

Guide to Applying DC-S in a Picture Analysis

This guide outlines Dean and Pollard's Demand-Control Schema which is based on Karasek's Demand-Control Theory.

DEMANDS

Karasek's Definition: Demands are requirements of the job; those factors which "act upon" the worker or what is needed to perform the task.

- Knowledge
- Capabilities
- Character traits
- Working conditions

Dean and Pollard define 4 demand categories in interpreting work (that is, those factors that directly impact the work - translational and behavioral - of the interpreter). They are...

1. Environmental
2. Interpersonal
3. Paralinguistic
4. Intrapersonal

1. Environmental Demands

Definition: That which is specific to the setting or the nature of the assignment

Environmental Demands are broken down into 4 subcategories:

Goal or purpose of setting	Terminology
Personnel or clientele	Physical surroundings <ul style="list-style-type: none">● Room temperature● Chemicals and odors● Seating arrangements/sight lines● Lighting quality● Visual distractions● Background noise● Space (people, furniture, equipment)

Questions one could ask to get at Environment Demands:

- What is the nature of this place?
- What are the physical surroundings like?
- Who are the staff, personnel, or clientele here?
- What is the objective here?
- What kind of equipment is expected?
- What is the expected terminology that is used here?

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2. Interpersonal Demands

Definition: That which is specific to the dynamics among the consumers and the interpreter

Interpersonal Demands encompass several subcategories:

Power and authority dynamics	Communication style and goals
Roles and relationships (e.g., new, familiar, etc.)	Emotional tone/mood (e.g. intimate, tense, etc.)
Thought worlds (see quote below)	Cultural dynamics <ul style="list-style-type: none">● Between Hearing & Deaf Consumers (e.g., oppression, dishonesty, unfairness, etc.)● Between Hearing Consumer & Interpreter (e.g., adherence to expected role norms, communication directed to the interpreter, etc.)● Between Deaf Consumer & Interpreter (e.g., parties' understanding of the interpreter's role, etc.)

Interpreting...is not merely transposing from one language to another. It is, rather, throwing a semantic bridge between two different cultures, two different thought worlds.

by Claude Namy, 1977

Questions one could ask to get at Interpersonal Demands:

- What is the emotional tone of the interaction?
- What are the thought worlds of each party?
- What is the mood of the people involved?
- What do they want to accomplish?
- What is the nature of the relationship?
- Is it positive or are there problems? Why?
- How do they feel about me as the interpreter?

3. Paralinguistic Demands

Definition: That which is specific to the expressive skills of the Deaf and hearing consumers

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Paralinguistic Demands encompass several subcategories:

Idiosyncrasies of signing/speaking	Accents
Pace (e.g., fast, slow, etc.)	Volume (e.g., loud, soft, etc.)
Physical positioning	Clarity of production (e.g., smooth, choppy, precise, sloppy, etc.) <ul style="list-style-type: none"> • Age • Mood / emotional state • Physical attributes / characteristics
Cognitive limitations <ul style="list-style-type: none"> • Disabilities 	Physical limitations <ul style="list-style-type: none"> • Disabilities • Injuries • Health conditions • Intoxication

Questions one could ask to get at Paralinguistic Demands:

- What is the deaf person's signing style?
- What is the speaking style of the hearing person?
- Is the language of both deaf/hearing people coherent and following typical patterns of speech and discourse?

4. Intrapersonal Demands

Definition: That which is specific to the feelings and thoughts or personal experiences of the interpreter

Intrapersonal Demands encompass several subcategories:

Feelings / thoughts	Physiological distractions
Psychological responses	

Questions one could ask to get at Intrapersonal Demands:

- What are the interpreter's feelings or ruminations about
 - One's safety
 - One's interpreting performance

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- Liability
- The people and the dynamics
- The environment

CONTROLS

Karasek's Definition: Controls are the skills or resources that the worker can bring to bear in response to the demands of the job.

Controls for an interpreter may involve:

- Behavioral actions and interventions
- Particular translation decisions
- Internal/attitudinal acknowledgments

Dean and Pollard define controls in three (3) time phrases. They are...

1. Pre-assignment controls
2. Assignment controls
3. Post-assignment controls

1. Pre-Assignment Controls:

Definition: Controls that are employed before or in preparation for the formal assignment.

Examples of Pre-Assignment Controls:

- Education
 - Formal (interpreter training and continuing ed.)
 - Informal (other schooling)
- Experience
 - Work-related
 - Personal
- Direct preparation for the assignment
 - Contacts (team, hearing and deaf consumers)
 - Readings, prep materials, Internet, etc.

2. Assignment Controls:

Definition: Controls that are employed during the interpreting assignment

Examples of Assignment Controls:

- Acknowledgments

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- Self-talk
- Direct interventions
- Adjusted translations
- Prior relationships
- RID Code of Ethics
- Role metaphors

3. Post-Assignment Controls:

Definition: Controls that are employed after the assignment is over.

Examples of Post-Assignment Controls:

- Supervision
 - Formal (with supervisor)
 - Informal (with colleagues)
- Debriefing/venting
 - With support system
- Follow up
 - With people involved
 - With further education
 - With referring party
- Self-care