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CONFERENCE INTERPRETING
(ПЕРЕКЛАД КОНФЕРЕНЦІЙ)
методичні рекомендації до курсу «Переклад конференцій»
для здобувачів вищої освіти другого (магістерського) рівня
спеціальності 035. «Філологія» (спеціалізація 035.041
«Германські мови та літератури (переклад включно)
перша – англійська»

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Методичні рекомендації охоплюють основні положення програми курсу з перекладу конференцій. В них, зокрема, визначені основні етапи підготовки до перекладу конференції, перевірки технічного обладнання напередодні заходу; розглянуто різні аспекти координації роботи перекладачів під час перекладу, особливості комунікації зі спікерами та етичні аспекти роботи.

Призначені для здобувачів вищої освіти другого (магістерського) рівня за спеціальністю 035. «Філологія» (спеціалізація 035.041 «Германські мови та літератури (переклад включно) перша – англійська» що навчаються на факультеті романо-германської філології ОНУ імені І. І. Мечникова за освітньою програмою «Переклад (англійська та друга іноземні мови)», а також слухачів інших філологічних напрямів. Для денної, заочної та дистанційної форм навчання.

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PART I
OUTLOOK OF CONFERENCE INTERPRETING

CHAPTER 1
WHAT IS CONFERENCE INTERPRETING. THE CONTEXT OF THE CONFERENCE INTERPRETER'S WORK

Great conferences are remembered for their content, organization and learnings. Interpreting is a central aspect of making sure the conference or event is a success.

In a nutshell, a conference interpreter is someone who can speak one language while listening to a second language at the same time. As anyone who speaks a second language will tell you, doing this under pressure, while making sure the relevant information is presented clearly, is a genuine skill. A professional interpreter will relay the message with the same delivery style, tone and convictions of the speaker.

For an attendee, it means the ability to communicate with freedom, without having to worry about dumbing down a message or losing important details and information in regional nuances. Crisp, clear, understandable communication, in other words.

At a time when multilingual conferences are becoming ever more specialized and technically complex, when an impersonal machine assigns an interpreter to a meeting on tin in the morning and one on dairy products in the afternoon, when the number of working languages is increasing as rapidly as the use of consecutive is declining, and when newly-fledged (and sometimes decidedly under-fledged) colleagues are being hastily drafted in to fill ever more booths, there is a pressing need to maintain quality and standards in the profession of conference interpreting, to motivate newcomers to do so and show them how, and generally to recognize that the profession's reputation for quality and integrity rests on the sum of our individual efforts to secure it.

What do conference interpreters do? Conference interpreters:
• bridge the gap in all kinds of multilingual settings where speakers want to express themselves in their own language and still

understand one another (conferences, negotiations, press briefings, seminars, depositions, TV broadcasts: you name it!)

• do not do written translation: translators work with written texts, interpreters convey ideas orally

• do not just parrot: they convert ideas expressed in one language (the source language) into another language (the target language) as smoothly and idiomatically as possible, preserving the meaning, tone and nuance of the original speaker

• interpret "consecutively": i.e. the interpreter is in the same room as the participants, listening carefully to what is said, perhaps taking notes; when each speaker pauses, the interpreter conveys the same message from source to target language

• interpret "simultaneously": i.e. the interpreters work in a team sitting in a soundproof booth; they take turns conveying each speaker's ideas from source to target language in real-time; the audience in the conference room listens through headsets

• interpret using "chuchotage" or "whispering": i.e. the interpreter is in the same room as the participants providing a whispered interpretation in real-time to a small number of listeners.

REVIEW QUESTIONS:

1. What is the reason why the types of interpreting other than consecutive are used during conferences?

2. Do the conference interpreters perform written translation and shall they if specifically required?

2. What type of interpreting, used during the conferences, requires sophisticated equipment and why?

CHAPTER II
CODE OF PROFESSIONAL ETHICS
AND QUALITY ISSUES

2.1. A practical view at quality

In a multilingual conference, it is important to minimise the risk of misunderstandings by using interpreters who can understand the

speakers directly rather than translating what is being interpreted by another interpreter (a relay). For the more commonly used European languages it is usually possible to avoid the systematic use of relay.

A poor interpreter may leave gaps, leave sentences unfinished, have a very strong accent so that the listeners are obliged to put considerable effort into understanding what is being said. In the worst cases, communication may break down completely. A professional service ensures good liaison at the conference by appointing a team leader.

Interpreters are employed to ensure perfect communication across language barriers. Knowing a language is not enough. It is a job for which properly qualified and experienced professional interpreters are essential. Membership of a professional body is itself indicative of the professional attitude adopted by the interpreter to his or her profession.

Conference interpretation, whether consecutive or simultaneous, needs to be learned properly. Education to university honours standard, with a post-graduate diploma in conference interpretation is desirable.

Conference interpreters meet a wide range of subjects and cultural references in their work. They need very broad general knowledge and the ability to grasp complex issues. Professional interpreters research the subject of the conference and prepare glossaries of relevant and specialist terms. They invest in specialist dictionaries or textbooks where appropriate.

Professional interpreters pay regular visits to the countries where their working languages are spoken, and through the various media, keep up to date with changes in language and culture. They may also take refresher courses to widen their knowledge, more particularly of science and technology.

Conference interpreters have a wide general knowledge and the ability to absorb new information quickly and effectively, grasping the broader issues and the detail; they can work well in a team; have tact and discretion, in short, they are all-round professionals.

As conference interpreting is a professional communication service, quality in interpreting is a function of communication. It is

your job to communicate the speaker's intended messages as accurately, faithfully, and completely as possible. At the same time, make it your own speech, and be clear and lively in your delivery. A conference interpreter is a communication professional who needs to be a good public speaker, so make your interpretation fluent, expressive, and communicative.

In a number of respects, good interpreting is like acting. As the speaker's alter ego, you must strive to convey both the substance and the emphasis, tone, and nuance of what is said, so as to allow your delegates to comprehend the speaker's messages just as clearly and effectively as those who are listening to the original. Watch the delegates listening to you for their reactions and hold their attention by being not only accurate but convincing. Make them forget they are hearing the speaker through an interpreter.

Here is what a UN chief interpreter has to say about quality:

"Quality is more than a merely linguistic concept. Let me start with the most obvious. Many an interpreter knows his languages inside and out, misses nothing, makes no serious mistakes, and yet does not quite succeed in interpreting altogether satisfactorily. The main problem is too much of an obsession with words and not enough attention to sense. I can always tell when an interpreter is too much in thrall to words: he is the one talking too much, too fast, and more monotonously; the one whose speech reeks so much of translationese that I can guess in no time what language he is interpreting from. I prefer professionals who are prone to talk less and say what really counts, idiomatically, with elegance, precision, natural intonation and poise. I find it difficult to put up with practitioners who sound bored and boring, or have a halting delivery, or scarcely pause to take breath and then at the wrong places. In that, I am irritated by the same things that irk any listener in any speaker. I want my interpreters to be top-notch communicators" [17].

Professional conference interpreters speak in the first person on behalf of the speaker, and, as such, their primary loyalty is always owed to the speaker and to the communicative intent that the speaker wishes to realize, whatever the speaker's position or point

of view. The interpreter is morally responsible for the integrity of his or her work and must not bow to any pressure in performing it. The interpreter must never change or add to the speaker's message. Furthermore, the interpreter must never betray any personal reaction to the speech, be it skepticism, disagreement, or just boredom.

Be sure to match your register to that of the speaker and the audience. If the speaker is using simple, plain words, do not distort the original by using abstruse terms or particularly arcane expressions. Conversely, do not lapse into a familiar or jocular tone on formal occasions. Aim to come across the way the speaker would if s/he were speaking the target language.

Remember that the delegates' life is not always easy. Some have to wear headphones most of the time and they are less well protected from extraneous noise than interpreters. It is tiring enough to have to follow several days of discussions, and when this has to be done via interpretation through headphones, it becomes very demanding. Be helpful, by being clear and making your interpretation as easy and pleasant to follow as possible. Do not speak in sharp bursts followed by long pauses, nor in a deadpan monotone, nor in a sing-song. Make sense in every sentence, and finish every sentence. Always quote document references particularly clearly.

2.2. Professional ethics

As professionals with important responsibilities to their speakers, listeners, colleagues, and clients, and to society, conference interpreters must hold themselves to the highest standards of professional ethics. In particular, they must conscientiously observe their obligations of integrity, professionalism, and confidentiality, so as to uphold and advance the honor and dignity of the profession and to preserve and enhance the trust of those who rely on them.

Adopted at the founding of our association, the AIIC Code of Professional Ethics enshrines the fundamental principles of ethical conduct for professional conference interpreters, and has remained basically unchanged for five decades. It is concise, essential, and if

anything, even more relevant today than it was when developed by our founders; as two past presidents of AIIC have underscored, the 21st century will be the century of ethics.

As a framework of fundamental principles, the code is not intended to provide specific guidance for all situations, nor would that be possible. Your own best judgment and discretion will always be required in applying the principles to specific circumstances.

A full discussion of professional ethics and their significance is beyond the scope of this practical guide, but to recap the most important points in practice:

• Do not accept an assignment for which you are not qualified. Do not hesitate to turn down an offer if you think you are not sufficiently experienced to handle it, if it is too difficult technically for you to do it well, or if you don't have time to prepare fully.

• Working conditions: Always strive to secure satisfactory working conditions, so as to ensure the highest quality of interpretation. If you are acting as consultant interpreter or team leader, this applies a fortiori as an obligation you have to your colleagues.

• No replacement: If you have accepted a contract, do not attempt to get out of it when you are later offered a more attractive assignment. Conference interpreters must not accept more than one job for the same period of time.

• Prepare thoroughly. Acceptance of an assignment implies a moral undertaking to work with all due professionalism and to a high professional standard.

• Fidelity: The interpreter's primary loyalty is always owed to the speaker s/he is interpreting. It is the interpreter's duty to communicate the speaker's meaning as accurately, faithfully, and completely as possible, whatever the speaker's position or point of view. The interpreter is morally responsible for the integrity of his or her work and must not bow to any pressure in performing it.

• Professional secrecy: The interpreter is bound by the strictest secrecy, which must be observed towards all persons and with regard to all information disclosed in the course of the practice of the profession at any gathering not open to the public.

• No personal gain: Interpreters must refrain from deriving any personal gain whatsoever from confidential information acquired in the exercise of their duties.

• Integrity: Do not accept any job or situation that might detract from the dignity of the profession, and refrain from any act that might bring the profession into disrepute.

• Collegiality: Conference interpreting is teamwork. Be a helpful and loyal colleague. Remember that you are part of a team and, more generally, a member of a community, and act accordingly at all times.

In fact, much of the practical advice given in this guide is based on the AIIC Code of Professional Ethics, together with the closely related Professional Standards.

REVIEW QUESTIONS:

1. Referring to your personal views and values, rank the points of professional ethics mentioned in this chapter from most important to least important.

2. In your opinion, why is conference interpreting a job where special training is required beyond excellent language skills? How does it influence the quality of interpreting?

3. Is the following statement true or false: a good conference interpreter shall demonstrate how extended and sophisticated his/her vocabulary is, otherwise the quality of interpreting will be called into question.

CHAPTER III
PROFESSIONAL ASSOCIATIONS AND ORGANIZATIONS. AIIC A-B-C CLASSIFICATION

3.1. The International Association of Conference Interpreters (AIIC)

The International Association of Conference Interpreters (AIIC) is the worldwide professional association for conference interpreters. Membership of AIIC is a badge of professionalism and

quality that is recognized internationally. Whether you are a freelance or staff interpreter, being admitted to AIIC is an important milestone in your career.

As this guide is an AIIC publication, you will not be surprised to find yourself encouraged to apply for membership of your professional association. You will find a detailed explanation of the application procedure in Applying to AIIC: A Primer.

As a member, you will have a chance to influence how the profession develops. Do not just pay your dues, but be an active member: Take an active interest in the affairs of the association, which is democratically run and relies on volunteers to do much of its most important work. Read AIIC's publications, including the *Bulletin* and *Communicate!*, and contribute a letter or an article. Attend regional meetings, go to AIIC assemblies, and join voluntary groups tackling the issues that matter most to you. If you want to change something, see if you can find like-minded colleagues and put proposals to your regional meeting and to the Assembly in accordance with the procedure laid down for that purpose.

If you are asked to sponsor an application to join the association, read the Regulations Governing Admissions and Language Classification carefully. Remember that when you sign a sponsorship form, you are stating that you would be prepared to recruit that person for the language combination in question, and you are vouching for his or her professionalism and ethics. Once you have agreed to be a sponsor, you must be prepared to defend your judgment if challenged and to support the candidate. If you refuse to sponsor a prospective applicant, give your reasons openly and fairly. Less demanding sponsors might be found elsewhere, but you will have reminded that person of the standards set by the profession.

3.2. The AIIC A-B-C – a universal system for classifying active and passive working languages

There is a difference between understanding a language and speaking it. This difference lies at the heart of how interpreters classify their working languages. As well as speaking their mother

tongue flawlessly, conference interpreters also have a perfect understanding of one or more other languages and the culture that lies behind them. They may not speak all of those languages equally well, however.

Even in their mother tongue people sometimes have the feeling that they 'cannot find the right word' to express themselves. In a foreign language this is even harder. It is obviously essential for an interpreter to be able 'to find the right word' in all circumstances, even under stress.

Interpreters must be able to transpose a message from one language to another very quickly, particularly in simultaneous interpretation, which is very fast. They must understand instantaneously, think rapidly and speak fluently. Interpreters are able to express themselves better and more fluently in some languages than in others.

The languages they speak fluently are called their **'active' languages.**

Those which they understand perfectly but do not speak as fluently are called their **'passive' languages.**

Interpreters' working languages are classified according to three categories – A, B, C.

The 'A' language is the interpreter's mother tongue (or its strict equivalent) into which they work from all their other working languages in both consecutive and simultaneous interpretation. It is the language they speak best, and in which they can easily express even complicated ideas. It is therefore an active language for the interpreter.

A 'B' language is a language in which the interpreter is perfectly fluent, but which is not a mother tongue. An interpreter can work into this language from one or several of their other working languages, but may prefer to do so in only one mode of interpretation, either consecutive or simultaneous (often in 'consecutive' because it is not as fast). It is also considered an active language for the interpreter.

A 'C' language is one which the interpreter understands perfectly but into which they do not work. They will interpret from

this (these) language(s) into their active languages. It is therefore a passive language for the interpreter.

An individual conference or meeting has its own active and passive languages. The languages spoken by participants will be active languages of the conference and those they listen to through interpreters will be passive languages of the conference.

So, if you're organizing a conference with interpreters, you will be asked which are the active and which are the passive languages of the conference, i.e. which languages are likely to be spoken by participants and which will need to be interpreted into one or several other languages for the other participants to listen to.

The team of interpreters will be organized so that their working languages correspond to your requirements. This can be a complicated business, especially if there are many languages involved, so you might be well advised to ask a consultant interpreter to help you.

REVIEW QUESTIONS:

1. What are your A-B-C languages, according to AIIC classification? In your opinion, how can the A-B-C classification be adjusted for bilingual or close-to-bilingual interpreters (e.g. those seeing both Ukrainian and Russian as his/her mother tongues)?

2. Find out what translation schools or postgraduate training courses the AIIC deems best in the industry. Prepare a short review on the admission requirements, subjects studied through such degree courses, their tuition fee, etc.

3. What are some advantages to be a member of professional associations, AIIC in particular? How can an employer benefit from the interpreter's membership in AIIC?

CHAPTER IV
PREPARING FOR THE CONFERENCE: GLOSSARY, INFORMATION SOURCES, PRE-CONFERENCE BRIEFING.

4.1. Inquiries, options, and firm offers

When you are contacted regarding your availability for an upcoming assignment, you may be presented with an inquiry, an option, or a firm offer. **An inquiry** is simply a request for information about your potential availability. This is a preliminary stage of contact, and no obligations are undertaken by either the recruiter or the interpreter.

An option is an offer of work that is subject to confirmation. In accepting an option, you are giving the recruiter a right of first refusal for the dates concerned. This concept is sometimes confusing for beginners. When you accept an option, it means that

(a) once the assignment is confirmed, the recruiter will let you know immediately and will engage your services for the dates specified under the agreed terms;

(b) if the assignment is cancelled, the recruiter will let you know immediately and release you from the option; and

(c) before the option is either confirmed or cancelled, if you receive a firm offer for another, conflicting assignment, you will, before accepting, first contact the holder of the option and give them the right of first refusal, at which point the option holder must either confirm the option or release you.

A firm offer is one which, when accepted, creates a binding commitment between the interpreter and the recruiter. A firm offer can be made and accepted orally or in writing, including by e-mail. Acceptance of a firm offer is usually followed up by signing a written contract, which is a formal written agreement setting forth the agreed arrangements, working conditions, and the rights and obligations of each party.

4.2. Preparing for the conference

If ensuring proper working conditions is the first pillar of quality in conference interpreting, diligent preparation is the second. Always prepare thoroughly for your meetings.

The more you know about the context, subject matter, and terminology of the meeting, the better your performance in the booth will be. A conference interpreter needs to have as good a knowledge of the terrain as any trekker heading into the Himalayas. In today's market, many meetings are becoming increasingly specialized and technical, and at the same time, with more and more qualified interpreters entering the profession, competition is becoming more and more intense. Colleagues who are known to prepare their assignments scrupulously are always at the top of recruiters' lists.

Thorough preparation takes time and effort. Make sure that you schedule sufficient time to do the necessary research before the conference.

4.3. Information sources

There are three main sources of information that interpreters use to prepare for an upcoming meeting: conference documents, the Internet, and other background information and terminology resources, and the pre-conference briefing.

The most useful conference documents are:
• program or agenda
• background papers on the subjects and organizations involved
• documents to be discussed
• texts of speeches to be delivered
• PowerPoint presentations and the speakers' notes
• multilingual glossaries of the relevant terminology
• summaries or minutes of previous meetings
• list of speakers and delegates
• speakers' bios

Although standard contracts do require the conference organizer to provide documents to the interpreters in sufficient time to

prepare, one would be rather lucky to receive all of the above – in all relevant languages – in good time before the conference. It is of course the responsibility of the chief interpreter or team leader to deliver polite reminders to the conference organizer. Often, though, some documents will not be finalized until the wee hours of the morning before the conference starts. It can help to ask for drafts in whatever state they are in, reminding the organizer that all documents provided will be treated as strictly confidential and will be destroyed or returned at the organizer's request.

Increasingly, documents are being placed on the Internet for the delegates and interpreters to download themselves. Also, more and more documents are being sent out by e-mail. It is a very good idea to ask the organizer to convert huge and unwieldy PowerPoint and PDF files into smaller file formats (like .rtf) before sending. Make sure that your inbox is large enough to receive inbound file attachments.

In the case of PowerPoint documents, be sure to request a copy that includes the speaker's notes under each slide – these are often suppressed in the version distributed to delegates.

When a full set of conference documents is not available in all the relevant languages (and even when it is), the Internet is an extremely powerful tool for preparation of both subject matter and multilingual terminology. It is well worth investing time in learning how to search expertly for information on the web. Encyclopedias, basic textbooks for beginners, pre-existing topical glossaries in the relevant languages, and other introductory materials are also very helpful sources of background information and terminology.

The first time you work for an organization, be sure to get hold of its basic texts (Charter or Constitution, Statutes, Rules of Procedure, Standing Orders, etc.) in the languages you cover. Study these in detail; the better your mastery of the organization's structure, procedures, and jargon, the more likely you are to be recruited again. Interpreters must identify with and fit in to the "corporate culture" of the organization.

4.4. Glossary preparation

On the basis of the conference documents and your own research, prepare your own multilingual glossary for the meeting. Never be a terminology freeloader, relying on others to do the work. Glossary preparation is an important learning process, the main point of which is to help you understand and memorize the terminology. On-the-fly glossary lookups while interpreting are distracting and difficult – especially when using somebody else's glossary.

In your glossary, include not only unfamiliar technical terms, but also recurring topical items of a more general nature, in order to contextualize yourself and to increase their 'availability', so that they are on the tip of your tongue when you need them. Pay attention to usage that is specific to the particular body or topic at hand; a Management Committee in one context may be Steering Group in another. It can be helpful to make a separate list for acronyms, titles of officials, and the names of committees.

Make sure that you know how to pronounce names and other proper nouns, and, if necessary, include an indication of their pronunciation in your glossary. Similarly, make sure that you know the names of all the relevant countries in all your working languages; pay attention to any that may have changed as a result of political developments.

In compiling your glossary, whether on a computer or on paper, make sure that you have a logical system for sorting terms (e.g. by subject, organization, committee, etc.) in alphabetic order for each language so you will be able to find the term you are looking for quickly.

Be prepared to share your glossary with the other members of the team. It can be very helpful to cross-reference your glossary against those prepared by other colleagues, including colleagues working in other booths. You may discover some gaps in your preparation, and you may find that there are other translations for terms that you have already captured.

4.5. Coordination with the organizer

Another important aspect of preparation is one that is the responsibility of the consultant interpreter or team leader. This is coordinating closely with the conference organizer in the run-up to the conference, to ensure that technical and other arrangements are in place. Inter alia, it is a good idea to have distributed to all the speakers, through the conference organizer or secretariat, a copy of Guidelines for Speakers, if possible and available.

It is also good practice to visit the conference hall the night before the conference, to make sure that the technical set-up is satisfactory, and, when mobile booths are being used, that they are positioned properly in the meeting room with a direct view of the speaker and of the projection screen. For instance, AIIC provides a checklist for conference organizers that may be useful in the pre-conference coordination process.

4.6. The pre-conference briefing

A pre-conference briefing, even a very short one immediately before a session, can be a valuable addition to the interpreters' preparation for a difficult technical meeting. It can also enhance the professional image of the interpreters. A well-organized briefing, i.e. one attended by experts, preferably covering the working languages of the conference, and by the interpreters, who have studied the conference documents and done background research in advance, can greatly improve interpretation performance.

Experts usually appreciate informed questions, and in the course of discussing the significance of a term or a process, they develop a much better understanding of the interpreters' work and much greater confidence in the interpreters' ability to deal with technical subject matter.

The pre-conference briefing may also be a good opportunity to remind speakers of the need to provide to the interpreters a copy of any text that is to be read out during the conference, and to demonstrate the appropriate reading.

REVIEW QUESTIONS:

1. Besides those mentioned in this chapter, can you think of other sources of information an interpreter can use to prepare for the event?

2. As an interpreter, at what stage – an inquiry, an option, or a firm offer – would you expect to be paid a forfeit, if the event is cancelled? Find the information about the standard forfeit amount or percentage you can lay claim to in case of a short-notice cancellation of your assignment.

3. Why is cross-checking your glossary with other members of your team is important? How can attending a pre-conference briefing help in preparing for the conference?

CHAPTER V
THE CONFERENCE: SETTING-UP, MICROPHONE PROTOCOL, RELAY INTERPRETING, CRISIS MANAGEMENT, CONTACT THE DELEGATES

5.1. Getting there and setting up

The only people who must be on time for a meeting are the interpreters. On the first day of a conference, it is advisable to arrive at least 30 minutes early, to make sure that you can find your booth, to get set up properly, and to reassure the organizer that the interpreters are present and ready to go. On any meeting day, interpreters should be in position at least 15 minutes before the scheduled starting time, to allow time to get ready, and to check whether any new documents have been circulated or ad hoc working groups convened. A group of delegates may habitually arrive late, but the day you do, you may find that they arrived on time and are waiting for you. Take traffic into account, and make sure you leave in plenty of time to be early.

Dress appropriately to fit in at the meeting; you may find yourself having to interpret in consecutive at a luncheon or in the event of a problem with the simultaneous equipment. Use perfume or aftershave sparingly; too heady a scent can be a problem in an

enclosed interpretation booth. Avoid bangles and other jewelry that can make noise in the booth. If you need eyeglasses for reading documents or viewing slides, don't leave home without them. Also, make sure to bring notepads and pens, your documents and glossary, and any other gear you may find helpful: opera glasses, highlighters, paper clips, Tylenol, eye drops, an electronic dictionary, your special headset, etc.

When you arrive, introduce yourself to any colleagues you haven't met, and also to the technicians, who are important allies we rely on to make sure things go smoothly.

Next, familiarize yourself with the equipment and do a sound check. Make sure you know how to operate the console and, in particular, how to switch the input channel from the floor to the appropriate relay channel(s) and back. If you will be doing retour, make sure you know how to switch the output channel to that of your retour language and back again as well. Do a sound check, to ensure that everything is working properly, and make sure to test the cough button. If there is any problem contact the sound engineer. Make sure that you know how to tell when the microphone is on and when it is off. When you are done, ensure that all microphones are turned off.

Discuss and determine working arrangements. It is important to have a clear understanding of who does what when. Arrangements must take account of the needs of all the booths, overall language cover, working conditions, difficulty of the subject matter, and any special expertise that exists within the team. Slavish adherence to the clock or to dividing the work rigidly on the basis of the number of papers to be presented may serve neither your interests nor those of the delegates. For example, it is rarely advisable to change interpreters in the middle of a speech, unless it is very long. Also, in a team where all the working languages are covered in each booth, there can be no excuse for systematic relay or the sudden absence of a given language combination. This can happen if there has been insufficient consultation between booths. The chief interpreter or team leader is responsible for coordinating inter-booth

arrangements, and must therefore be kept informed of what is proposed.

Set up your working space. The agenda, your glossary, the list of participants, and other key documents that you will need to refer to frequently should be placed in a convenient position for easy access; some colleagues will stand them up against the glass of the booth window, behind the console. Texts of speeches should be sorted chronologically. Keep your working space tidy and well-organized.

Read through the most recent list of participants and familiarize yourself with names that may be difficult to pronounce or to recognize when spoken by a non-native speaker. You might also want to take a few minutes to review your glossary and activate the relevant terms in your mind.

Before the meeting begins, make sure that your mobile phone is turned off. Silent mode is not advisable, because most handphones will interfere with the audio system if they are too close to the console and because a flashing or buzzing phone is an unwanted distraction to both yourself and your boothmate. So, switch it off completely and check for messages later.

5.2. Volume and microphone protocol

Keep your volume down. Set your headset volume to the lowest level at which you can comfortably listen to the speaker. Then, deliver your interpretation at a comfortable low speaking volume. In order to achieve better acoustic separation between their 'input' and 'output', many colleagues wear their headset with one side on one ear and the other side either partly or completely off the other ear. It is a good idea to keep one hand on the volume control, in order to make necessary adjustments in real-time. Remember that you can also adjust the tone control (bass/treble balance), and that this can sometimes be more effective than increasing the volume level.

Some beginners tend to crank their headset volume up to a very high level, out of fear that they will "fail to hear" something. As a result, they wind up yelling at the microphone in order to be able to hear themselves. This vicious cycle must be avoided. Setting your

headset volume too high might damage your hearing over time, and raising your voice is entirely unnecessary, as interpretation microphones are very sensitive. It is annoying for the delegates who have to put up with shouting in their receivers, and agonizing for boothmates who are trapped in a small, enclosed, acoustically insulated space. Moreover, speaking in a very loud voice will create a sense of agitation and nervous energy and will tire you out quickly. Conversely, keeping your volume level down can help you to feel calm and centered, especially when interpreting a fast or difficult speaker.

If there is a considerable difference in volume between your voice and that of your colleague, ask the sound engineer to adjust the output volume whenever you switch. Try always to speak at a constant distance from the microphone and do not turn away from it while interpreting.

Microphone protocol dictates that the only sound that should be transmitted through the interpreter's microphone is that of the interpreter's voice clearly and professionally interpreting the speech that is being delivered on the floor. This means that you must not rustle papers, pour out glasses of water, drum your fingers on the work surface, or otherwise make noise in front of a live mike. Learn to handle documents and turn pages silently. If you have to switch off your microphone momentarily in the middle of interpreting, in order to cough, sneeze, say something to your boothmate, etc., be sure to use the cough button; don't use the main on/off switch, because that will return your listeners to the floor, flooding their earphones with the voice of the speaker.

Microphone protocol also means that when no speech is being interpreted, microphones should be turned off. During breaks and recesses, make absolutely sure that all microphones are switched off. Never let any in-booth conversation be transmitted over a live microphone. When microphones are left on inadvertently, very embarrassing things can happen. Even when you think that all microphones are off, it is best to avoid saying anything in the booth that is not suitable for broadcast over the public sound system, just in case.

5.3. Relay interpreting

In relay interpreting, the *'pivot',* i.e. the interpreter the other booths are listening to and taking relay from, has a very special responsibility. Apart from those delegates who are listening to the original, everybody else at the meeting is relying on the pivot to deliver the speaker's message. When you are pivot, all the principles of quality interpreting apply, of course, and a good pivot is, first and foremost, a good interpreter. However, the pivot must also make a special effort to interpret with the needs of colleagues in mind, and to be maximally clear and helpful.

Those taking relay cannot hear the prosody of the speaker's discourse, and therefore cannot rely on its intonation, rhythm, and stress to help them follow the thread. Also, because they do not know the language of the speaker, they may not pick up on cultural referents, allusions, and nuances. Moreover, they may lack familiarity with the local circumstances, political, geographical, and other, of the country that the speaker represents. They may also find it difficult to repeat names of persons and places in a language they do not know. Added to all this is the extra difficulty of feeling cut-off or one step removed from the speaker and the conference room.

These inherent difficulties of relay interpreting call for the pivot to adopt a special approach, tailored to the needs of colleagues taking relay, to help them deliver a clear message to their delegates.

Here are some useful guidelines for when you are the pivot:
- If you have received an advance copy of the speaker's text in a language that is understood by colleagues in other booths, make sure that they receive it. If you have a copy in your language only, but there is an opportunity to do so in advance, brief colleagues who will be taking relay from you on names, numbers, and terms of special significance in the text.
- Make a point of stating the name and identity of each new speaker, and the language in which the speaker is taking the floor.
- Begin speaking immediately. Fill in the first few seconds of lag time with something neutral, if necessary, so as to reassure the other booths that they are tuned in to the correct relay channel and that the relay system is working.

- Make a special effort to articulate clearly. In particular,
o Pronounce numbers clearly, if possible twice.
o Quote document references clearly, if possible twice.
o Pronounce names clearly and slowly, especially ones that the other booths may have difficulty with.
- Make yourself easy to follow. Try to construct simple complete sentences, and avoid using obscure words.
- Do not reproduce the speaker's false starts or obvious slips of the tongue.
- If you realize that you have not been clear, restate the idea clearly and succinctly. If, after interpreting an idea, in the light of further context you realize that a clarification or revision is required, make the necessary correction clearly and succinctly.
- Avoid long pauses in your interpretation.
- If the speaker makes asides about his/her own speech – for example, after making a mistake, correcting it and saying 'sorry', or mentioning that s/he can't seem to find the right place in a document, etc. – you may add the words 'says the speaker', to avoid any confusion.
- Do not get too far behind the speaker, and try to finish with the speaker or as soon after the speaker as possible. Remember, there is a double lag in relay. If you take too long to finish after the speaker has concluded, by the time the colleagues taking relay have wound up their interpretation of your interpretation, the next speaker may already be a few sentences into his or her intervention.
- When speakers change, be sure to indicate so.

When your boothmate is the pivot, your supporting role is especially important. Help your partner by writing down numbers, names, terms, and other useful information in LARGE and LEGIBLE letters. Help find documents as they are needed, and offer them proactively to your partner. Help your partner find the place in a document that the speaker is reading from or referring to. Check that your partner's microphone is transmitting on the correct language channel, especially before and after *retour*. **Never leave your partner alone in the booth when s/he is giving relay**.

If you take relay from a colleague and s/he does a good job, make a point of saying so afterwards. It is an especially demanding role, and **expressions of appreciation** are gratifying. If you found the relay difficult to follow, think twice before you rush into the pivot's booth to complain. Try to be constructive instead; understand the difficulties and realize that you are adding to them by having to take relay.

5.4. Crisis management

Conference interpreting has been described as crisis management. Many mini-crises can be averted through solid preparation, good technique, and effective teamwork in the booth. However, there will be times when it is necessary to **call attention to a problem**, and the interpreter should not hesitate to do so if it is in the best interests of the meeting.

If you have not understood something essential, say so over the microphone. Your delegates can then decide whether they want to ask the speaker to repeat it. Likewise, if a speaker is reading at breakneck speed from a written text that you haven't received a copy of, making it impossible to provide a complete and accurate interpretation, say so over the microphone. You may inform your delegates of the problem and indicate that you will try to provide a summary. If necessary, you may state that you regret that you will have to stop interpreting until reliable interpretation becomes possible again. Turning off your microphone is of course an extreme tactic, but when no interpretation is better than the best interpretation possible under the circumstances, it is undoubtedly the ethical thing to do.

When calling attention to a problem, be **professional, calm, and to the point**.

5.5. Contact with delegates

During your contact with delegates, try to be an **ambassador for the profession** and for the colleague who recruited you. Good communication with delegates, as with the organizer, makes for good interpretation.

Social occasions, such as coffee breaks, luncheons, dinners, and receptions, can present good opportunities to do some **public relations** for the profession. Do not, however, monopolize your delegates' attention, as social occasions give participants a chance to make contacts and deal with business or professional matters. If the interpreters take up too much time, it may well be resented. Avoid becoming the center of attention.

If a delegate compliments you, be loyal to your colleagues and include them in the tribute. Never criticize a colleague to others.

Do not discuss the meeting or a particular speech in public, even with colleagues. You may find yourself quoted in the next day's newspaper or discover, when you turn around, that the speaker is just behind you.

Never hand over copies of documents to inquiring journalists or others. You have a duty of confidentiality, and even when the documents requested are publicly available, it is still inappropriate to do so, as you should avoid any appearance of indiscretion. Always refer such requests to the conference organizers.

When inside the booth, remember that you are acoustically but not visually insulated from the meeting room. It is not advisable to knit or to manicure one's nails in the booth, nor to be seen to be reading a newspaper in full view of the delegates or to be snatching a late breakfast. Such behavior is unlikely to impress the delegates or the organizers with your professionalism.

REVIEW QUESTIONS:

1. Make a checklist of what you are expected to do when getting to your workplace on the day of the conference.

2. Explain what relay interpreting is and how it influences the work of other team members. As a pivot, if you could follow only three tips from those mentioned above, what would they be?

3. Besides those mentioned in this chapter, think of other awkward situations an interpreter may get while contacting delegates or media.

CHAPTER VI
CONSECUTIVE INTERPRETING AT THE CONFERENCE. STRESS AND HEALTH ISSUES

6.1. Consecutive interpreting at the conference

Consecutive has been described as the 'noblest' mode of interpreting, and there is force in the argument that one who claims to be a fully-fledged conference interpreter must master both simultaneous and consecutive.

Before working in consecutive, make sure that you will be interpreting from a position from which you can clearly hear the speakers, and that you have a working surface to support your notepad, documents, and microphone, which should be fixed in position with a desktop microphone stand.

In a meeting room, sit at the table with the speakers. In a lecture hall situation, if the organizers have arranged for a podium for the speaker, make sure that there is a second podium or a table and chair set up for your use. It can be a rather harrowing experience trying to support one's notepad with one hand while taking notes with the other while at the same time juggling a handheld microphone on stage in front of hundreds of people, especially when doing long consecutive on a difficult speech.

In consecutive, it is all the more important to be a good public speaker. Don't forget to make eye contact with the audience, and make sure to project poise and confidence with your body language. All the principles of quality interpreting apply, with the additional requirements of the visual dimension and non-verbal performance factors.

6.2. Stress and health issues

The results of this "Interpreter Workload Study", carried out by AIIC, placed simultaneous interpreting clearly in the category of high-stress professions with high burnout levels. The main stressors identified in the study were, in order: speakers reading from texts, fast speakers, lack of background material, difficult accents, booth discomfort, lack of preparation time, and undisciplined speakers.

These findings underscore the need for us to strengthen our collective efforts to deal with these stressors directly, through enhanced communication with clients and speakers. We need to do more to raise awareness of and respect for our working conditions. In particular, we need to do more to make sure that documents and especially texts to be read out are provided to us interpreters in advance, in sufficient time to prepare, and that the reading speed of such texts is controlled.

The high-stress nature of the job also means that conference interpreters should learn to take care of themselves: eat right, exercise regularly, sleep well, and generally lead a healthy and active lifestyle. Interpreters are also advised to learn and practice stress management techniques, such as meditation, deep breathing, yoga, progressive muscle relaxation, and the Alexander technique.

Furthermore, interpreters need to take special care of their hearing and their voice, which are, quite literally, the tools of their trade. It is worthwhile to have a baseline audiometric test performed early in your career, in order to have proof of work-related injury in the event of accidental hearing damage.

REVIEW QUESTIONS:

1. What ways to overcome stress are most efficient for you? Can they be applied for stress release in the interpreting job? What does the Alexander technique imply?

2. Think of other types of translating and interpreting. What are some occupational health risks associated with each?

3. What are the additional stress factors of consecutive interpreting in contrast to simultaneous interpreting?

CHAPTER VII
GUIDELINES FOR SPEAKERS

The organizers of this conference are providing professional interpretation to enable delegates of different languages and cultures to understand each other. The interpreters are your allies in

conveying your message to the audience. You can help them by following these simple guidelines.

• If you have a written text or notes for your speech, whether or not you intend following them closely, please hand them to the conference secretariat for distribution to the interpreters. Interpreters do not simply rely on words, they interpret the meaning and should therefore familiarize themselves with your subject and terminology. You are free to depart from your text or add to it as you go along. AIIC interpreters are bound by professional secrecy, and the content of your document will remain confidential at all times and will be returned to you on request.

• If your paper is technical, please give the interpreters any terminology you may have or any background papers on the same subject in other languages. You may also ask the conference secretariat to organize a briefing with the interpreters. Meeting the speakers would be useful in order to clarify specific points which will help improve performance.

• If you wish to show a film, slides or transparencies, please make sure that the interpreters receive the script or a copy of the transparencies. The booths are often situated far away from the screen and it would be helpful if the interpreters had copies of the projected text in front of them.

• When reading from a script one tends to speed up which means that the audience will find it difficult to follow and, as a result, parts of your message will be lost. If you have not spoken at meetings with interpretation before, it may be advisable to pace your delivery beforehand. Ideally you should allow 3 minutes per page of 40 lines.

• Before you speak, please make sure your microphone is switched on. Knocking the microphone or blowing into it as a test will merely be amplified in the interpreters' headphones and cause an unpleasant noise. To test the microphone just say a few words like "Good afternoon" or "Thank you Mr. Chairman".

• Please do not speak too close to the microphone as this creates interference and avoid leaving your receiver set close to the

microphone when you speak to prevent feed-back whistling. The technician will be able to advise you on this.

• If you need to move away from your seat, i.e. to point at a slide or transparency projection, please use a neck or lapel microphone. Without a microphone the interpreters cannot hear you, however loud you speak.

• If you are speaking from the rostrum or a lectern and want to reply to questions from the floor, please make sure you have a receiver set with you to follow the questions as they are interpreted.

REVIEW QUESTIONS:

1. Look through the guidelines for speakers. If the speaker could follow only three of them, which would you prioritize over the others?

2. You have an interpreting background but act as a speaker during the conference. Besides what has been mentioned above, what additional materials will you provide to your colleagues who will interpret your speech?

3. As an interpreter, how can you reach a speaker to inquire about the necessary materials? Use the information from the previous chapters.

PART II
PRACTICE YOUR SKILLS

1. **Special Address by António Guterres**. **Davos Agenda 2021**
https://www.youtube.com/watch?v=mSqlSx10-bo
Before following the link, make sure you have prepared for the interpreting.

a.Learn about major issues Davos Forum usually addresses.

b. Read the bio of António Guterres.

c. In the view of his position, make a list of the documents he may refer to in his speech and make sure you found the official translation of their titles into the target language.

d. Given that no script is available, suggest what topics are going to be covered and make a glossary for each of them. Cross-check your glossaries with your colleagues.

Follow the link and interpret **consecutively** any two minutes of the speech (1 minute + 1 minute). While interpreting, you are expected to be standing. Feel free to use interpreter's note-taking to release the load upon your memory.

2. 2019 13th Annual International Shipping Forum - IMO - 2020 & Beyond. Roundtable
https://www.youtube.com/watch?v=hOjhspZgr2A
This video features 6 panelists and a moderator.

Pick a panelist or a moderator to interpret. **Before** the interpreting:

a. Study the agenda of the 13th Annual International Shipping Forum.

b. Read the bio of your panelist/moderator. Make sure you know how his name is pronounced correctly and what is his title, if any, and position.

c. Find other videos featuring this person to familiarize with his manner of speaking, accent and other individual features, meaningful for the interpreter's job.

d. According to the agenda and mainstream issues the maritime community commits to address, suggest what the roundtable will

speak about. Make a glossary for each topic. Mind the fundamental maritime conventions that are likely to be referred to.

Follow the link and interpret **simultaneously** any 5 minutes of the speech. While interpreting, you are expected to be sitting. Feel free to use interpreter's note-taking to release the load upon your memory.

3. Andy Gillies. Language enhancing exercises.
https://www.youtube.com/watch?v=sIngThw913A
This is a **relay interpreting** practice.
- Prepare for interpreting from the position of **a pivot**.

a. Read Andy Gillies bio and find other videos to familiarize with his manner of speaking, accent and other individual features, meaningful for the interpreter's job.

b. Revisit the guideline for the pivot, set out in Chapter 4.

c. As long as the video refers to linguistic issues, you are unlikely to face any vocabulary challenges. Yet, think over the strategy/tactics in case any new terminology emerges.

Interpret the speech **consecutively** for about 5 minutes. Then switch the roles with other interpreters.

- Prepare for interpreting from the position of **an interpreter** other than a pivot:

a. Read Andy Gillies bio and find other videos to familiarize with his manner of speaking, accent and other individual features, meaningful for the interpreter's job.

b. Take the opportunity to communicate with a pivot to familiarize yourself with his/her manner of speaking, accent and other individual features, meaningful for the interpreter's job.

c. Discuss with a pivot the ways to prepare for the interpreting, including possible glossaries etc.

Interpret the speech **consecutively** for about 5 minutes. Then switch the roles with a pivot.

Practice the **first exercise**, suggested in the video. **Prepare a glossary** you accumulated by doing it and produce it next time.

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