

So You Want To Be An Interpreter? 4th edition

Study Guide: Chapter 2

Transcript

1. Communication Norms

SPEAKER #1: Signed with voice over

SPEAKER #2: Don't interrupt

One of the rules in communication which is often broken is waiting for someone to finish speaking before responding...and...often people interrupt assuming they know what the end of the sentence is going to be anyway and so they just jump in. But I would say a rule is waiting for someone to finish and even pausing before you respond, but that often doesn't happen.

SPEAKER #3: Home language ASL

...I guess I felt it more at home for me because, at home, our primary language was ASL. We were...we only used spoken English outside of the home and so it was very different and...but...I didn't feel oppressed because communication was happening at home...didn't realize the differences until when I was much older in life and realized, oh, okay, I guess some people can speak at home, some people can't. But, in our family, you know, that was the rule, norms, so that everyone could communicate with one another.

SPEAKER #4: Mediating communication in social settings

Well, I think if...if, if I'm in attendance then it would be my responsibility, at some point, to do some interpreting, even if it's a social event. Even if I'm there as me, the individual, not as me, the interpreter, it's still my responsibility. So, if a Deaf person's in the group where there's a hearing person who can't sign, then I need to be able to...to make sure that they're still involved. If the Deaf person's involved with more the hearing people who can't sign, then it's my responsibility to make sure that, if they want, to know what the conversation's about. Now I could interpret, I could do a synopsis, I could do this is what they're talking about but, it's my responsibility...and...and that's, again being a good citizen...to know that I have to do that.

Signing when Deaf people present

In any setting when there's...personally, where there's Deaf or hearing people...um, and if the hearing people can sign and if I'm having a conversation with them and there's not Deaf person involved in that conversation, I still prefer to use ASL. Um...or, or to sign and, that way, if the Deaf person is on the other side of the room, they may glance around, see what we're talking about and want to join in the conversation. But, I think that's being a good citizen....that's knowing that it's my responsibility to...and my role...to ensure that if a Deaf person's around that I'm signing.

SPEAKER #5: Communicating with my parents: Signed with voice over

SPEAKER #6: Telephone vs TTY: Signed with voice over

SPEAKER #7: Communicating in a Deaf family: Signed with voice over

SPEAKER #8: Second language errors

We moved to Canada about...over 25 years ago...uhh...the dynamics of my family are quite different from those that have grown up...were born here and, and grew up here because there was a communication gap between my parents and myself...and, um...within my siblings as well.

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Um, my, uh...parents spoke English at home although when they communicated to each other they spoke in their native language. For myself, I spoke half and half and then later lost my native language. So, I consider English my first language because I, uh...that's what I speak and read fluently...um, although, um...now that I'm older, my partner catches my...some of my English words, you know...um...I always say, um, close the blinds or...or...or, uh...close the TV, which is, apparently, an ESL, um...um...mistake that a lot of ESL users use and I never ever thought of myself that way and, now that I'm older, my partner who is very fluent in English catches me all the time and I think, god, that is something that I have to work on for my interpreting as well and be conscious of it.

SPEAKER #8: Talk around the table: : Signed with voice over

SPEAKER #9: Communicating at home: English & Chinese: Signed with voice over

SPEAKER #10: Communicating with friends and family: : Signed with voice over

2. Conflict Resolution

SPEAKER #1: Unclear expectations

I think one of the biggest challenges would be knowing what they meant and what their expectations were because often expectations are different, especially when you're interpreting, there's a different culture...and what do they expect and...how is that communicated and how is it received...and the conflict could go on and on simply because...there's not a clear understanding of what each person wants. So, the conflict is difficult to resolve...and the interpreter might not know both expectations and simply be transmitting content.

Interpreter – mediating cultures

An interpreter should really be very familiar with both cultures, if it's a Deaf culture and a hearing one. It would be most advantageous to be able to communicate with both people and even saying this person is expecting this, and this person, by saying this is expecting this, or this is what they want. So, they would definitely have to be very fluent in both cultures

SPEAKER #2: Time-limited conflict: Signed with voice over

SPEAKER #3: Interpreting a disagreement – a boundary issue?

I would think the interpreter would have to be pretty good. When I fight, I speak quickly <laughter> and they would need to...uh...they would need to be able to pick up on some of those non-verbal cues. Uh...in any anger situation there's an awful lot of adrenaline that goes into the body and you want to be able speak and be heard but you also want the individual coming back to you, um, to be heard as well...and so, the interpreter would have to very much not buy into the emotion that's going on between the two of us and get on with the business of communicating. They may have their own very definite opinions about what's happening and they may be able to see all kinds of interaction things that is occurring between two people who are arguing but they've really got to suspend their belief and get on with the business of communicating so that some kind of resolution could be happening. I would think that there may be a real temptation to start to be the, um, intermediary between the two people...and

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that could be a real difficulty in the...the individuals who are trying to resolve the conflict. If you've got an intermediary in there then, all of the sudden, it's a three person conflict. That's not a good thing. So, I think that there could be some challenges.

3. Cultural Sojourners

SPEAKER #1

I would be a little concerned what they would be thinking about me. Maybe it's my own fear of appearing superior...would they think that I know more than they do because I can hear? Do they think that I'm prejudiced in some way? I would be afraid of offending them or of them being...having a negative attitude towards me that I can hear and they can't. I would be wondering, what are they thinking about me? And since we can't talk about it in the way I normally communicate, it would make me feel awkward. Am I going to really find out what they're thinking or what's...what are they really thinking? How would I know?

SPEAKER #2 - #3: Living in two worlds: Signed with voice over

SPEAKER #4: Ethnic diversity

When I was living in Guelph, Ontario it was very, very homogenous. I did not have a lot of friends who were from a vastly different culture. So, I may have somebody who was a good friend from England or Ireland or Australia but they were every bit, um, as white as I am and...when we moved to British Columbia it was very ethnic, um, community that we moved into and, at first, I found that to be a little bit challenging and probably...ten minutes later, I found it to be enthralling. I...I just found so much energy from being with people who weren't exactly like me, who had world views that challenged mine. Those kinds of things, I've found have been enriching to my life rather than, um, limiting it in any way.

SPEAKER #5: Rules for pointing, attention getting & showing feeling

Alright, I was brought up to, for one thing, never, never point at anyone. My mother used to say 'Don't point!' We weren't even allowed to point at things never mind people, we could not point. Now that I am partially in a Deaf culture, I find that pointing is one of the first things you do and so I do point because it means, you...very common. So I have to, now, I feel as though I am between different cultures and I have to remember who I'm with. Another thing...um, another example is in English culture, if you want to get someone's attention, you might say pardon me, excuse me, I'd like to say something. In Deaf culture, the people cannot hear you so you get their attention by maybe waving your hand or banging, hitting something. Well, that would be considered very rude in English culture. Oh, well, that's different because in English culture, you don't show what you're feeling. If you're feeling upset with someone, you will try...you don't express it, you are very quiet about it. I love the Deaf sign...it's this one. It shows outwardly, calm and, underneath, the fires are burning. I love that sign because that's typical English culture. Now I find the Deaf people very direct. If they are unhappy they will tell me right away and they will probably tell me what it is that is bothering them. It could be quite a personal thing which English people would never share with someone they didn't know very well. I notice that.

SPEAKER #6: Bicultural marriage: Signed with voice over

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4. Culture Identity

SPEAKER #1

This portion of the study guide includes captions and English voice over.

SPEAKER #2: North American white middle-aged male

Well, I am definitely a North American white male, middle-aged and have experienced some difficulty in life but not the extreme difficulty that many people in the world experience...and so I've had a fairly easy life compared to many people...and may sometimes lack insight into people who've really struggled in trying to fit in with the normal...well, normal is a...hard to define...but I feel like I've had a normal life and many people have not had my experience.

SPEAKER #3: Signed with voice over

SPEAKER #4: Proud Deaf community member – sometimes misunderstood: Signed with voice over

SPEAKER #5: Deaf through and through: Signed with voice over

SPEAKER #6: Deaf, white, Jewish, Gay: Signed with voice over

SPEAKER #7: Proud Deaf, white, male: Signed with voice over

SPEAKER #8: Deaf woman & proud of it: Signed with voice over

SPEAKER #9: Christian & Businesswoman

Probably the first culture that I think of is the business community, actually. Um, when I was working in social services, while I loved it, I knew that my identity was, far more, as a businesswoman and so I've gone in that...in that direction...and when, when you're talking about community, I really identify with the business world and with, with that particular world of work. I think that's probably because I'm a woman who does not have children and so I don't have some of the connections that would naturally occur with other women and with community organizations that are kid focused. I have got a work focus in my life and I think that I'm far more identifying, um, myself in that...in that, uh vain....probably as well, you know, as somebody who attends church regularly and has, you know, God as a pivotal part of her life. I believe that I probably identify with the culture of church and Christianity and, uh, that world as well.

SPEAKER #10 - 11: Signed by the Deaf speaker with English voice over.

5. Examples of Cultural Norms

SPEAKER #1: What does culture mean to you?

It's all the un...culture is all the unspoken rules and expectations that one is accustomed to in the life and circumstances that you find yourself in...and...a lot of them are unspoken and, almost, subconscious and so they have to really think about them. What do I really mean when I say this?

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SPEAKER #2 - #5: *Signed by the Deaf speaker with English voice over.*