

## **SUGGESTIONS FOR EFFECTIVE CONVERSATIONS BETWEEN TEAMS AND FAMILIES**

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### **Getting Started**

Those being translated and the interpreter should discuss the following information before the translated conversation begins.

#### **Reviewing content and terminology**

The person(s) being translated and the interpreter should briefly discuss what information will be covered in the conversation and define any specific terms that may be used. The interpreter should have an opportunity to consider what terminology would be appropriate in the translated language and to ask questions for clarification.

#### **Agreements about flow of conversation**

Discuss the length of phrases the interpreter is comfortable translating at a single time and briefly practice this rhythm.

#### **Agreements about seating arrangements**

Where the interpreter sits will have an impact on the relationship that is established between those communicating. It is often preferable to have the interpreter sit or stand beside the family.

#### **Agreements about starting conversations**

Decide who will start conversations and introduce people. The interpreter will then explain that they will simply repeat in the other language what is being stated.

#### **Confidentiality**

Interpreters and families should be informed that these interactions are confidential and privacy will be respected.

<b>Engaging in a Translated Conversation</b>	<b>Ideas for those being translated</b>	<b>Ideas for the interpreter</b>
<b>Initiating conversation</b>	Introduce yourself to the family, and make sure everyone knows who is a part of the conversation and why.	Make sure everyone understands who is in the conversation and what your role is.
<b>Eye contact</b>	Look at the person(s) with whom you are communicating, not the interpreter.	Look at the person(s) to whom you're translating.
<b>Regulating the flow of conversation</b>	Use the agreed-upon length of phrases and stop at meaningful points.	Translate completely and as accurately as possible. If you need repetition or clarification, ask.
<b>One person speaks at a time.</b>	Be sure to allow one person to speak at a time and to be translated before you add your comment. Agree as a group, at the beginning, to avoid side conversations.	Translate one person at a time. If necessary, ask others to pause. Ask those engaged in side conversations to repeat

		what they've said so that you can translate it.
<b>Seek clarification</b>	Check in. See if the family understands you and what it is they understand.	Recognize that participants may need to seek clarification from each other and to correct any misunderstanding or misinterpretations that may have occurred.

Adapted from Eiserman, The Spectrum Project (1998)

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