than thinking about it all the time, or making those judgements all the time. That's the biggest difference for me

Interpreter perspectives

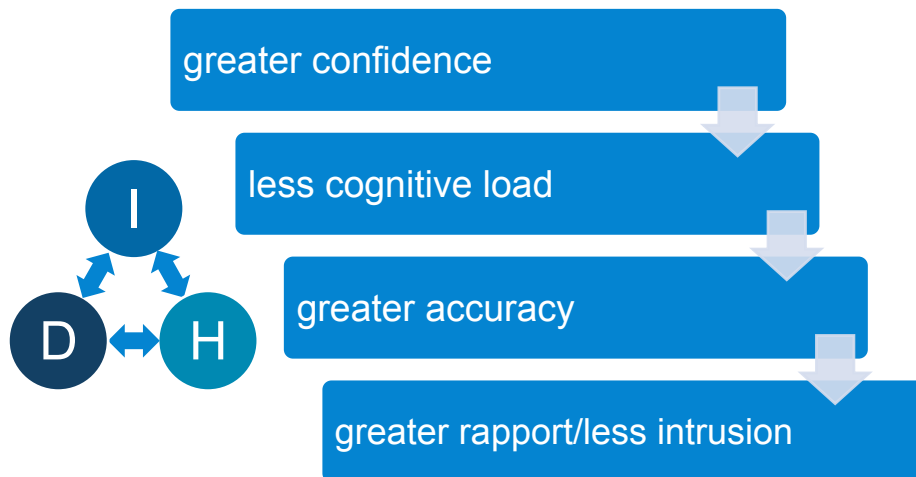
No continuity

- lack of understanding
- cognitively demanding
- generalised interpretation
- potential inappropriate lexical choice
- reduced ability to monitor accuracy

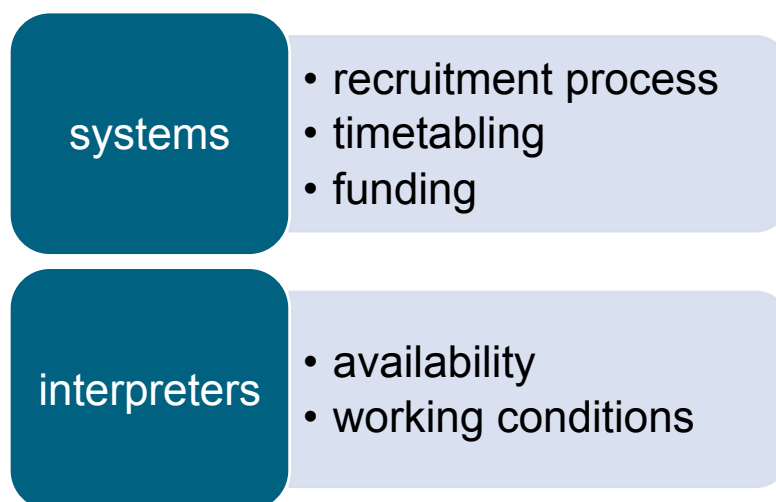
Continuity

- knowledge of relationships
- reduced cognitive load
- appropriate lexical choice
- accurate reflection of client

Familiarity – the benefits



Challenges and barriers



Solutions?

systems

- review internal systems
- report problems

interpreters

- actively recruit
- book early
- develop teams
- offer support

References

- Bristoll, Simon (2009) ““But We Booked an Interpreter!” The Glass ceiling and Deaf People: Do Interpreting Practices Contribute?’, *The Sign Language Translator and Interpreter* 3 (2): 117-140
- Dickinson, Jules (2014) *Sign language interpreting in the workplace*, Exeter: Douglas McLean Publishing
- Hsieh, Elaine et al (2010) Dimensions of trust: The tensions and challenges in provider-interpreter trust, *Qualitative Health Research*, 20 (2):170-181
- Schofield, Mark & Rachel Mapson (2014) Dynamics in Interpreted Interactions: An Insight into the Perceptions of Healthcare Professionals, *Journal of Interpretation* 23/1