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A CALENDAR 2009 PROGRAM!

Please turn over for dates and registration form for this program.

What is a 'professional' interpreter?

In training programs, when I ask the question 'what is the definition of a professional interpreter', the commonsense answer often given is 'someone who gets paid for doing interpreting', or 'someone who does interpreting for a living'. In Australia, the definition of a professional interpreter is someone accredited by NAATI, the National Authority for the Accreditation of Translators and Interpreters.

NAATI accredits interpreters and translators at a number of levels. The correct level for your needs are covered in my training programs.

Margaret Bornhorst

Margaret Bornhorst has been delivering non-Indigenous cross-cultural training programs across Queensland since 1994. She is one of Australia's most experienced cross-cultural trainers and consultants.

For more information on her background, and on her other programs, visit her website and become a subscriber.

(www.mbcross-cultural.com.au)



Margaret Bornhorst
Cross-Cultural

Practical and enjoyable, non-Indigenous cross-cultural training at its best!

Communicating through Professional Interpreters

'Short Version' (two hours)

Of all the cultural competence 'skills', the ability to communicate comfortably and effectively through professional interpreters would have to be up there as one of the most important.

Which Version?

It does not take a lot of training time to become a person who communicates effectively through professional interpreters. You can learn everything you need to know, as well as witness and/or participate in a demonstration link-up to TIS, in two hours (the Short Version).

But if, in addition, you want to be able to deliver an information session to groups of non-English speakers through a professional interpreter, then you need the 'Rolls Royce' version of this training.

Short Version

In this program (two hours), Margaret covers all the important theory behind working with professional interpreters. The theoretical section is sup-



ported by segments from an excellent training video. Next there is a link-up to a TIS National and/or ATIS interpreter, so participants experience the process of contacting TIS in real time, and witness an interpreter-assisted interview.

What you will learn in the Short Version

- ◆ The languages spoken in your community;
- ◆ The difference between a translator and an interpreter;
- ◆ Types of interpreting;
- ◆ Criteria which will help you decide whether you need an interpreter in any given situation;
- ◆ When to use and when not to use BYO interpreters;

- ◆ The definition of a professional interpreter;
- ◆ The level of professional interpreter you should ask for;
- ◆ Procedures for arranging an on-site or telephone interpreter through TIS National and/or ATIS;
- ◆ The cost of employing professional interpreters;
- ◆ The circumstances under which TIS National provides free interpreter services;
- ◆ How to conduct an effective interview using a professional interpreter.

Delivery in-house

The most cost-effective way of delivering this training to more than 10 people is in-house delivery. For details, contact Margaret.

2009 Calendar

See the next page of this information sheet for the 2009 dates and registration form for the Short Version of **Communicating through Professional Interpreters**.

What participants have said about *Communicating through Professional Interpreters*

'Style of presentation was lively, interesting and attention-keeping.' *'Facilitator very good, pleasant, excellent interaction with the group.'* *'Excellent. Very practical and informative.'* *'Thank you. I have worked with professional interpreters for years and I still learned heaps. Very useful.'* *'Thank you. I learned a lot today and feel so much more ready to work with professional interpreters.'*

