Best Practices for Working with Remote Interpreters

Environment
- Call from a line with a stable connection
- Try to avoid areas with excessive background noise

Volume & Tone
- Enunciate clearly using a normal speaking voice
- Remember that your tone and volume are non-verbal cues

Side Conversations
- Remember that everything said will be interpreted
- Avoid side conversations or multiple concurrent speakers

Briefing the Interpreter
- Whenever possible, briefly explain the purpose of the call & provide the interpreter with essential information

Speed & Length of Speech
- Speak at a reasonable pace (not too fast or slow)
- Pause for interpretation after each segment of meaning

Interruptions
- Allow the interpreter to complete rendition with no interruptions before proceeding to the next segment

Addressing the Non-English Speaker
- After introductions, address the client directly
- Avoid saying "Tell him/her"

Vocabulary
- Use "plain English"
- Avoid jargon, ambiguity, idioms, and cultural references

Clarifications
- Allow the interpreter to ask clarifying questions
- If needed, rephrase the unclear segment using different terms

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