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>> Deaf VR professionals and Designated Interpreters.

October 27th, 2014.

[Microphones on]

>> Good evening.

They can't hear me? They can't hear me?

Awesome. Okay.

>> It appears that the interpreters cannot hear me at the moment.

And so I have my tech support awesome people in there trying to fix that for me.

It still looks like they can't hear me.

I've been talking --

>> Just now?

>> I've been talking.

This should be a minor delay.

>> woodruff: Okay, we are still working on our little technical glitch. And hopefully they will be able to hear us soon.

But they still can't. They can see that I'm talking. Now they can hear me.

[Laughter].

I think we're good.

well, I saw nodding of the head, so that was a good sign, but I guess they can't hear me yet.

Are we good? Awesome! [Laughter].  
Well, now we've got our one technical glitch  
out of our way for the evening, we're ready  
to begin.

Thank you so much for joining us for  
tonight's webinar. Deaf VR professionals  
and Designated Interpreters.

Presented by Trudy Schafer. And she has  
brought two guests with her, she's brought  
Mark and Mary Jo and Trudy will tell you more  
about them in a moment. My name is Carrie  
Woodruff, I'm the emcee, I'm the MARIE  
Center program coordinator. I would like  
you to know that captioning and interpreters  
are provided tonight. Windows for the  
speakers and interpreters can be closed or  
sized to create your personal viewing  
environment.

If you would like to enlarge the video  
window, click on the side of the window and  
drag it out to make it bigger.

If you're going to utilize the

interpreters, you may need to enlarge the window for the interpreter, which may interfere with your ability to see the PowerPoint. Therefore, if you have not already printed the PowerPoint, you can access it through the materials list on the column for the GoToMeeting or I sent it as an attachment through an email earlier today.

The captioning will appear on the bottom of the screen. If you have technical issues, please refer to the help websites or the phone number that I sent by email earlier today.

Or use the chat function and address your issues to tech support and one of the MARIE staff members will try to assist you.

Questions for the presenter will be in the chat function. Please hold on to your questions. Write them down or remember them and the last half hour of today's presentation, Trudy will ask for your

questions and then you can type them into the chat box.

At the end of the webinar, I will take a couple of minutes to explain how to apply for CEUs or certificates. But for now, I would like to turn it over to Trudy Schafer.

>> Schafer: [No audio from interpreters].

[Trudy signing, no voice].

[no sound from interpreters].

>> Carrie, this is Trudy speaking. The interpreters are not audible. Can you unmute them?

>> Woodruff: I did unmute them. We're working on that right now. I made them organizers and everything.

>> Schafer: Thank you.

>> Woodruff: Not yet.

Now we can.

>> Trying to get this resolved. Oh, okay. Great. We're able to hear the interpreters. They are audible. All

right!

Super.

Okay. Well, onward and forward.

Next slide please.

[No sound].

Now are you able to hear?

Yes. Okay. Apparently, folks are able to hear the interpreters again, hopefully we'll continue to be able to hear them.

So the National Consortium of Interpreter Education Centers or NCIEC is comprised of six regional centers that are shown on the map here on your slide. Next slide, please.

And our purpose is described here on this slide, the purpose of the NCIEC. Next slide, please.

So these are outcomes for this evening's webinar. We're going to define designated interpreting, what issues arise and we'll explore the technology or the techniques, rather, having to do with Designated Interpreting.

We also have planned a wonderful opportunity for you to listen and discuss the issues with deaf vocational rehabilitation professional, along with his Designated Interpreter. They'll talk about their working relationship and their experiences in those two roles.

And I wanted to clarify for this evening's presentation, I will be using this sign for Designated Interpreter. I was tempted to use the acronym DI, but I know in our profession currently that brings automatically to mind the concept of Deaf Interpreter, which is referred to as DI. I wanted to make sure that we keep those distinct and make sure that we're talking about Designated Interpreters this evening, rather than Deaf Interpreters.

Next slide, please.

If you would like more detailed information about this topic, I strongly suggest that you take a look at this text.

This is a very valuable resource. I have it here with me.

It's a very rich and detailed, valuable addition to your professional library.

A lot of the content that I'll be sharing tonight was drawn from this text.

Okay. At this point we'll be taking a poll from the participants. And I want to warn you that when I initiate the poll, what you see on the screen will go away.

You won't be able to see the interpreters nor will you be able to see me as the presenter. But it's all as it's planned, it's how we intended it to be. Once the poll is completed, you'll be able to see us again. All right?

So please proceed with the poll once you see it appear on the screen.

>> I'm back, hello. I promised that I would be back.

Essentially, 30% of the participants this evening, either currently do or have in the



past served as a Designated Interpreter, which is great.

And I'm hoping that this evening you'll find even more information than you've had available to you.

If you haven't yet served as a Designated Interpreter, I believe that you'll benefit from the learning that will take place this evening. There will be a lot in our discussion for you to draw from.

Next slide, please.

Next.

I will allow you to read this slide.

I think there are three factors to consider when a person is serving in a Designated Interpreter role. **Video Begins Here** The first is the types of work that the Deaf Professional is involved in. It's very technical.

It's professional and technical level work.

Secondly, the deaf individual has status

in the environment. An elevated status.

Thirdly, the deaf individual is there to build rapport and interact with his or her co-workers every day in that working environment.

Next slide, please.

I will allow you to read this slide, please.

In addition, the Designated Interpreter must be comfortable in their role.

They should not expect people to notice them or compete for attention with the Deaf Professional in the environment.

The Designated Interpreter is there for the sake of the Deaf Professional, entirely.

In addition, the Designated Interpreter must also realize that when it comes to the code of professional conduct, it may not guide all of their decision-making in the Designated Interpreter role. The situation is very complex. And we'll be talking more about that through the webinar.

Next slide, please.

I will allow you to read this slide.

Next slide.

I think this is a very critical definition, I can't emphasize enough that an organization or a company that hires a Deaf Professional is aware of the requirements to pay for interpreting. But apparently the company feels that the contribution made by the Deaf Professional to the organization is worth the cost of interpreting services. I think that's critical when it comes to this definition.

The Deaf Professional also must know his or her business as well as know something about interpreting. The Deaf Professional needs to understand the interpreting process. He must also understand the tenets of the code of professional conduct as well as interpreting standards, professionally.

Finally, the Deaf Professional must be ready to work with the Designated

Interpreter and -- and build that working relationship.

Next slide, please.

Until the 1970s, there weren't they many deaf professionals in various workforces. There were a few educators, not all that many. There were a few counselors working in vocational rehabilitation settings, as a rehab counselor for the deaf which we refer to with the acronym RCD, but those were few and far between as well. Until the passage of 504 and the Americans with Disabilities Act, as well as other legislation that allowed deaf people to have opportunity and access to institutions of higher education, to receive professional degrees, so that they could enter these professions.

And from then on, we saw the pool of deaf professionals increase greatly.

In vocational rehabilitation -- and vocational rehabilitation had a role to play in the hiring of many of these deaf

professionals in various fields, such as RCDs, who are now being promoted into supervisory positions. Perhaps even becoming area directors within the voc rehab system or state coordinators for the deaf populations within their state.

Now, our focus this evening is on voc rehab and I also want to mention that there are a number of different entities and organizations of deaf professionals. For instance, the Association of Medical Professionals with Hearing Loss is one of psychologists and physicians and psychiatrists with varying levels of hearing loss. Another entity is the National Deaf Business Institute.

As well as the [indiscernible] Law expanding the pool of deaf attorneys, so we're seeing more and more deaf professionals in these various fields, which is wonderful, which means that the demand for Designated Interpreters has also been on the

rise.

Next slide, please.

We've talked a little bit about the Designated Interpreter and the Deaf Professional. I also think, though, it's important to keep in mind organizational culture and structure that can have an influence or impact upon the experience of the Designated Interpreter in a given environment.

This slide shows the link for a particular article that talks about organizational culture. And I'm going to summarize what that article shares. There are four facets to -- that comprise organizational culture that need to be looked into.

First, whether the organization is flexible or dynamic, whether it allows people to make decisions on their own, if there's a lot of collaboration in terms of getting things done. Opposite of that is an organization that is more stable, that is

more organized, that values control.

Laterally, you'll see an organization that's focused more internally versus on the other extreme organization that's focused more externally. An organization that's focused on efficiency within the organization and cooperation within the organization versus an organization that's focused more on external competition.

And focusing on differences versus on similarities.

When you look at this visual, and we look at vocational rehabilitation where it fits in this continuum, I would call vocational rehabilitation a hierarchical organization. It certainly values stability, performance, efficiency and standardization or norms.

If a consumer approaches, you know, Massachusetts Rehabilitation Council for services, or if they were to approach, you know, the California state department of vocational rehabilitation, the services

would be very similar. They should be, certainly.

That stability and that standardization is an example of the hierarchical structure of rehabilitation. So that's a situation where a deaf professionals and Designated Interpreters are working and essentially in an organization that values performance.

Next slide, please.

Does this picture mean that all deaf professionals who are male look like the Incredible Hulk? I wouldn't say so. Obviously, we all know that deaf professionals may be male or female, of course. But the point of this slide is that to a large extent most interpreters are female. And that certainly is one basic factor to keep in mind in the Deaf Professional and Designated Interpreter relationship.

And most importantly, it's important to take a look at how this team establishes good



teamwork in their relationship. Mutual respect as well as trust. And how they develop strategies in terms of improving their efficiency when it comes to interpreting and improving their working relationship.

Next slide, please.

When a designated interpreter is working, they could be working in any number of settings or situations. It could be interpreting in a one-on-one conversation with the Deaf Professional. Could be a deaf counselor working with a hearing consumer. Or a staff meeting that's being interpreted, hearing co-workers with perhaps one deaf employee.

Could be the deaf person presenting to a large audience. Just means that the Designated Interpreter essentially needs to be ready to interpret at any type of situation.

Next slide, please.

I would like to talk a little bit more here about gender and gender differences, gender-based differences.

Studies have shown that men and of course not all, but men have typical communication behaviors. They'll engage in banter with each other. They may criticize each other in jest. And they may be more competitive in a playful way. They may even use cursing or profanity. This cursing serves a purpose of showing social power or seeking sort of social acceptance or just to establish solidarity.

women, on the other hand, may typically engage in conversational style in which they use more words than men may use. They typically use more indirect language than men.

Their vocal pitch may often be higher or softer, they will use a softer tone. And when women are interacting with others, they are often focusing on the other's need versus

their own needs.

women will often also use a certain kind of language that's referred to as powerless. For example, women may typically use something referred to as tag questions. So, for example, if -- if a woman were to say, "The budget is balanced, isn't it?"

Another example is hedging, another example of powerless language.

For instance, "The budget is balanced, I think."

Another example is referred to as hesitation. So, for example, "The budget is balanced, you know?"

In addition, women and men as well, can, you know, speak a sentence that sounds like the intonation of a question. Their vocal pitch or tone will rise at the end of a comment. For instance, "The budget? Is balanced?"

But their point is that in fact the budget is balanced, but their vocal inflection can

reflect perhaps a misunderstanding on the part of those listening.

The point of this is that through all of these examples, these can occur when using a Designated Interpreter as well. And maybe while we're interpreting, we may be using hedging in our interpreting process, using a rise in vocal tone that might designate a question or we may add a -- a type of hesitation, like at the end of a comment, saying right? when perhaps we're trying to avoid an interpreting error. Or when we do have an error that occurs, women may typically say sorry that the error has occurred.

The problem, though, is that in interpreting text the error is not attributed or the sorry, the apology is not attributed to the interpreter, it's attributed to the Deaf Professional.

So what's critical is that the Designated Interpreter, really any interpreter for that

matter, be simply aware. The use of powerless language. And be -- be self critical when it comes to Designated Interpreting and it's important that the Designated Interpreter and the Deaf Professional get-together and, you know, that the Deaf Professional understand that that can happen and the Designated Interpreter and Deaf Professional work out ways to help avoid those types of powerless languages, intruding into the conversation.

Next slide, please.

If you'll look at each of these considerations listed on the slide, I'm going to expand on each of them in the following slides.

Next slide, please.

So this topic comes up frequently in the text that I mentioned earlier, Deaf Professionals and Designated Interpreters, a new paradigm, this social interpreting. If you are served as a Designated

Interpreter, and the Deaf Professional is asked to have a lunch meeting, perhaps the group is going out to lunch and having a working lunch and you are joining as a Designated Interpreter, the question arises whether the interpreter should order a meal and eat or not with the group.

Often, it's the case that the interpreter may plan to eat something prior to arriving to the working lunch so that they can be focused on interpreting. Of course, we know it's difficult to interpret and eat at the same time.

However, we also do have social norms in working culture. When people get-together to share a meal, if one person is there and not eating, it can be awkward for the people who are worried that perhaps something is wrong or that the person isn't eating and it brings the focus on to the interpreter rather than the Deaf Professional.

Some strategies that the Designated

Interpreters have employed is to order something light, you know, maybe just a coffee, to have something there. Or to let people know, you know, "I'm going to be joining us for dessert, I'm going to be interpreting prior to that." Make that explicit. It's important to work that out with the Deaf Professional in advance, whether the interpreter eat or not eat and simply manage that logical consideration. To -- logistical consideration, to plan ahead instead of figuring it out on the fly. If the Designated Interpreter and Deaf Professional perhaps are -- are a part of a holiday party where all employees are welcome and the Designated Interpreter is also invited, should they go simply as a participants to the holiday party or should they go in the role and function of Designated Interpreter? These are things that need to be discussed and worked out with the Deaf Professional in advance in terms of

what their preference is and work out the details accordingly. If the Designated Interpreter is going to simply attend the party as an independent employee, of course, then another interpreter would need to be provided.

The point, of course, is for the Deaf Professional to be able to socialize and interact at the gathering, so that needs to be of utmost importance. Next slide, please.

A number of organizations will be willing to hire a Designated Interpreter with the caveat that they have a preference that the interpreter serve in a dual role. For example, they may ask the interpreter to have what we call a slash position, interpreter/administrative assistant. In my own experience, which began in 1977, I was 19 at the time, and my very first interpreting assignment was as a Designated Interpreter for a Deaf Professional.



And I could certainly do the interpreting work in terms of language but I had very little maturity and experience and simple social skills for being in a work environment when it came to this experience.

I was serving as interpreter/administrative assistant in this particular job. And I was going back and forth between these dual roles, which can create some complexities.

So if an individual is hired in a dual role position, it's important to ask yourself or the organization many questions and there are many considerations to keep in mind.

And the job duties and responsibilities need to be made clear and in writing for each role.

And who is, for instance, who is supervising the individual in their administrative role or their interpreting role, is someone out supervising the person in their assistant role, is it is Deaf

Professional serving as employer or supervisor for that Designated Interpreter, that's important to make clear in advance.

And which role is primary? Is the interpreting role primary? Or the administrative assistant duties primary? which takes precedence over the other?

If, for example, if a -- if the office manager were to approach the Designated Interpreter, and ask them to do an administrative type of assignment for them, and that person is the Deaf Professional's supervisor, the person they report to, and the Deaf Professional needs me to interpret at some point, that can become very complicated and rather sticky and so it's important to, you know, keep that relationship in mind and figure out in advance talking with the Deaf Professional about how to proceed, how to handle those various situations.

Making certain that the Deaf

Professional's preferences and needs are abided by prior to the situation arising.

Another possibility is suppose I'm an administrative assistant for another peer and a group of peers may get-together for lunch, let's say, and chat and I end up hearing a bit of office gossip. I know that the deaf person may not have overheard that gossip. Am I obligated then to pass that along to the Deaf Professional? That's certainly another consideration. How do you handle those types of situations? In terms of, you know, the code of ethics doesn't give guidance in this type of situation.

Next slide, please.

Right here.

Oh, go back, actually, if you would, Carrie.

Go back one, please.

Great.

Of course, interpreter preparation is

also critical. If the Deaf Professional is presenting, it's important to come to some sort of agreement in advance of how to make certain that communication is happening efficiently.

One article out of this text explained one possibility. If the Deaf Professional is presenting, they may pause and look down at the Designated Interpreter and the Designated Interpreter will make eye contact and simply nod, affirming that the message is intact and then proceed with the Deaf Professional's presentation and the Deaf Professional can be confident that the communication is happening. It's almost as if you work on a way or an agreement in advance to make the presentation run smoothly. A way to check in with each other.

In other types of situations, perhaps there's a staff meeting, let's say, with a large number of hearing people and one Deaf Professional at the table. And we know that

watching one interpreter throughout the day can be very exhausting. Visually and in terms of concentration and occasionally the Deaf Professional may need to break eye contact just to allow their eyes to relax and come back to the interpreted conversation.

And they may need to then alert the interpreter that they need to break attention, which may mean that the interpreter needs to retain or perhaps make notes of what's being said so that what the Deaf Professional is ready to then track and attend, they can summarize what was missed in the discussion as they gave their eyes a break. If the interpreter happens to forget what was shared or -- you know, it so happens that the facilitator of the meeting asks a question directly to the Deaf Professional, figuring out ways in advance of dealing with that. Perhaps the interpreter could say, "Could you clarify for the sake of the interpreter? Could you summarize what was

shared for the sake of the interpret?"

Covering up the need for the Deaf

Professional to take, you know, a visual break, but making certain that information is being conveyed.

Next slide, please.

Obviously, if the interpreter is working with the Deaf Professional in a variety of settings and situations, as I mentioned, one-on-one, counseling session, it could be a presentation or a meeting, the interpreter must be highly skilled at varying their register and being able to manage their register within those various settings.

The interpreter must also be comfortable with public speaking or platform interpreting. Again, when it comes to the code of ethics or the code of professional conduct, it's critical to realize that in many situations, as they arise, there may not be neutrality. What the Deaf Professional wants and needs, given the organizational

culture, comes into play.

Coordination between the Deaf Professional, their peers, their supervisors, their subordinates is the largest duty of the Designated Interpreter.

Next slide, please.

Working with the Deaf Professional, the Designated Interpreter certainly has worked out certain shortcuts of, you know, you can read their mind in some sense, bringing in a free-lance interpreter with throw some of that off. And it's important to really prepare and assist a free-lance interpreter so that they can be effective in that situation.

Giving them information in advance can allow for that. If a pre-meeting is possible with the Deaf Professional's involvement, that can be a critical component to making that a successful encounter.

And the Designated Interpreter might

consider having a cadre of repeatedly used free-lance interpreters that become familiar with the setting and they feel more comfortable joining in on the team.

Next slide, please.

I can't emphasize enough, as I have been throughout the webinar, the purpose of the Designated Interpreter, really the Designated Interpreter is there to help the Deaf Professional establish their relationships and rapport within the organization.

That means the Designated Interpreter must be very skilled in terms of language use, in terms of interpreting ability, must have very adept social skills and the like.

Next slide.

If you are currently working in vocational rehabilitation or you are interested in doing so, we have a number of resources that have been developed through the National Consortium of Interpreter



Education Centers. And our website address is listed on this slide that you see on the PowerPoint.

And all those resources are housed there.

Those resources include an ASL glossary with 100 terms typically used in voc rehab settings. It has a list of printed resources, as well as a six DVD collection that I'm showing you now here.

You can order any number of these resources and more from the website. I would highly encourage you to make use of the resources that have been developed.

Okay.

Now we're going to have one more final poll question that we'll engage in. Remember as I stated at the beginning, what you see now will go away on the screen. Once the poll question has been answered, will then reappear on the screen as you see it now.

>> Schafer: My goodness. 86% of participants would now consider working as

a designated interpreter. That's great news!

All right. Next slide, please.

With the close of my presentation, I would like to introduce you to an actual designated and Deaf Professional team actually working together. I'm thrilled they can join us this evening and very grateful.

I would like to first introduce Mark Dore. He's the area director here in Massachusetts for the Massachusetts rehabilitation commission, which we refer to as the MRC. He also serves as the state coordinator for Deaf and Hard of Hearing Services in the state.

He's worked 21 years for MRC. He has his BA from California State University at Northridge and his masters degree from the University of San Francisco.

He has over 35 years of experience working in various human services. He's married with five children who have all been grown and raised.

I would also like to introduce Mary Jo Schwie. She is an interpreter who is certified at the NIC level. She works -- has worked at the MRC in Massachusetts for 10 years. She's worked as a designated interpreter since 2011.

She subscribes to the integrated model of interpreting.

which allows interpreters to look at and assess their own work without evaluative judgment.

She was born and raised in Minnesota and then made her way to Massachusetts in 2002.

They both live in western Massachusetts, which is a beautiful rural area of Massachusetts. So I would like to welcome both Mark and Mary Jo to join us, please.

If they can bring up their video feed.

Hi there.

>> Hello.

>> Schafer: So tell me how long you two have worked together?

>> Schwie: We've worked together for 10 years now.

Go ahead, Mark.

>> Dore: As she mentioned we've worked together for 10 years. I am the area director as Trudy mentioned and I have been for about four years, so she's been working with me in that capacity for the last four years. As a Designated Interpreter. Right?

However we're signing that for this evening's purposes.

>> Schafer: Great. Now, Mark, let me ask you the first question.

I know that trust is hugely important in your working relationship with your Designated Interpreter. Can you give us an example of how you and your interpreter as a team can build trust or how interpreters in general can build trust with their deaf working professionals?

>> Dore: In my experience in working with

Mary Jo as a designated interpreter, because we've been working together for the last 10 years, the first seven years I was working primarily as a counselor and we were working in three different offices. For both deaf and hard of hearing clients and we were -- working with different consumers and clients and staff members and the like each day. Until I was promoted to become the area director, which was a new role for me. And the first year, we learned quite a bit about our working relationship, as an interpreter and with me as a counselor, making sure that both of our needs were being met satisfactorily in varying situations. Oftentimes we would have to end up discussing at the end if there were things that we could improve upon, basically open and trusted dialogue, keeping an open mind, recognizing that we can always improve upon the interpreting services that are being provided.

You know, for the varying people that we're working with.

Plus, allowing her to improve upon her interpreting skills, you know, clarifying different behaviors and decision-making in terms of voice interpreting. We just never stopped wanting to improve upon our communication and that really helps to develop trust between us, I think.

We've also been teaching each other, you know? She's been teaching various workshops and developing knowledge and skills that we can share with each other and we have built that relationship. I think in different types of situations, it's important for us to prepare something unexpected a -- if something unexpected arises, we work together to think about how to facilitate that, especially as area director. That certainly brought new challenges for me. My previous experience as a counselor certainly helped us prepare

for those challenges and the new types of programming and services that I was providing as area director.

So I think that sums it up.

>> Schafer: It sounds like the most important feature of your relationship is communication. As well as transparency.

>> Dore: Yeah.

>> Schafer: Just that open, no holds barred, no -- no barriers to your type of communication and feedback, so that you can trust one another.

>> Dore: That's right.

>> Schafer: Let me ask another question --

>> Dore: Well --

>> Schafer: Sorry, go ahead.

>> Dore: Another example is, for instance, sometimes if a clarification is needed because I haven't made myself clear, someone, you know, may notice that and we may move along with the communication and then

Later on we'll say, you know, what do you need from me to make sure that I can make myself more clear. Maybe I was signing too quickly or maybe I was off the point. Whatever the case may be. We work together to try to help remedy those types of situations, you know. The interpreter is there to help -- not that the interpreter is there to help me with my signing, but the key is creating communication access, creating clarity for everyone involved. I think having that open dialogue, I certainly don't feel offended or insulted when that takes place. I want to be clear so we work together to create that type of relationship.

>> Schafer: Thank you, Mark, for clarifying.

Mark, are you drinking?

Are you drinking Samuel Adams?

>> Dore: I wish I were, but it's just tea.

[Laughter].

>> Schafer: Well, you know, Boston



it's -- it's pretty famous for its Sam Adams.

>> Dore: That's true, but don't tell anybody. [Laughter].

>> Schafer: I wanted to ask you one more question, Mark.

Clearly you're a man. And you know our audience as well as the general interpreting population is primarily female. Do you have any concerns about working with a female interpreter as your designated interpreter? And if there are any issues, how do you resolve them?

>> Dore: I don't have concerns largely, I've worked with a female interpreter for years and that's been my primary experience for over 40 years, through college and high school and in times past. I've always, you know, worked with female interpreters. I'm very used to that. And occasionally I do have a male interpreter, of course. And there are differences, certainly.

I am concerned if the interpreter is not

qualified. If it's the first time that I'm working with an interpreter, they will take some time perhaps and I may have some concern as we develop a relationship, as I experience that new interpreter. But as you just described, male interpreters may typically voice in a more certain and abrupt way and I didn't really realize that. I looked at Mary Jo when you said that, I said is that true? That was new to me. The discussion as it moves along I may not be aware of that. Maybe I do sign quickly or banter and go on and on but I didn't realize men typically use less words than females, now I'll be noticing that more. I can talk more with Mary Jo about whether that is taking place, I will have to learn more about that. But really, I think -- what it comes down to is in the interpreting community, they continue to be trained and continue to educate themselves prior to becoming qualified as an interpreter, I'm seeing that take place

around the country, which is really nice to see. That is of value to the deaf community.

Working together with the interpreters that we're provided with is important to make certain that communication is happening and if there are any challenges or difficulties that we work those out together. So I've been largely satisfied and unconcerned with that aspect. Of course it depends on the situation that arises. If it's a very male dominated environment, having a female interpreter there certainly does have an impact. I have experienced that in the past in seeing how that offsets the dynamic, that does occasionally bring a concern to the surface.

But besides that, I think again it comes down to being -- having a flexible and open relationship and dialogue with the interpreter.

With your working relationship, making sure that the qualification is there, when

they are provided as your interpreter and kind of going from there.

>> Schafer: Great, thank you.

Now, let me ask Mary Jo a question.

So you are obviously a female interpreter working for a male supervisor. What strategies do you employ in that relationship? In your work?

>> Schwie: [Laughter]. This is my handbook.

I've used this book as a tool and it's helped me immensely.

I've also studied female communication in my work with MRC and some college work that I have done years ago.

When I started working with Mark. So when I first started working with Mark, nine years ago, I started studying the difference between male and female communication.

Now, my position as a Designated Interpreter now is more evenly matched in terms of power dynamics. For example, if

Mark is presenting or saying something in a meeting, and the meeting is full of primarily women, I know how to use features of male communication in order to hold attention. For example, so -- if we're using hedging in our communication --

>> Interpreter: If somebody in the room is using that?

>> Schwie: So I'm aware of when me, myself as a woman, I'm using powerless language. And I can -- I can -- understand, I am guilty of using powerless language myself or was at one time and I notice when I'm doing it and I can change my -- the type of speech that I'm using.

And I know how to specifically speak in a more male way. Using less words, even more banter, even imparting humor in my communication in the style that Mark would.

Sometimes I've worked with male interpreters and I talked with other colleagues who are males, and I get feedback

from them in terms of my type of communication or my style of communication. Sometimes I know in certain situations a male voice is just a better fit.

I mean, I know my limitations as a woman. And so sometimes I will happily bring in a male interpreter to team with me.

>> Dore: And --

>> Schwie: For example, Mark's position is supervisory manager role.

So about four years ago, he did some interviews -- I'm sorry, he did the interview to become the -- to get the position that he currently has, to become the director.

So the managers were on the interview panel and I don't want to go into the whole story right now, but one of the managers -- because -- because of the makeup of the panel, I knew it was better for me to have a male interpreter there to team with me.

So that's something that we can employ because MRC does have other staff interpreters who are male and I can bring them in to work with me when the work requires that.

And then I can be in a supportive role to the male interpreter.

So there are many different technical duties that I am always reevaluating myself and reengaging myself as a woman speaking for a man. And, of course, I always speak with Mark about how I can improve that, how we can make that work better. So it requires a lot of dialogue on both of our parts just to make sure that that's an ongoing process and a process of improvement.

>> Dore: And I just wanted to add one thing to what Mary Jo said. In that interview setting, it was a very competitive situation for that position and we talked about bringing in a male interpreter. And we decided to use her in another situation that

would be more comfortable, so I could have a male interpreter making certain that was a match for that interview session and it ended up working really smoothly. She would sign a question and the male interpreter would voice. Obviously I got the promotion, so that worked out, even though I had to wait a long time to be informed of that promotion.

>> Schafer: That sounds like it's a very good example of transparency. Of transparent communication. For example, I figure that in that situation, are you -- or you all figured in that situation it was better to bring in a male interpreter and it wasn't that -- MJ felt or I'm sorry Mary Jo felt insulted in any way. She knew that it was the best way for the team to function. So that's a good obviously a function of your relationship to get the best results possible. For that communication situation.

>> Dore: Right.



>> Schafer: That's a great example.

Now, I want to just mention one thing that you all mentioned there.

In the interpretation. The -- the interpretation was fine, but I wanted to see -- did you hear when the interpreter said I'm sorry -- not trying to critique the interpreter at all, but it did come out -- [Laughter] -- in the interpretation, there was just a little miscue and the interpreter said I'm sorry and then corrected. But that's a perfect example of how that happens.

So let's put it all in the back of our mind about that powerless language. And just remember when we're in situations to try not to employ that type of language and thank you, interpreter, for being the example. [Laughter].

>> Dore: And I would add to that, also, I've noticed often when it comes to meetings, Mary Jo will be interpreting and for some

reason something isn't made clear, the discussion or she's behind in the discussion and needs to seek clarification. And she herself will seek clarification. I'm fine with her doing that in that process, asking for clear understanding. But people will then look at me from time to time when that clarification is stopped and I think it depends on how the interpreter is approaching that, seeking clarification, saying, you know, the interpreter needs clarification versus I need clarification because that emphasizes to people that it's not me needing the clarification, but the interpreter needing clarification. We've talked about modifying some of that approach. And I'm fine with the way that she's done it. But if she doesn't understand what someone is saying, making sure they understand that's coming from her rather than from me. I've noticed that occur from time to time. But we've

certainly made great strides in resolving that, especially when it comes to meetings with the managers. Other types of settings, not so much. But that's been a challenge that we've had to work through.

>> Schafer: So a question for Mary Jo. I have already asked Mark how he built trust from his perspective with the Designated Interpreter. From your perspective as a Designated Interpreter, how do you develop trust with Mark, your Designated Professional that you work with?

>> Schwie: Really in the same ways. I think communication is the absolute key to building trust. Suppose I'm interpreting and I make an error. Or I just interpreted something that just wasn't quite effective, maybe it didn't quite match what he was saying. I have -- I have to own that and I also have to talk to Mark about it. So, for example, I can sit down with him and say "This is what happened, maybe I can get your advice

on how to improve that. And figure out where the process broke down."

At the same time, if I have a very effective and particularly great interpretation, by the same token, I want to figure out why it was effective. And we can have that discussion as well.

For example, many of the meetings that we are in involve mostly men. Because men are mostly in the management role at MRC.

So if I have to take the floor for a presentation or just to speak during the meeting, I need to make sure that I can hold that space with my voice and the way that I'm communicating in an effective way.

And if it was effective, I want to notice why it was effective, what features made that effective. And that Mark and I can talk about the dynamic that happened or that took place in that meeting and make sure that that continues to happen, it doesn't break down and that we keep that kind of level of

communication happening.

As for trust, I don't -- there are no barriers to what Mark can tell me in terms of my interpreting product. Because this is a relationship that's -- that needs to work effectively. That's -- that's just key.

>> Schafer: That's great to hear your varying perspectives.

And I think I heard one recurring theme from both of you. Very similar themes. We have approximately 20 minutes remaining in the webinar. I would like to ask one final question and then open it up for questions from the webinar participants.

When you -- I would like you to talk about your relationships with the rest of the office. For instance, you know, Mark is serving in the area director role which means he may be doing performance reviews or evaluations for staff members or having disciplinary meetings or serving in a supervisory capacity and you may be involved

in that as the interpreter. How do you manage your role as the Designated Interpreter working with the area director, but at the same time having a relationship with the peers in the office? How do you handle those types of dynamic relationships?

>> Schwie: That's difficult sometimes. I have to say. But what I typically do, what I first was selected for this role, and Mark and I started working together to present to staff members, that was probably 2011 -- oh, no, I'm sorry.

>> Dore: 20ish or so staff members?

>> Schwie: So we talked to all of the staff members and explained Mark's role as well as my role. Again, at that time, I explained to them that I wanted clear, open communication with all staff members. I told them that I -- I worked in a relationship but I was also still their peers. So if something happened of a sensitive nature within the staff, and they

needed to meet with Mark, then they could let me know and I could bring in a different interpreter to interpret in that situation.

I could bring in another staff interpreter or even a free-lance interpreter. Just trying to be respectful of that person's privacy and the sensitivity of any situation.

Because sometimes that does happen, sticky situations happen and we need to be able to address them in the moment.

For example, if something happens that day, and it's -- it's not something that can be resolved right away with bringing in another interpreter, then we may have to hold off and I will go ahead and interpret. Just for one brief example where I've had to do that, we had a staff person that was just very emotionally sensitive and they had -- I had a relationship with them as a co-worker.

And to have to be in an interpreting situation with them where they were upset and

crying and then when they saw me in the room as well, was more emotional for them. So I just -- I gave a sympathetic facial expression and then I looked to Mark to just get the process going and make communication happen without adding to her emotional sensitivity. But at the same time, giving her the impression that I'm here for her, I'm just here in the role of the interpreter at this moment. But -- after we were out of the meeting, I knew that I could talk to her and she could share her family situation with me. I mean, in any other situation, I would talk to her about family or how her husband was or anything like that. So we had that kind of relationship that just opened -- that just open relationship. But my work took primary focus at that moment and I had to be there to interpret for that meeting.

So it's always -- it's a game of balances and sometimes the scales will move off to one side. It's not always perfect. But -- but



we try our best.

It's always -- it's sticky sometimes, it is.

>> Schafer: I'm sure of that. So I would like to open it up for participant questions.

And if someone would like to ask a question, I would ask that you please type it into the chat function box. I will be reading and subsequently signing your questions and then allowing Mark and Mary Jo to address your questions.

I will give you a moment to consider your questions and type them in.

Ah. One question was: Within MRC, are there male staff interpreters and, if so, do they work with female Deaf Professionals? Then the person is wondering if the male interpreter for the female Deaf Professional may -- it may be harder for them to change their style of communication to suit a deaf -- a female Designated Professional. Would you care to discuss that situation?

>> Dore: Really, that male interpreter works with a male rehab counselor for the deaf. He works part-time. So -- so it oftentimes evens out. There may be other rehab counselors for the deaf out in the field and he will be out and interpret with females in other offices. I can't speak for him, but I think it's a good question.

[Laughter]. Mary Jo?

>> Schwie: It is a very good question, yes. I'll ask him tomorrow. [Laughter].

Sorry, I really can't answer any further than that, other than to say the situation is there.

>> Schafer: It's hard to answer for someone else, right?

Okay. I'm looking through your questions. If you will give me a moment to do that.

A question for Mary Jo.

Compare Designated Interpreting to free-lance interpreting, what is your

preference? Which one do you prefer?

>> Dore: You are not asking me, right?  
You are asking Mary Jo? I certainly prefer  
Mary Jo as a designated interpret.

>> Schafer: You can go ahead and answer,  
Mark, then we will turn it over to Mary Jo  
to answer.

>> Dore: Okay. I certainly prefer Mary  
Jo simply because as a director, I am  
managing a staff of approximately 20 people  
each day of colleagues and peers and  
subordinants, I prefer to have an  
interpreter here each day who is a part of  
the team, who is familiar with the ongoing  
organizational communication, environment,  
culture, the milieu that she's a  
professional involved in this team each day  
and it tends to work out much better in terms  
of communication.

That also makes my job easier. And my  
managerial duties. My leadership duties.  
I feel like I can address any number of issues

that have to do with trust and take care of them more easily, if there were personal issues that arise, a reasonable accommodation needs that come to the surface, a policy issue that may arise from the administrative level about their working conditions. You know, she certainly has the pulse of all of that, we may need to get-together and clarify some of those policies. I will alert Mary Jo prior to the meeting what the agenda is, what we need to discuss. But she's certainly aware of those and it certainly makes the meeting run more smoothly. If I brought in a free-lance interpret, I would end up having to describe to them in advance what's taking place, it would take more time, they're not familiar with the issues, situations, policies that I'm managing so I would be uncertain whether the communication was taking place or whether there were misunderstandings that were being exacerbated that, working with

Mary Jo certainly alleviates. Having a Designated Interpreter certainly makes situations very clear. Oftentimes there are team interpreters that work Mary Jo with someone else for a long meeting or an all day training or that type of a thing. There are all different types of duration and complexities to different meetings. There may be a supervisor who is in egg with a counselor and they've had a conflict and that brings up a whole another bag of needs, we may need two interpreters, Mary Jo along with a team interpreter for those types of sensitive situations that may be highly emotional or may continue for a longer period of time, you know, how having them there as a team to be able to alleviate some of that stress and work through some of those unique communication characteristics just helps the -- the office operate more smoothly. I think. So I definitely prefer Mary Jo as the Designated Interpreter. Sorry, I went on

and on, but ...

>> Schafer: Thank you, Mark, no, that's great. That's very nice to hear your comments on that.

Now, Mary Jo, can you compare working in a Designated Interpreter role to a free-lance role? What -- can you make some comparisons?

>> Schwie: Yeah, that's actually a really good question. [Laughter]. Let me think. When I used to free-lance and I do free-lance currently part time, there are a lot of pros and cons to both roles.

I mean, as a Designated Interpreter, I know the depth and breadth of the organization and I really have the big picture, which brings a lot to our team. I know how things are going to go within the organization typically. I can predict on how to effectively communicate in particular situations; whereas in free-lance interpreting, I can prepare, but often we go

in and we're right back out and on to another job, so I never get that depth and breadth of any other work environment that I do -- that I get at MRC.

Plus, working as a Designated Interpreter allows me to work with a team. And in our team, there are 13 of us, 13 interpreters.

And we work together to support each other within our environment and that for me is absolutely critical. To have that team of interpreters as well as deaf colleagues, so that for me as a Designated Interpreter adds so much to my work. It makes it much -- a much richer experience for me.

So -- working as a free-lance interpreter can be a rich experience as well, but working at MRC gives me a lot more depth. I feel like I, as I said, have the big picture, the whole image of what MRC looks like and how it functions, so that helps me a lot. I'm sure that I could say more about this, but maybe that will have to wait until later.

[Laughter].

>> Dore: And it's possible that the staff who work with her may be more comfortable when she's a part of the team and a part of the process, because they know her familiarity level, so there's a greater level of trust when they come in and work with her than just a free-lance interpreter, you know? When she's out on vacation, because of course she needs a break from time to time, too, and we have to give her a break. But when free-lance interpreters come, I certainly notice a difference. With her, I can just worry about my managerial duties. And deal with the communication process. When we bring in free-lance interpreters, I often have to be concerned about their ability to serve as a proxy for the Designated Interpreter.

And I know that she definitely works with them and sees them as colleagues and they work well together as a team.



>> Schafer: Thank you, both. Now, there are many more questions coming up and I know that we don't have enough time for them. But I hope that Carrie can send an email of the questions that we haven't answered and if you feel comfortable maybe we can pass that along to you so that you can answer them.

One question that keeps coming up has -- has been brought up a couple of times and we haven't been able to ask it, it was about getting hired into the civil service or government work. The question came up that if someone is interested in working in this setting or a Designated Interpreter settings, how do they get a foot in the door?

Is it good to start within a VR agency or what's the process? what's your advice for someone who is interested in working in this setting?

Because 86% of people in the poll said they would like to work in a Designated Interpreter setting. So do you have any

advice for them on how to get started?

>> Dore: In terms of MRC, that issue is -- the civil service is dead, essentially, within MRC. Why that took place, they simply made a lot of staff cuts. At the administration level they decided to freeze any civil service hirings, so we're not doing that any longer. We post job openings and outside applicants are welcome to apply. We have interpreting positions for two offices. It would be nice for -- to have more staff interpreters for the varying offices at MRC. In the next couple of weeks, we'll be starting a hiring process for those positions. There are 11 staff interpreters working and we're expecting two more to join on board.

But in terms of, you know, in Mary Jo's situation, it certainly wasn't easy. As rehab counselor for the deaf I became an area director. And we had been working out of one home office. When I applied for the

director position and was offered the position, that took nine months, that process, to go through the approval, had to go to the governor's office to be appointed because a management position is an entirely different game than just a regional position.

The regional council doesn't make those determinations. The governor's office does. So it was a different process which took quite a bit longer to gain approval and the funding had to be secured for the position.

A number of bureaucratic hoops had to be jumped through. So I had to deal with the budget to make sure that a Designated Interpreter was possible and then we got approval for that after nine months.

It may take six to eight weeks to approve a staff interpreter position. But the civil service hiring procedure is essentially dead. When I was promoted, Mary Jo and I

are, we had wanted to work in the home office. So she came to the home office to work and we posted the full-time position for me and I specifically asked for Mary Jo to come and work for me in this new position.

Asked to have her as my full-time Designated Interpreter for my communication accommodations. Because I would be working with hearing staff members each day. And I needed to be able to communicate with them on the fly about the budget, about policies and take phone calls and the like and I needed continuous availability of an interpreter, so I worked with my superiors to have her transferred over to work in my office.

And she was concerned about what other interpreters would say, I said "I don't care, I want you, I've developed trust with you and we have a great working relationship. Let's work together in this new area." The other staff interpreters have accepted and respected my decision.

We didn't get any push back from them and I simply selected her. She transferred and converted her role into the Designated Interpreter role and so that worked out really well. But we had to wait for that approval first. I was designated and came into the position and we started from there and then on the same day, we were able to join together and had the same starting date. Her as Designated Interpreter and me as area director. So that's a long story short.

>> Schafer: I am so sorry, but we are just about out of time. First of all, I wanted to emphasize that MRC is hiring, but each state might be different.

>> Dore: That's right.

>> Schafer: So if people on the webinar are interested in getting involved with VR, they should contact their state VR and see if they are hiring, correct?

>> Dore: That's right.

>> Schafer: Okay.

well, I really want to thank Mark and Mary Jo, thank you both so much for your rich input, for sharing your experiences, for showing us how your relationship works.

And -- and for showing us how the level of your transparency works as well. We really appreciate it.

>> Dore: Thank you.

>> Schafer: All right. We're going to close your screen for now.

And then we need to go to the next slide, please.

There it is. The next webinar is going to take place, I believe this is the last one, is going to take place on November 24th, at 7:00 eastern time. The presenter is going to be Anna Witter-Merithew.

And the topic is skill development for VR interpreters, models and resources.

Next slide, please.

Our funding is from grants from the U.S. Department of Education, rehabilitation

services, we want to thank all of you for being here. We would also like you to fill out your evaluations. Because we do feed that information back into the grant system. So that more benefits can -- so you can benefit more when you are working in the VR setting.

And we look forward to your joining the next webinar.

If you do go to CIT, please visit our booth. Many of us are going to be there and we'll be happy to see you.

And to meet you, some of you. Thank you, also, to the interpreters for doing a great job tonight.

And also the captionist, we really appreciate all of your work.

Now, it's 8:31 now. I just want one minute -- I just went one minute over. I hope that you all will take care tonight and have a great night.

Thank you.

>> Woodruff: This is Carrie. I have a -- just a couple of things I need to go over with you.

The link for the satisfaction and CEU request survey has been put in the chat box. It will also be included in the email that will automatically be sent to you tomorrow.

And like -- and thank you, Trudy, Mark and Mary Jo for an awesome webinar and presentation. Thank you Kirk and Kelly, our amazing interpreters who are always faithful in showing up. And living through our technical issues and -- and our complicated material, we really, really appreciate all that you do. And, thank you, Terry, our captionist. Another faithful participant. And, of course, to NCIEC for providing the way to have these webinars.

For earning CEUs, like I mentioned, the survey was put in the chat box. It will also be sent to you in an email tomorrow. The survey includes the evaluation and CEU



questions, please forward the survey to individuals if you are watching in a group and I will get to group watching in just a minute.

Registration forms will be matched up with the list of attendees. It can take up to eight weeks for the CEUs to be posted to your transcripts for this event. For groups of viewers, I sent out an email earlier today and attached was a sign-in sheet. Please have everyone in your group sign in on the sign-in sheet. And if they can, please have them all -- send them the link to the CEU and evaluation survey as well.

Save the sign-in sheet to your computer and then email it to me.

Carrie.woodruff@unco.edu. The surveys will be closed by Friday, so please fill out the surveys in the next couple of days.

Individuals who are earning -- individuals who request a certificate of completion, it will be

emailed to you within two weeks.

And I think that is all. You all have a great evening and thank you for joining us and I hope to see you at CIT as well. I will be there. And I'll definitely see you next month.

Good night.

[End of webinar].