SHIFT in Orality training materials – Intellectual Output 5 - SUMMARY

SHIFT in Orality Summer School of Remote Interpreting – Forlì, June 11th-16th, 2018

SHIFT in Orality project training materials (Intellectual Output 5)

Introduction to teaching materials

For a thorough description of how to use, create, select teaching materials, please refer to *SHIFT in Orality Handbook of Remote Interpreting* – Intellectual Output 4.
The teaching materials created within the SHIFT in Orality project include 6 types of materials:

1. **Tools and term banks for interpreters – documentation**
   This section includes a mini-guide on how to select and organize relevant terminology for interpreters on different topics and a set of sample corpora (reference corpora and specialized corpora) to practice with.

2. **Vocal hygiene guidelines for remote interpreters**
   This section includes a document presenting a set of guidelines for vocal hygiene for remote interpreters.

3. **Preliminaries: theoretical framework**
   This section includes a set of materials regarding theoretical premises of remote interpreting (telephone and video).

4. **Preparatory activities**
   This section includes a set of preparatory activities to practice skills that are relevant for remote interpreting in the 3 macro-topics presented in the roleplays (Business, Healthcare, Legal/Administrative) and in 3 language combinations: Italian/English, Italian/Spanish, Spanish/English.
   The activities proposed are:
   - **Video**: these are monolingual videos that can be used in class for listening, memorization and reformulation, both intralingual (e.g. from English into English) and interlingual (e.g. from English into Spanish), with or without taking notes, with chunks of various lengths. As you can see in the table, you will find one video in each language (EN, IT, ES) which can be used in multiple language combinations (e.g., the video in English can be used for the EN/ES and EN/IT language combination)
   - **Sight translation**: these are monolingual written texts to be used in class for sight translation. You can decide to use them as a "steady" or "scrolling" text. Here is a link to the text scroller designed by our technicians, in case you want to try it: http://www.ditlab.it/scroll/. You just have to paste the text in the text box and set a scrolling speed: Very slow ("molto lenta"), slow ("lenta"), medium ("media"), fast (veloce"), very fast ("molto veloce"). Again, you will find one

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text in each language (EN, IT, ES) which can be used in multiple language combinations (e.g., the video in English can be used for the EN/ES and EN/IT language combination).

- **Sight translation with cloze**: these are monolingual written texts with cloze to be used in class for sight translation. Again, you will find one text in each language (EN, IT, ES) which can be used in multiple language combinations (e.g., the video in English can be used for the EN/ES and EN/IT language combination).
- **Q/A video**: These are monolingual videos that have been divided into content-chunks. Questions in another language have been elaborated for each content-chunk, in order to simulate a sort of bilingual interview, in which the trainer asks a question (e.g. in English) and the person in the video answers that question (e.g. in Italian).

The materials can also be used in a series of other variations, such as the ones described below (*extract from* SHIFT in Orality Handbook of Remote Interpreting – *Intellectual Output 4- , section 5.1 by M.J. González Rodríguez; for further indications and/or suggestions on how to select, create and use materials, please refer to the Handbook*):

- **Scanner Reading**: it prepares for sight translation. The trainee takes a quick look at the text to identify the most important pieces of information and key points.
- **Paraphrasing**: it is very helpful to enhance lexical fluency and find lexical equivalence.
- **Keywords**: this is a useful exercise to identify the constituents of written, audio or video texts, and grasp their conceptual pillars. This exercise usually works like an "X-ray of the text", since keywords are usually the most difficult to replace or reformulate and they are part of the deep structure of the text.
- **Summarising**: this is a useful exercise to speed up the identification of the basic units of content of an audio, video or written text. It helps save time, learn how to select important information as opposed to secondary information in any mode (monolingual or bilingual) and with any kind of material.

5. **Role plays**

There are two types of roleplays: **scripted** and **non scripted**.

- **Scripted roleplays** have a full detailed script for roleplayers, and can be used in class with two roleplaying trainers.
- **Non scripted roleplays** do not have a full script, but an overview of contents for each participant in the conversation. They can be enacted both by students or roleplaying trainers.

Roleplays have been divided in three macro sections: (1) Telephone roleplays, which include both scripted and non-scripted role-plays in all language combinations; (2) video roleplays, which include both scripted and non-scripted role-plays in all language combinations; (3) a set of non-scripted roleplays that can be used both for telephone and video situations.

For further details on how to use and create roleplays, please refer to *SHIFT in Orality Handbook of Remote Interpreting* – Intellectual Output 4– , section 5.2 by E. Davitti and S. Braun.

Below is an extract from section 5.2 of the Handbook, summarising the roleplays created and localised in three language combinations: Italian/English, Italian/Spanish, Spanish/English.

SCRIPTED ROLE-PLAYS – TELEPHONE		
INTERMEDIATE	BUSINESS	**BIZ_ice cream export_EN-IT/EN-ES/ES-IT** *A franchisee of an ice-cream parlour contacts the head of an ice-cream company in a different country to ask for information about how to increase their offer of ice-cream and desserts.*

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		BIZ_job interview_EN-IT/EN-ES/ES-IT *A human resources manager interviews a foreign applicant for a position.*
		BIZ_trade fair_EN-IT/EN-ES/ES-IT *A marketing director calls a trade fair organiser from a different country to ask for information about how to take part in the fair.*
	HEALTHCARE	**HTH_changing appointment pregnant lady_EN-IT/EN-ES/ES-IT** *A foreign pregnant patient needs to change an appointment with her gynaecologist due to unexpected symptoms.*
		HTH_vaccination check_EN-IT/EN-ES/ES-IT *A foreign mother goes to a health centre with her baby to check on her baby's vaccinations.*
		HTH_wound control after c-section_EN-IT/EN-ES/ES-IT *A foreign patient goes to the hospital to check her wound after a c-section.*
	ADMINISTRATIVE/ LEGAL	**ADM_museum information_EN-IT/EN-ES/ES-IT** *A foreign tourist with a disability (wheelchair and hearing impair) calls a Museum for some information to plan his/her visits.*
		ADM_residence permit_EN-IT/EN-ES/ES-IT *A foreign lady enquires about the first steps to obtain a residence and work permit with the relevant office.*
		ADM_wedding enquiry to embassy_EN-IT/EN-ES/ES-IT *A young couple calls the Embassy to enquire about the procedure to follow to get married in a foreign country.*
ADVANCED	**BUSINESS**	**BIZ_cheese exporter_EN-IT/EN-ES/ES-IT** *Two company representatives from different countries talk about strategies to expand the import cheese offer.*
		BIZ_company acquisition_EN-IT/EN-ES/ES-IT *Two company owners from different countries explore the reciprocal interests and financial conditions for a potential acquisition.*
		BIZ_price negotiations ham_EN-IT/EN-ES/ES-IT *A supplier needs to negotiate the price of his order with a producer from a different country.*
	HEALTHCARE	**HTH_consent for bowel obstruction_EN-IT/EN-ES/ES-IT** *A surgeon explains to a foreign patient the procedure to obtain their consent to carry out exploratory surgery for bowel obstruction.*
		HTH_follow up palliative care_EN-IT/EN-ES/ES-IT *An oncologist calls an elderly foreign patient to follow up on a palliative treatment prescribed to the patient.*
	ADMINISTRATIVE/ LEGAL	**ADM_asylum application_EN-IT/EN-ES/ES-IT** *A pregnant woman who fled from her country of origin needs to obtain information and start procedures to seek political asylum.*

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		ADM_insurance company_EN-IT/EN-ES/ES-IT *An employee working for the customer service of an insurance company talks to a foreign client who is unhappy with the service provided by the company.*
	EMERGENCIES	**EMERG-HTH_ambulance for diabetic patient_EN-IT/EN-ES/ES-IT** *A foreign person calls an ambulance because their spouse is diabetic, has fainted and lies motionless on the floor.*
		EMERG-HTH_ambulance for golf ball_EN-IT /EN-ES/ES-IT *A foreign person calls the emergency services because his/her wife/husband has been badly hit on her/his head by a golf ball.*
		EMERG-LEG_domestic violence_EN-IT/EN-ES/ES-IT *A foreign woman calls a helpline to report to be the victim of domestic violence, of an act of verbal and physical assault.*
		EMERG-LEG_lost child_EN-IT/EN-ES/ES-IT *A foreign parent calls the police as they have lost their children on a beach.*
		EMERG-LEG_lost friend_EN-IT/EN-ES/ES-IT *A tourist calls the emergency number because their friend has disappeared.*

SCRIPTED ROLE-PLAYS – VIDEOS		
INTERMEDIATE	**BUSINESS**	**BIZ_job interview_EN-IT/EN-ES/ES-IT** *A human resources manager interviews a foreign applicant for a position.*
		BIZ_wine trade fair_EN-IT/EN-ES/ES-IT *A wine tourism promoter talks to a company representative from a different country at a trade fair about tools and accessories for wine and spirits.*
	HEALTHCARE	**HTH_medical certificate_EN-IT/EN-ES/ES-IT** *A foreign patient goes to a local surgery to get a medical certificate for undertaking sport-related activities.*
		HTH_pharmacist advice_EN-IT/EN-ES/ES-IT *A foreign patient goes to a local pharmacy to ask for advice about their symptoms and about how to register with a GP.*
	ADMINISTRATIVE/ LEGAL	**ADM_Job centre_EN-IT/EN-ES/ES-IT** *A foreign person goes to a local Jobcentre to obtain all the necessary documentation to start working in the country.*
		ADM-LEG_witness statement_EN-IT/EN-ES/ES-IT *A police officer takes the statement of a foreign witness who was the victim of assault and attempted theft.*
ADVANCED	**BUSINESS**	**BIZ_set up a business_EN-IT/EN-ES/ES-IT** *A foreign person goes to an accountant to enquire about the first steps to set up a business.*
		BIZ_wine producer_EN-IT/EN-ES/ES-IT *A foreign food and wine journalist visits the owner of a small wine production company to know how the wine is*

		produced, what equipment is needed, and the financial aspects of running a niche business.
	HEALTHCARE	**HTH_brain aneurysm_ES-IT/EN-ES/ES-IT** *A foreign patient meets a neurosurgeon that explains what happened to him/her a few days before, when s/he suddenly felt ill.*
		HTH_eye test_EN-IT/EN-ES/ES-IT *A foreign person goes to the optometrist for a routine eye check.*
		HTH_flu vaccin_EN-IT/EN-ES/ES-IT *A retired foreign person talks to a GP about the flu vaccine.*
	ADMINISTRATIVE/ LEGAL	**ADM-LEG_lawyer-client consultation_EN-IT/EN-ES/ES-IT** *A foreign client seeking legal advice about divorce meets a lawyer for an initial consultation.*
		LEG_suspect interview_EN-IT/EN-ES/ES-IT *A police officer interviews a foreign person who has recently been arrested for assaulting his girlfriend.*
	EMERGENCIES	**EMERG_labour pain_EN-IT/EN-ES/ES-IT** *A foreign woman is at the emergency ward because of early labour pain and needs to talk to a nurse and midwife.*

NON-SCRIPTED ROLE-PLAYS - TELEPHONE	
BUSINESS	**BIZ_copyright_EN** *A visiting lecturer calls the Patent and Trademark Office in the country they are visiting to find out information on the procedure required to patent an invention.*
HEALTHCARE	**HTH_fertility clinic_EN** *A foreign patient has been called by a fertility clinic to get an appointment for the first consultation to examine the possibility of in vitro fertilization.*
ADMINISTRATIVE/LEGAL	**ADM_town twinning_EN** *A Culture Councillor and an International Relations Councillor from different countries need to plan an event to celebrate the official town-twinning of their respective places.*
	ADM_fine with rented car_EN *A foreign client talks to the employee of a car rental company about a fine that s/he has recently received.*
EMERGENCIES	**EMERG_car crash_EN** *A foreign passenger calls the emergency service as they have just had a car crash.*
	EMERG_fire brigade_EN *A retired foreign person calls the firefighters because their cat has climbed up a tree and is not coming down.*

NON-SCRIPTED ROLE-PLAYS – VIDEOS	
BUSINESS	**BIZ_job interview_EN** *A human resources manager interviews a foreign applicant for a position.*
	BIZ_travel company-hotel manager discussion_EN

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	A travel company representative talks to a hotel manager about some guests' dissatisfaction with the service provided in the hotel.
HEALTHCARE	**HTH_doctor-patient CHF consultation_EN** *A patient who has recently been diagnosed with congestive heart failure (CHF) and high blood pressure returns to the doctor as s/he is worried that his/her condition may be worsening.*
	HTH_doctor-patient orthopaedic consultation_EN *A doctor interviews a patient who suffered in a ski accident involving somersaulting down a steep slope during his vacation.*
ADMINISTRATIVE/LEGAL	**ADM_subtenancy_EN** *A landlord/lady talks to their foreign tenant as they are unhappy with the fact that the tenant does not separate his/her waste.*
	ADM-LEG_immigration interview_EN *An immigration officer interviews a dentist who wants to apply for a skilled worker visa.*

NON-SCRIPTED ROLE-PLAYS – TELEPHONE AND/OR VIDEO	
BUSINESS	**BIZ_luxury hotel event_EN** *Two young foreign musicias meet the manager of a hotel to propose a music event.*
	BIZ_new store opening_EN *A store manager talks to the CEO of the company they work for about the imminent opening of a new flagship store in a different country and how to organise the inauguration day.*
HEALTHCARE	**HTH_family control_EN** *An Erasmus student goes to a Family Planning Centre for young people with the intention of seeking counselling on the various options available for contraception.*
	HTH_physiotherapist-patient interaction_EN *A foreign patient with a fracture-dislocation of the shoulders or humerus visits a physiotherapist to enter a rehabilitation programme.*
ADMINISTRATIVE/LEGAL	**ADM_residence permit_EN** *A citizen goes to the City Countil in a different country to ask for information about how to register in the city.*
EMERGENCIES	**EMERG_bag snatching_EN** *A foreign couple visits the police station in a country where they are on holiday to report a stolen bag.*

6. Observation sheets

Extract from SHIFT in Orality Handbook of Remote Interpreting – *Intellectual Output 4- , section 5.2 by E. Davitti and S. Braun; please refer to the Handbook for further details on how to use observation sheets:*

In order to maintain a certain level of engagement on the part of the observing audience during the simulation, a set of (video/telephone) **observation sheets** have been developed. These documents use the taxonomy developed as part of the SHIFT project to provide a 'checklist' of phenomena to be considered when engaging in a remote interpreting activity. Notes need to be taken in relation to specific phenomena that are relevant to the scenario being observed; these can be about unexpected

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challenges arising during the interaction, strategies implemented by the interpreter and any other issues that requires discussion/improvement in relation to specific phenomena. Taking notes during the performance will enable participants to jog their memory and being able to quote specific examples during the post-RP discussion. Structuring notes according to specific phenomena will enable a more structured development of the discussion, as well as a clear identification of 'remote focal points', i.e. what were the most problematic phenomena linked to the management of communication in each remote interpreting scenario.

Recording sessions for self-assessment

Recording one's training sessions, whether it is traditional training in the classroom or self-training, and including both preparatory activities (sight translations, reformulations, etc.) and role-plays is essential for self-evaluation, as it allows subjects to notice behaviours and interpreting strategies and choices they may have not realized they were using while performing the activity.

An easy and fast way to record both audio and video files it to use a smartphone, as all of them have applications for video and audio recordings.

For recording from the computer, various options are available.

For audio-only recordings, a free and user friendly tool is **Audacity**, a multiplatform software distributed under GNU license, which allows to record and edit multitrack audios.

For video-recordings, we would recommend the use of a screen recorder. Some examples of screen recorders that you can use for free are **OBS-Studio** (available for Windows, Mac and Linux and distributed under GNU license), and **CamStudio** (available for Windows and distributed under GNU license), and **Active Presenter** (a proprietary software also offering a free version; available for Windows and Mac).