

## **Advanced Medical Interpreter Series: Getting to Yes: Negotiation Skills for the Medical Interpreter**

- Workshop Date:** April 22, 2017 (Saturday)
- Location:** Center for Health Impact™, 35 Harvard Street, Suite #300, Worcester, MA, 01609.
- Registration:** 8:30 am
- Program:** 8:45 am till 12:30 pm (15 minutes break in between)
- Workshop Fee:** \$ 30.00
- CEU Fee:** \$30.00 (Fee includes: Course materials, certificate of completion)
- Credits/Contact Hours:** This workshop has been approved for 3.5 contact hours through CCHI.
- Education Level:** Intermediate to Advanced

### **Course Overview**

Medical interpreters are essential players in all health care teams. They can help or hinder timely and effective care of our LEP (Limited English Proficient) patients. Do you find yourself waiting for appointments only to have to leave your LEP patient without an interpreter as you run off to your next appointment? Do you find receptionists and providers frustrated with you because you are running late or are asking that your patient be seen now and not in 30 minutes? Do providers become frustrated with you when you try to create pauses or engage in cultural mediation? Using principles and negotiation guidance from Roger Fisher and William Ury's *Getting to Yes: Negotiating Agreement without Giving In*, the workshop facilitators will help you explore your current style of negotiation and provide you with new alternatives. From the perspective of having a common goal with your health care team, participants will learn negotiation skills to be the effective team member their patients' need.

### **Program Goals and Learning Objectives**

This workshop will provide participants with an alternative view of the numerous communication challenges which they may experience daily. It will also engage them in negotiation skill-building activities to help them reduce their frustration and better meet their patients' needs.

#### **Objectives:**

- Participants will learn Fischer and Ury's three basic problems people have when communicating across what appear to be conflicting needs.
- Participants will recognize the value of finding a common goal with those with whom they would otherwise appear to be in conflict.
- Participants will gain and practice conflict resolutions skills via role plays.

## About the Trainers



**Yoshie Ng, CMI** was born in Taiwan and grew up in Japan. Yoshie balances her time between interpreting both Mandarin and Japanese at Tufts Medical Center, as well as language coaching at Found in Translation, Language Connections, Boston University and Tufts Medical School. She has been active in IMIA since its genesis as MMIA. Yoshie served as the Boston Regional Director of IMIA from 2006 to 2008. She also is a member of the Medical Reserve Corps and a screened court interpreter.



**Jessica Goldhirsch, LCSW, MSW, MPH** is a clinical social worker with the Brigham and Women's Hospital/Dana Farber Cancer Institute Adult Palliative Care Consult Service. Previously, Ms. Goldhirsch developed an interpreter services department, trained providers working with interpreters and provided continuing education for staff interpreters. She has been designing and delivering innovative workshops for professional medical interpreters throughout Massachusetts, for over fifteen years. She has served on the boards of the Forum on the Coordination of Interpreter Services and the Massachusetts Medical Interpreters Association. She is a member of the National Council on Interpreting in Health Care and the National Association of Social Workers.

**Certificates & Completion Requirements:** Participants are expected to sign-in and out, attend the entire program, and complete an evaluation. Participants will not receive a certificate of completion until payment has been received. If the certificate cannot be presented at the event, the participant will be mailed the certificate.

**Special Requests:** If you are hearing impaired, or are a person who is differently abled who requires accommodations, please contact Nancy Esparza 15 days prior to the training.

**Refunds:** Mass AHEC does not provide refunds after 10 full calendar days prior to the date of the program

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## Registration:

**Registration deadline: Tuesday April 18, 2017. Register early as program registration is on a first come first serve basis with limited space for participants.**

Please use the link below for registration and payment -

<https://centerforhealthimpact.wufoo.com/forms/z1d0dfkf1tlzkub/>

For questions please contact Nancy K. Esparza at [nesparza@centerforhealthimpact.org](mailto:nesparza@centerforhealthimpact.org) or 508-756-6676 x 13.