



# The Interpreters Toolbox: SHARPENING YOUR ARSENAL

Interpreters facilitate communication between people who speak different languages, and in doing so, they rely on an arsenal of key skills. Sharpening such skills as note taking, when to intervene, and knowing how to navigate through emotionally charged interactions, medical interpreters can communicate more effectively while managing the flow of the conversation.

## SESSION DESCRIPTIONS:

- Note taking is an integral part of medical interpreting. It allows interpreters to listen more actively, enhance their accuracy, and reduce the number of interruptions they make of patients and providers. In this workshop, we will look at how interpreting performance is improved through note-taking and have many opportunities to practice and grow in this area.
- Whether to advocate or not continues to be one of the most challenging decision making processes for interpreters in healthcare. This workshop will explore a variety of real-life scenarios along with tools and techniques to support the interpreter in knowing when, if and how to advocate.
- Medical Interpreters can have quite a demanding role as they navigate varies situations to facilitate communication between patients, family members and providers. This workshop is designed to take a quick look at the possible ethical risks linked to interpreters who are emotionally and mentally drained, and provide a set of tips to maintain power of mind and emotional well-being.

**SATURDAY, SEPTEMBER 28, 2019 | 9:00 am – 4:30 pm | Program Cost: \$125**

9:00 am -11:30 pm	Baby Steps to Note-Taking
11:30 pm – 12:30 pm	Lunch
12:30 pm – 2:30 pm	The Art of Advocacy
2:30 pm – 4:30 pm	Brain Power and Emotional Fitness for Healthcare Interpreters

*CEUs Approved by RID, IMIA, CCHI: 0.6 total (Equivalent to 6 instructional hours) | (2 hours are performance-based)*

**Rosanna Balistreri** is a trilingual speaker of Spanish, Italian & English. She holds a B.A. in Linguistics with a Certificate of Teaching English as a Second Language (TESL), and an M.A. in Spanish Linguistics. In 2010 & 2011, Rosanna served as President of the California Healthcare Interpreting Association. She has also served as Subject Matter Expert (SME) for the Certification Commission for Healthcare Interpreters (CCHI) and is presently Member of the National Council of Interpreters in Health Care (NCIHC) Standards and Training Committee and Co-Chair of the Language of Lesser Diffusion (LLD) Workgroup. Currently, Rosanna teaches Translation and Interpreting at Cal State University Fullerton and owns REACH-reaching diversity, a consulting agency for cultural & linguistic services geared exclusively toward healthcare.



Changing What's Possible