

# ***PUSH***



# **YOUR PERFORMANCE!**

**Presented by:**

Eliana Lobo, M.A., CoreCHI-P™  
Healthcare Interpreter Trainer of Trainers (ToT)  
Director, Lobo Language Access



Lobo Language Access

**PAVING THE WAY – JUNE 2025**

**Eliana Lobo is a Portuguese court and healthcare interpreter, a trainer of trainers for language access professionals in healthcare and human services, and an adjunct professor of healthcare interpreting at Highline College.**

- **Formerly a Spanish/Portuguese translation supervisor, medical trauma center interpreter services Supervisor and Trainer, National Director of interpreter quality for an LSP, and a Portuguese and ESL language teacher**

**Nationally certified CoreCHI™ Portuguese healthcare interpreter, Washington State DSHS medical interpreter. Certified Trainer of Trainers (ToT) of medical interpreters.**

- **CCHI Commissioner 2015-2021**
- **Currently serving a second term as an NCIHC Board member, Chairing the Standards & Training Committee, member and voice host of the “Home for Trainers” webinar group of the National Council on Interpreting in Health Care.**

**Since 2013, via the NCIHC’s “Home for Trainers” webinar workgroup, helping to create and host over 50 national webinars on effective medical interpreter training**



**Eliana Lobo,**  
**M.A., CoreCHI™**  
Trainer of Trainers  
of Healthcare Interpreters (ToT)

# THIS TRAINING IS FOR:

➤ Experienced Interpreters

*and*

➤ Novice Interpreters



# DAY 1 AGENDA

- **Your Brain**
- Cognitive Processes
  - Speech
  - Interpreting
- **Your Emotions**
- Amygdala
  - Attention Hijacks
- Vagus Nerve
  - Breathing
  - Mindfulness
- **Your Interpreting Skills**
- Attention
- Focus
- Listening
- Memory
- Speed
- **Self-Assessment for Improvement**
- Common Error Types
- Identifying Your Most Frequent Error Types
- Exercises and Drills for Improvement

# DAY 2 AGENDA

## Your Brain

- ▶ Cognitive Processes
  - ▶ Speech
  - ▶ Interpreting

## Your Emotions

- ▶ Amygdala
  - ▶ Attention Hijacks
- ▶ Vagus Nerve
  - ▶ Breathing
  - ▶ Mindfulness

## Your Interpreting Skills

- ▶ Attention
- ▶ Focus
- ▶ Listening
- ▶ Memory
- ▶ Speed

## Self-Assessment for Improvement

- ▶ Common Error Types
- ▶ Identifying Your Most Frequent Error Types
- ▶ Exercises and Drills for Improvement

# ***PUSH*** YOUR PERFORMANCE

**DAY 1** - Improve Overall Accuracy by Sharpening:

- **Listening skills**
- **Focus**
- **Attention**
- **Memory**
- **Speed**
- **Flow**
- **Error Tracking**

# WHAT **IS** THE STANDARD?

- According to the National Council (NCIHC)  
<http://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Standards%20of%20Practice.pdf>
- The very first standard is **ACCURACY**, and the first two criteria determining accuracy are:
  - The interpreter renders all messages accurately and completely, without adding, omitting, or substituting
  - The interpreter replicates the register, style, and tone of the speaker



# NATIONAL MEDICAL INTERPRETER PROFESSIONAL ORGANIZATIONS

## ➤ **NCIHC**

- National Council on Interpreting in Healthcare
- <https://www.ncihc.org>

## ➤ **IMIA**

- International Medical Interpreter Association
- <https://www.imiaweb.org>

# WHO **CERTIFIES** MEDICAL INTERPRETERS?

## ➤ **CCHI**

➤ <https://cchicertification.org>

## ➤ **NBCMI**

➤ <https://www.certifiedmedicalinterpreters.org>

# WA STATE JOB DESCRIPTION – CAREER DETAILS

<https://seeker.worksourcewa.com/OccupationSearch/CareerDetails.aspx?code=27309100>

<https://seeker.worksourcewa.com/OccupationSearch/CareerDetails.aspx?code=27309100>

## Interpreters and Translators



Interpret oral or sign language, or translate written text from one language into another.

Related: Executive Secretaries & Executive Administrative Assistants Park Naturalists Preschool Teachers Self-Enrichment Education Teachers Teacher Assistants

Industries: Professional, Science, & Technical Education Health & Counseling

Save

### Summary

### Details

#### Skills

Active Listening  
Speaking  
Reading Comprehension

#### Pay

Washington Annual Salary \$66,040/yr  
Washington Hourly Wage \$28.94/hr

#### Abilities

Oral Comprehension  
Oral Expression  
Speech Recognition

#### Washington Employment Trends

Currently Employed 2,000  
Yearly Projected Openings 240

#### Knowledge

English Language  
Foreign Language  
Customer and Personal Service

#### Personality

Artistic: People interested in this work like activities that include creating, designing, and making your own rules. They do well at jobs that need:  
Integrity  
Dependability  
Attention to Detail  
Self Control  
Stress Tolerance  
Adaptability/Flexibility

#### Education

Education  
Bachelor's degree  
Work Experience  
None  
Training  
None  
Education and Training Opportunities

#### Tools

Radio frequency transmitters or receivers  
Personal computers  
Notebook computers  
Desktop computers  
Binoculars

#### Technology

Word processing software  
Web platform development software  
Presentation software  
Office suite software  
Foreign language software

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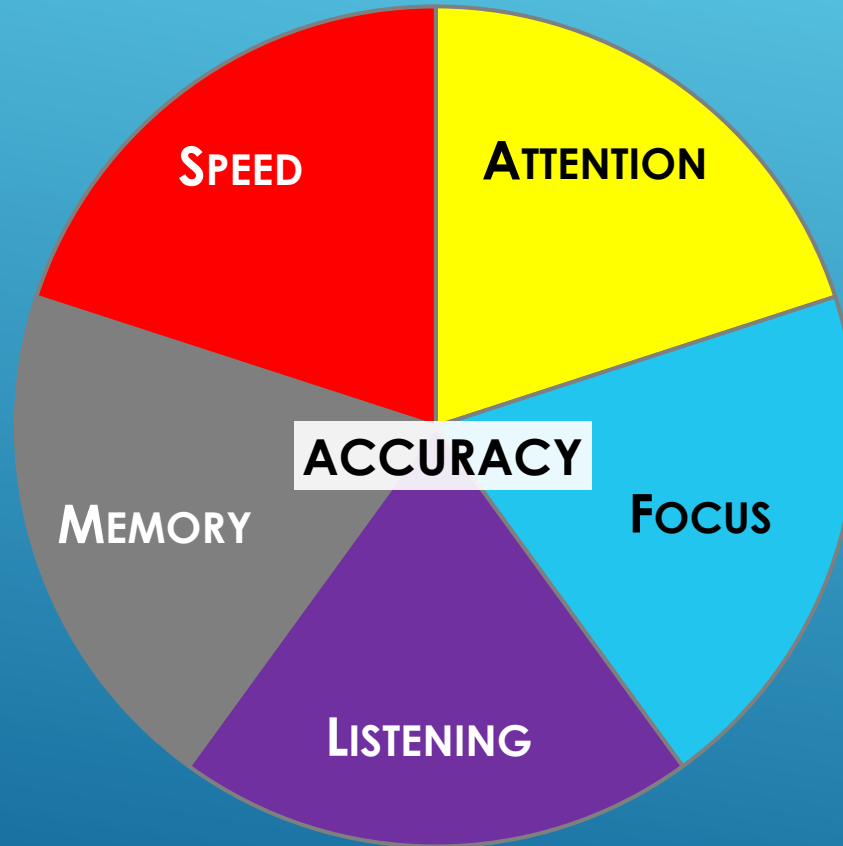
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Web platform development software  
Presentation software  
Office suite software  
Foreign language software

Active Listening  
is listed first, among  
skills needed for the job

Why?

Because,  
if you don't hear it,  
you won't interpret it!

# MECHANICAL COMPONENTS OF ACCURACY



# YOUR BRAIN

Cognitive Processes Involved in Speech & Interpreting

# THE EIGHT STEPS OF SPEECH PRODUCTION

(SINGLE LANGUAGE)

When speaking a **single** language, looks like this:

1. Speech sounds or other stimuli are **received** by your ear/hearing aid.
2. These sounds are **converted** to bioelectric signals within the human ear, or within the hearing aid device.
3. These electric impulses are then **transported** through specific ganglial structures, ending up in the primary auditory cortex, on both hemispheres of the brain. Interestingly, *each hemisphere treats this input differently*
4. The left side **recognizes** distinctive parts such as phonemes or basic sounds of speech, whereas the right side takes over **prosodic\*** characteristics and melodic information
5. The input then **moves** through areas in the brain that process:
6. **Speech perception**
7. **Semantic association**, or accessing stored meaning, and only then does it move to
8. **Speech production--Only EIGHT** steps!



# WHAT ARE SOME SYNONYMS FOR PROSODY?

- Prosody
  - Intonation
  - Emphasis
  - Speech rhythm
  - Rhythm
  - Enjambment
  - Modulation
  - Caesura
  - Pitch contour
  - Stress
  - Accent

# WHAT IS PROSODY?

## Prosody

- The patterns of rhythm and sound used in poetry
- **The rhythmic patterns of stress and intonation in a language**

# HOW DOES PROSODY MATTER?

- Spoken language involves more than the use of words; we vary our pitch, loudness, tempo, and rhythm in our speech in order to convey different meanings.
- These changes are called "**prosody**," and people with **autism** often find **prosody** difficult to hear, understand, or reproduce.
- AI consistently fails to detect nuance in speech, which includes prosody

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# ATTRIBUTES OF PROSODY

- **Pitch** of the voice
  - (varying between low and high)
- **Length** of sounds
  - (varying between short and long)
- **Loudness**, or prominence
  - (varying between soft and loud)
- **Timbre** or voice quality
  - (quality of sound)

# PROSODY & GESTURES

- **Prosodic cues** such as
  - speech rate
  - pitch level
  - direction, or voice quality
- **Gestures** such as
  - eyebrow furrowing
  - head tilt
  - shoulder shrug



# PROSODY VIDEO

[HTTPS://YOUTU.BE/TYK6TWFFICI](https://youtu.be/TYK6TWFFICI)

# ALL THESE FEATURES REVEAL SOMETHING ABOUT THE SPEAKER

## ➤ Register

- Helps determine level of education
- Helps determine Age

## ➤ Prosody

- Helps in assessing degree of comfort or distress

## ➤ **All** help with context

# STRESS AND YOUR BRAIN

- To understand how stress can impact your ability to interpret, we need to understand how the brain processes interpreting in non-stressful situations first
- **What does the brain actually do, while we interpret?**
  - To understand that, we first need to look at cognitive function during speech



# COGNITIVE FUNCTION DURING SPEECH

- Language processing refers to the way humans use words to communicate ideas and feelings, and how such communications are processed and understood
- **Cognitive function during interpreted speech involves all the areas in the brain** and body that receive and process input in order to
  - hear it
  - understand it
  - convert it
  - be able to reproduce it in a 2nd language



# 11 STEPS TO SPEECH PRODUCTION

(FOR **TWO** LANGUAGES)

- When we move from communicating in a single language to interpreting between **TWO** languages, we add the following tasks to the mix:
  - **Memory**
  - **Conversion**
  - **Iteration**
    - Your brain is now handling **ALL** of the 8 prior tasks, *plus* 3 brand new tasks! Essentially, you are adding 3 balls to the 8 balls you're already juggling!
- Adding stress to this groups of 11 steps, pretty much ensures you will drop some, if not all, of those balls at some point
  - It will probably happen more than once in a day.
- **What can you do in these situations?**





# INTERPRETERS: LANGUAGE SUPERHEROES!

# YOUR EMOTIONS

## The **Amygdala**

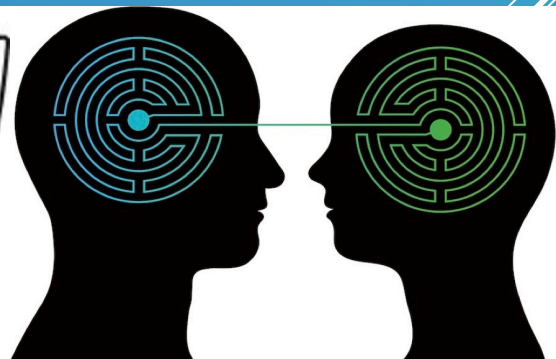
How it Can Hijack Your Attention

## The **Vagus Nerve**

How Breathing & Mindfulness Training Can Calm the Amygdala

# STRESS AND YOUR BRAIN WHILE INTERPRETING

- Did you ever “freeze” while interpreting?
  - It happens to us all
- Did you ever get “choked up” during an interpretation?
  - Again, it happens to us all at one time or another
- How do you “unfreeze” and get back to the job?



# AMYGDALA VS. VAGUS NERVE

## ► Amygdala

- The **amygdala** is recognized as a component of the limbic system. It is thought to play important roles in emotion and behavior.
- The amygdala helps coordinate responses to things in your environment, **especially those that trigger an emotional response**
  - This structure plays an important role in **fear** and **anger**.

## ➤ Vagus Nerve

- The **vagus** (Latin for wandering) nerve is far reaching, extending from the brainstem down into your stomach and intestines, innervating your heart and lungs, and connecting your throat and facial muscles.

# TECHNIQUES TO MASTER

**Making use of scientifically proven techniques to activate the Vagus nerve. This IMMEDIATELY calms the nervous system and reduces the heart rate.**

## Using the Diver's Reflex to Regulate Emotional Intensity

- Did you know that when you splash cold water on your face, it triggers an *immediate* decrease in heart rate?
  - Scientists dubbed this the mammalian diving response, more commonly known as the “diver’s reflex”

# AMYGDALA

## ➤ Amygdala

- a) the part of the limbic system that assesses the **emotional** value of stimuli;
- b) the part of the brain associated with **fear reactions**
  - “Fight, Flight or Freeze”
  - Being “triggered” (heart rate goes up, breathing becomes shallower, muscles quiver, throat constricts, neck tightens)
  - Feels like an anxiety attack
    - A person who has a seizure in the temporal lobe the location of the Amygdala sometimes reports an intense feeling of fear or danger, -Fiori

# VAGUS NERVE

## ➤ Activating Vagus Nerve

- Increasing activity in the vagus nerve activates the parasympathetic nervous system which means your body is able to **relax faster after stress**

# UNDERSTANDING THESE PROCESSES IS THE *FIRST* STEP TO BEING ABLE TO CONTROL THESE SAME PROCESSES

- What triggers my fight or flight response?
- How can I rein in my spontaneous reaction and regain control?

# AMYGDALA VS. VAGUS NERVE

## ➤ Calming the Amygdala

- Realize you've been triggered
  - **Metacognition**, the ability to think about your thinking, is a higher-level skill that top performers master
- **LET GO** of the story
- Release the tension
- Remember who you are
- **DO SOMETHING**--just a small physical movement pushes away the “*deer in the headlights moment*”
  - Wiggle your toes inside your shoes
  - Make a fist
  - Take a deep breath and let it out slowly

# TECHNIQUES TO ACTIVATE THE VAGUS NERVE

## Mindful Breathing to Activate Vagus Nerve

- Increasing activity in your vagus nerve helps your body relax faster after stress
  - Deep, slow breathing stimulates your vagus nerve
  - Most people take about 10-14 breaths each minute
    - Take about 6 breaths per minute to relieve stress **mindfully**
    - Breathe in through your nose and out through your mouth
    - Try and exhale longer breaths than you inhale

## **1. Run water over your hands**

Start by running cold water over your hands. Focus on how the temperature feels on each part of your hand, from your wrist to your nails. Switch to warm water and focus on how the sensation on your hands changes. Do this for a few minutes until you calm down

## **2. Move your body in ways that feel most comfortable to you**

This can include jumping up and down, dancing, jogging in place, or stretching. As you move, focus on how your body feels

## **3. Focus on your breathing while you control how you inhale and exhale.**

You can start by inhaling to the count of 4, holding for 3 seconds, and then exhaling for another count of 4. You could also repeat what you consider a happy word after each inhalation. For example, safe, peace, easy, or gone.

## **4. Tense and relax different parts of your body**

For example, press your feet to the ground as hard as you can for a few seconds. Release the pressure and notice how your feet feel now. You can also squeeze the arms of your chair as tightly as you can and then slowly relax and let go.

# GROUNDING TECHNIQUES

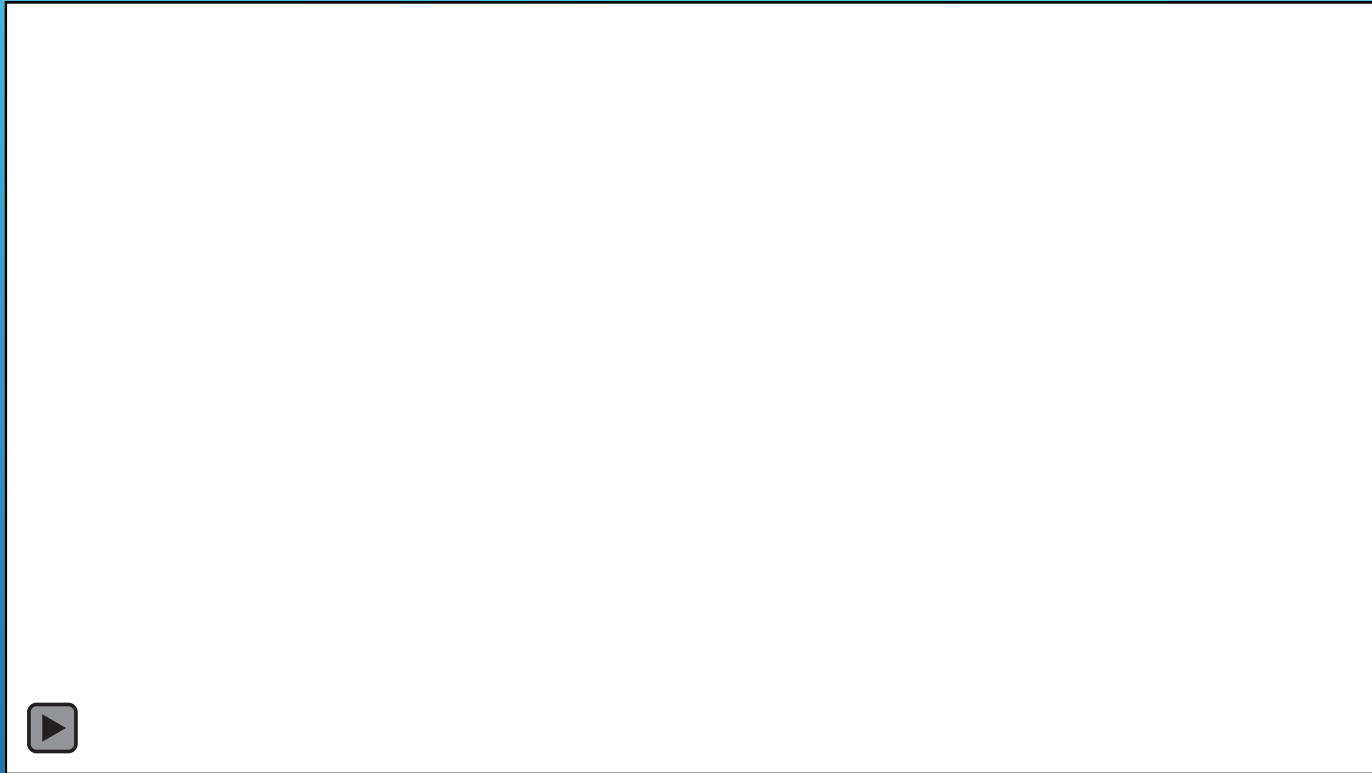
# WHAT IS MINDFULNESS?

IT'S ABOUT PAYING ATTENTION  
TO THE PRESENT MOMENT  
WITH AWARENESS  
AND  
WITHOUT EMOTIONAL REACTIVITY

# POLL #1

## DO YOU PRACTICE MINDFULNESS?

# LET'S TRY IT FOR 30 SECONDS!



Try to focus only on the sights and sounds of this video while breathing mindfully, slowly, (in through your nose, and out through your mouth).

# FREE MINDFULNESS APPS

Available for iOS and Android

- Insight Timer
- Smiling Mind
- Stop, Breathe & Think
- UCLA Mindful
- 10% Happier
- Headspace
- CALM
- Aura

# **BREATHE** BEFORE EACH ENCOUNTER

At least **SIX** deep, slow, breaths  
make the exhalation last *longer* than the inhalation

- Do this before each client comes up on your video screen
- Do this before each client comes on your telephone line
- Do this before you walk into each examination room with a patient

**“NEVER TRUST THE TRANSLATION OR  
INTERPRETATION OF SOMETHING WITHOUT  
FIRST TRUSTING ITS INTERPRETER.”**

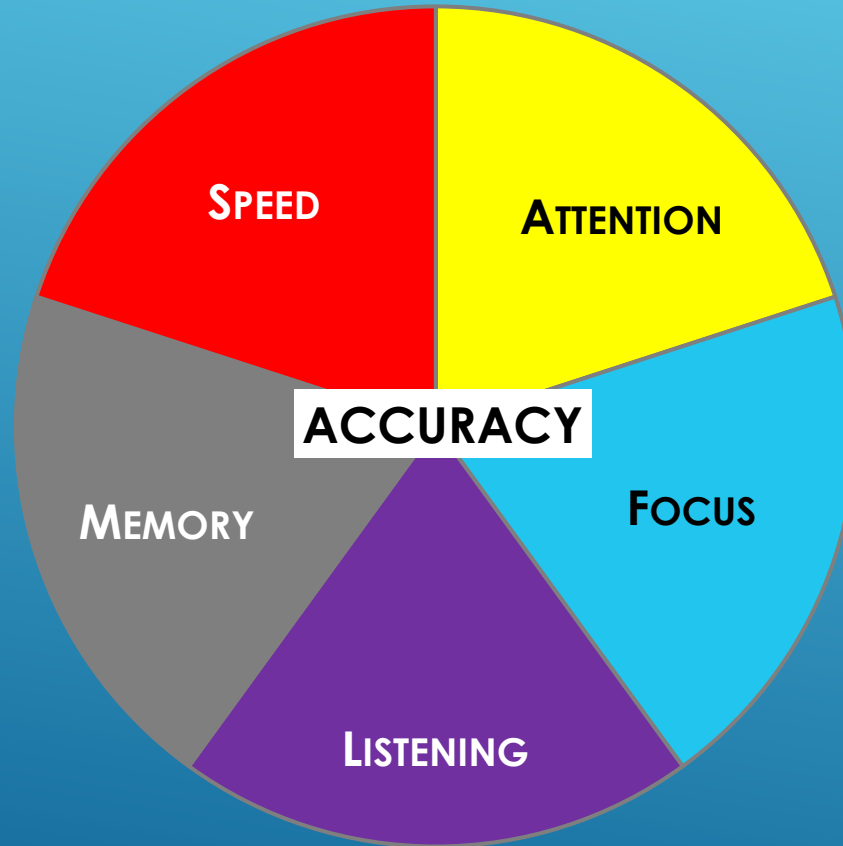
~Suzy Kassem

**How do we live up to the standard?**

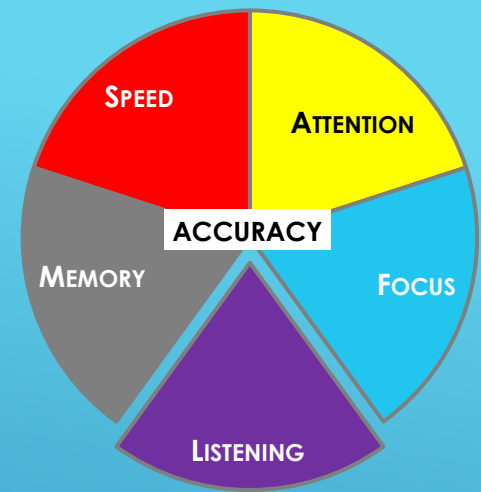
- Learning how to lower your stress and anxiety while interpreting, is a great skill that improves your performance
- Working on developing your interpreting mechanics also improves performance
  - Focus
  - Attention
  - Short-term Memory
  - Conversion
  - Speed
  - Managing the Flow

# WORK ON BOTH!

# MECHANICAL COMPONENTS OF ACCURACY

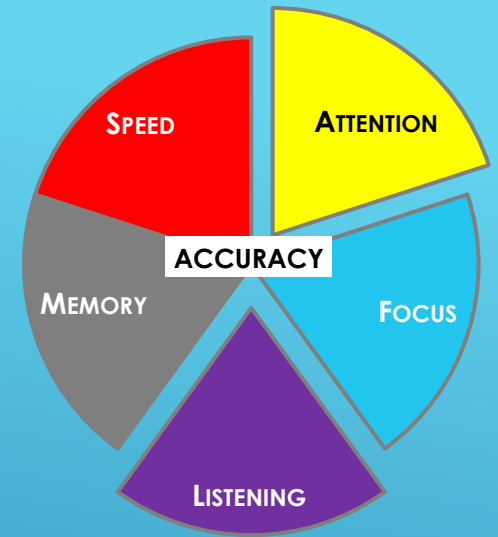


# LISTENING VS HEARING



- Hearing is passive
  - simply acknowledging an input of sound
- **Listening is active!**
  - it means being able to **focus** one's attention on the speaker
  - It means being **engaged**

# ATTENTIVE LISTENING



## 5 Steps to Listening

1. Receiving
2. Understanding
3. Remembering
4. Evaluation
5. Responding

# STRATEGIES TO IMPROVE LISTENING

## The Three A's of **Active** Listening

(Effective listening is about self-awareness)

You must pay attention to whether or not you are only hearing, or *passively* listening, or if you are *actively* engaging.

Effective listening requires concentration and a focused effort that is known as **active listening**

- Active listening can be broken down into three main elements
  - **Attention**
  - **Attitude**
  - **Adjustment**

# MAINTAINING ATTENTION

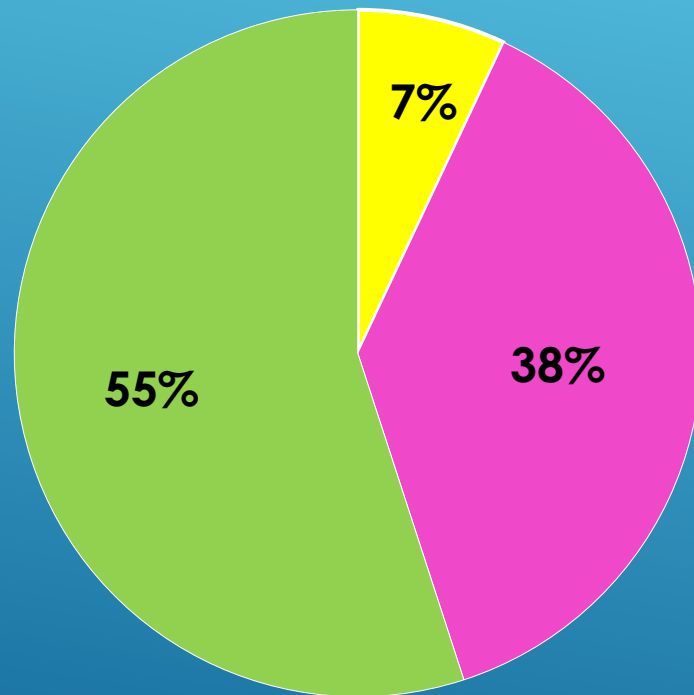
We know now that attention is the fundamental difference between hearing and listening.

- Paying attention to what a speaker is saying requires intentional effort on your part
  - Nichols, credited with first researching the field of listening, observed, “listening is hard work. It is characterized by faster heart action, quicker circulation of the blood, a small rise in bodily temperature.”
- Consider that **we can process information four times faster than a person speaks**. Yet, tests of listening comprehension show the average person listening at only 25% efficiency

# THE 7% RULE

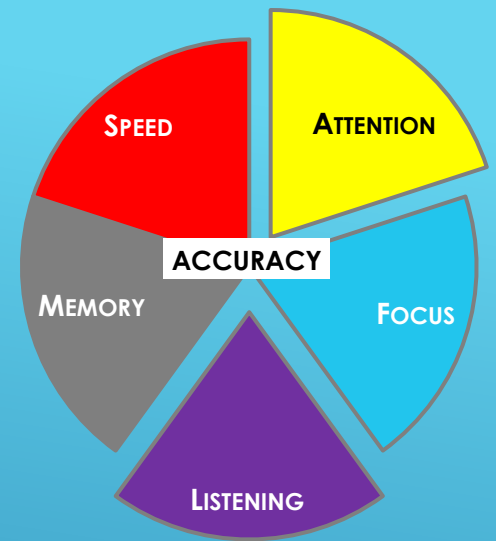
## ELEMENTS OF PERSONAL COMMUNICATION

### Personal Communication



■ Spoken Word    ■ Voice & Tone    ■ Body Language

# ATTENTIVE LISTENING



## 5 Barriers to attentive listening:

- Information overload
- Personal concerns or issues
- Outside Distractions
- Rates of speech and thought
- Reactions/Opinions/Prejudice

# CHALLENGES TO ATTENTION

## Stress and Distraction **hijack attention**

- A typical person can speak 125 words-per-minute, yet we can process up to three times faster, reaching as much as 500 words-per-minute
- The poor listener grows impatient
- The *effective* listener uses the extra processing time to process the speaker's words, distinguish key points, and mentally summarize them

# ATTENTION IS FRAGILE!

Research indicates **our mind wanders over 50% of our waking hours!**

- There are ways one can gain control over distraction
- It requires mindfulness training
  - In effect, you develop a personalized, portable, brain fitness routine to keep your attention strong

THE ATTENTION OF SOMEONE WHO  
*HASN'T* HAD MINDFULNESS  
TRAINING *DECLINES* WHEN THEY'RE  
UNDER INTENSE STRESS,

**BUT FOR PEOPLE WHO'VE HAD  
TRAINING, THEIR ATTENTION  
REMAINS STABLE AND CAN EVEN  
IMPROVE AND BE SUSTAINED FOR  
LONGER PERIODS, OVER TIME**

# ADDITIONAL BENEFITS WHEN YOU MINDFULLY TRAIN YOUR ATTENTION

- Researchers have started to uncover additional benefits associated with mindfulness, including
  - reduced anxiety
  - protection from depression relapse
- and,
- **improved working memory!**

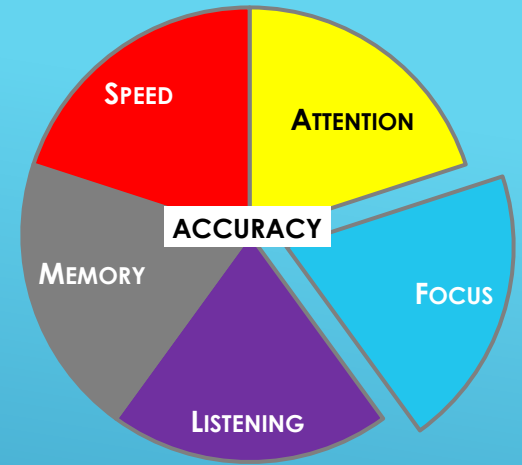
# ANOTHER WAY TO LOOK AT MINDFULNESS

IT'S ABOUT PAYING ATTENTION  
TO THE PRESENT MOMENT  
WITH AWARENESS  
AND  
**WITHOUT EMOTIONAL REACTIVITY**

# MINDFULNESS TRAINING

- Mindfulness training can be broken down into two major categories:
  - **Focused attention** and
  - **Open monitoring**
- Two very different, yet complementary, practices
- Let's look at how to improve both

# STRENGTHENING FOCUS & ATTENTION



- If our mind wanders over 50% of our waking hours what can we do to change that?
  - Practice mindfulness as your first step
- How do I strengthen my focus?

# EXERCISES TO STRENGTHEN YOUR FOCUS AND ATTENTION

Focused attention exercises cultivate your brain's ability to focus on one single thing, for example, breathing

- Practice ***mindful*** breathing
  - Sit in a comfortable, upright position and
  - **Focus all your attention** on the *sensations* of breathing
  - Breathe in through your nose and out through your mouth
- When your mind wanders away from the sensations to internal mental content or any external distraction, gently return it to the breath-related object
  - Don't be surprised or disappointed if you find yourself retrieving your mind hundreds of times during a 15-minute session.
  - Think of your brain like a puppy you're training to walk on a leash. Gently redirect it every time it darts away.

# GENTLY REDIRECT YOUR FOCUS, EVERY TIME OTHER THOUGHTS INTRUDE



<https://youtu.be/B9EJ2-Lctgs>

# EXERCISES TO STRENGTHEN FOCUSED ATTENTION

## Focused attention exercise: the **body scan**

Imagine your attention as being like a flashlight. The body scan exercise is essentially taking that flashlight and directing it systematically over your entire body.

- Start by focusing your attention on your toes, taking note of whatever sensations might be there
  - Tightness?
  - Tingling?
  - Warmth?
  - Cold?
- Next, move on to the soles of your feet, your heels, then your legs, stomach, and so on, slowly moving the flashlight up your body
- After you have developed regular practice focusing your attention, you may progress to the practice of
  - **Open Monitoring**

# ONCE YOU HAVE PRACTICED QUIETING YOUR MIND, MOVE TO THE **OPEN MONITORING** EXERCISE

## IN THIS ORDER:

- **First**, practice reducing your internal chatter
- **Second**, work towards extending the number of minutes where you can keep your mind still and quiet
  - Start with 1-5 and then move to longer intervals
- **Third**, work on developing **open monitoring**

# EXERCISES TO DEVELOP OPEN MONITORING

This practice, unlike like the breathing exercise, is *not* about paying attention to a specific object or objects

- It's about **remaining open to any experience** (internal or external) that arises, and allowing it to wash over you
  - Don't process it,
  - Don't think about it,
  - Just notice its occurrence and allow it to pass and dissipate
- To do this, sit in a comfortable, upright position and
- Try to be aware of any sensations, thoughts or emotions that emerge, without holding on to them
- It might help you to label what comes up by using words like "planning," "worrying," "judging," "remembering."
- You can do this silently or out loud
- **After you name it, *let it go!***

# EXERCISES TO DEVELOP OPEN MONITORING

Think of this exercise as if you were watching clouds move in the sky while observing their different shapes

- In this practice, you're watching your thoughts as they travel through your mind
  - Like watching leaves floating by on the river's surface
- There will be times when you feel like you keep getting hooked on a particular thought or sensation and can't seem to let it go
  - If you find yourself prone to internal chatter or distraction, so that you can't do the open monitoring practice, go back to practicing your focused attention

OPEN MONITORING HELPS YOU LEARN  
TO PAY ATTENTION  
TO WHAT'S HAPPENING AROUND YOU  
**WITHOUT BECOMING ATTACHED TO IT**

# “LET IT GO” EXERCISE

## Practice Clearing Your Mind

- When you have a thought,
  - Identify it, and, immediately let it go!
    - Often, this is harder to do than you'd think!
  - Try to be aware of any sensations, thoughts or emotions that emerge, without holding on to them
    - Label what comes up using words like “planning,” “worrying,” or “remembering”
    - Remember, **we are learning to detach**
- Helps to have a neutral, pleasant view or something basic to focus on when you first begin, so let's try this while viewing a colorful shape
  - Ready? We'll try it for 2 minutes...

# CLEAR YOUR MIND

WHEN YOU HAVE A THOUGHT, IDENTIFY IT AND IMMEDIATELY **LET IT GO!**

1 minute



POLL #2  
WAS THAT EASIER OR HARDER THAN  
YOU THOUGHT IT WOULD BE?

# CLEAR YOUR MIND

NOW, TRY FOCUSING AND FOLLOWING **ONE COLOR**

**2 minutes**



# POLL #3

## WAS IT EASIER TO STAY FOCUSED?

# HOW LONG SHOULD I PRACTICE?

## MINDFULNESS EXERCISES

### WHEN CAN I EXPECT TO SEE THE BENEFITS OF THIS PRACTICE?

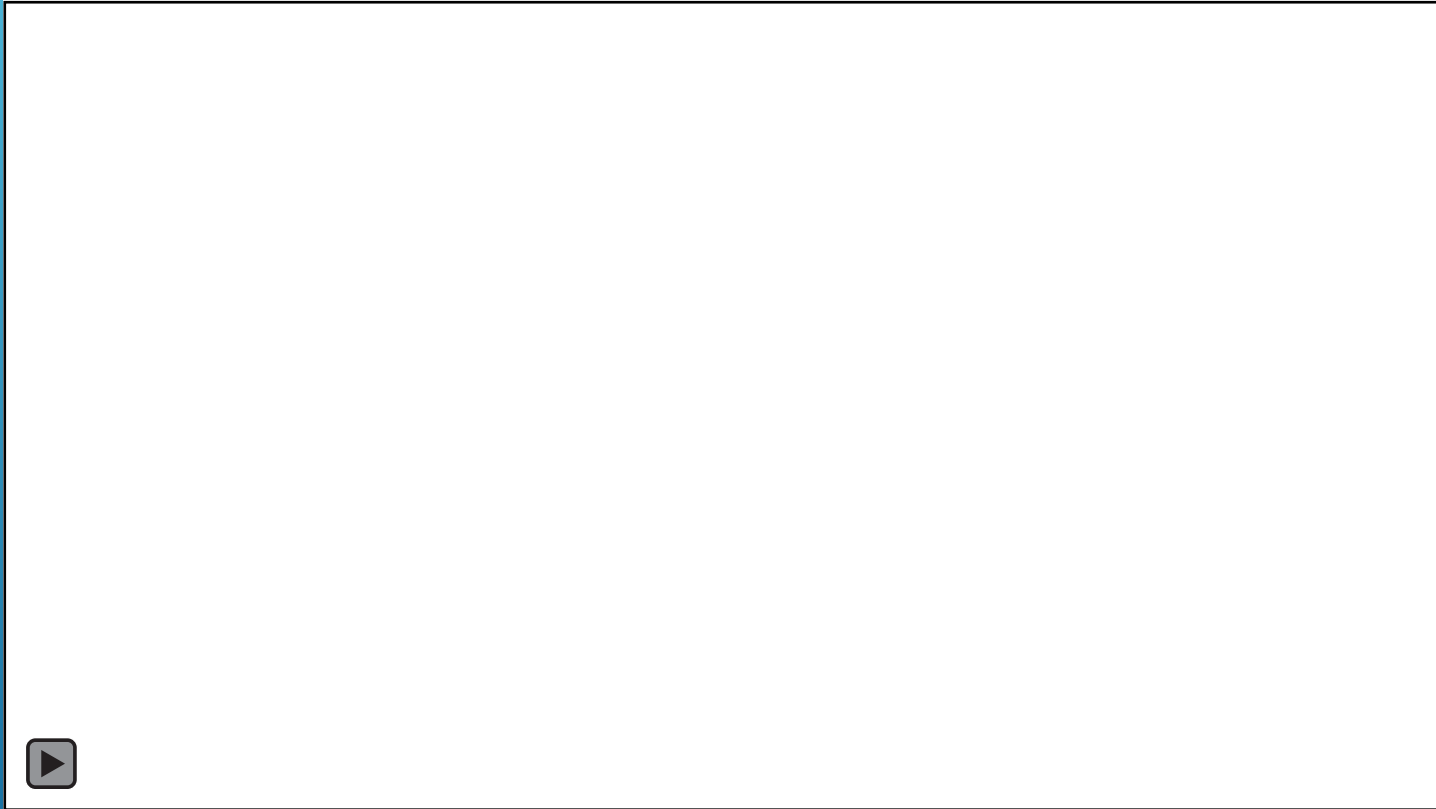
- **People generally start to see benefits when they practice for about 15 minutes a day, 5 days a week, for around 4 weeks**
  - If you practice more, you will benefit more--but if you do less than 12 minutes a day, you won't really see any benefits
- If you try any of these exercises and have trouble keeping your mind still, know that that's a common experience!
  - Don't be discouraged, as with any new activity or sport, **you need to practice**
- The mind *will* wander, and that's completely fine
- It's not about *not* letting the mind wander
  - *It's about learning how to gently return your attention to your focus, when that happens*

**THAT IS PRECISELY THE SKILL YOU ARE DEVELOPING!**

# START SMALL!

- Choose a reasonable goal, and then start with HALF of that, the very first time you try these exercises
- Choose to commit to a month of practice in order to see measurable results
- Gradually increase your practice time
  - *Aim* for 15 minutes per day, five days a week
  - *Start* with 1 minute per day, five days a week

# LET'S TRY OPEN MONITORING FOR ONE MINUTE



POLL #4  
WAS THAT EASIER OR HARDER THIS TIME?

# AFTER FOCUS & ATTENTION COMES ATTITUDE

## Acquiring Emotional Vitality & Stamina

- Don't *dwell* on the negatives
- Focus on what is most important, right now
- Practice mindfulness
- Keep a sense of purpose

# ATTITUDE

Even if you are paying close attention, you could be doing so with the wrong kind of attitude

- Getting frustrated with delays or protocols, or by having appointments that run long, engaging in negative self-talk—none of this will help you to listen effectively
  - Remember to hydrate and carry a snack with you!
- You'll be better off determining an internal motivation to be attentive to the person speaking
- Approaching the task of listening with a positive attitude and an open-mind will make the act of listening much easier
  - **Bad listeners make snap judgments that justify the decision to be inattentive.** Yet, since you're already there, why not listen to see what you can learn?

# ATTITUDE

Watch out for **psychological deaf spots** which impair one's ability to perceive and understand things counter to our convictions.

- It can be a description of an event, or even a word or phrase that may trigger you and cause “an internal emotional eruption”
  - Causing communication efficiency to drop rapidly
- **Interpreting errors increase when we interpret speech we strongly disagree with, so staying detached is fundamental!**
  - Go back to your Open Monitoring exercise if you find yourself getting triggered by attitudes coming from others

# ADJUSTMENT

- When we hear someone speak, we don't know in advance what he is going to be saying
- This requires us to remain flexible
  - Often, we follow a speaker along what seems like a verbal detour that goes down a rabbit hole, until we are rewarded by the speaker finally reaching his or her destination, and often, only partially answering the provider's question

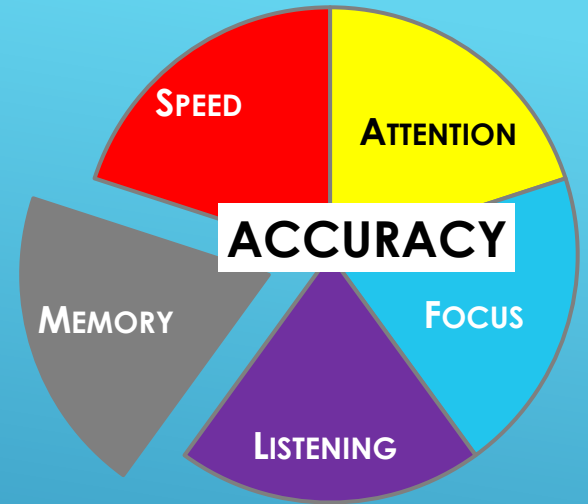
# FRIDAY: Skills-based Boot Camp for Interpreters



# ***PUSH*** YOUR PERFORMANCE

## **DAY 2** - Improve Overall Accuracy by Sharpening:

- Listening skills
- Focus
- Attention
- **Memory**
- **Speed**
- **Flow**
- **Error Tracking**



# MEMORY

# MEMORY AND THE INTERPRETER

- Working Memory is considered part of the most basic executive functions that are essential to higher level cognitive processing, including language processing
- Interpreting is one of the most difficult language tasks, and its performance relies heavily on Working Memory

# MEMORY AND THE INTERPRETER

## ➤ Short-Term Memory

- Short-term memory is important for the interpreter to retain what he/she has just heard
  - Improves with **PRACTICE**

## ➤ Long-Term Memory

- Good long-term memory helps with understanding and an accurately conveying of the message
  - Improves with **STUDY**

# BUS DRIVER LISTENING EXERCISE

# MEMORY EXERCISE



# MEMORY EXERCISE

- LIVE silent observation for 90 seconds

# MEMORY EXERCISE

## ➤ EXPANDED SEQUENCE EXERCISE

Instructor or partner alternates reading off items from two lists

- Item is read from **list 1**
  - Listen and remember
- Item is read from **list 2**
  - **Repeat item from list 1**
- Item is read from **list 1**
  - **Repeat item from list 2**

# MEMORY EXERCISE

TOP TEN MOST COMMON CHILDHOOD ILLNESSES

TOP TEN MOST PRESCRIBED DRUGS IN THE U.S.

- Common Cold
- Bronchitis and Bronchiolitis
- Stomach Flu (Gastroenteritis)
- Hand, Foot and Mouth Disease (HFMD)
- Febrile Seizures
- Chickenpox
- Eczema
- Asthma
- Allergic Rhinitis (Allergies)
- Constipation
- Lisinopril (Zestril)
- Levothyroxine (Synthroid)
- Atorvastatin (Lipitor)
- Metformin (Glucophage)
- Simvastatin (Zocor)
- Omeprazole (Prilosec)
- Amlodipine (Norvasc)
- Metoprolol (Lopressor)
- Acetaminophen plus hydrocodone
- Albuterol (Ventolin)

## MEMORY EXERCISE

TOP TEN MOST COMMON CHILDHOOD ILLNESSES  
TOP TEN MOST PRESCRIBED DRUGS IN THE U.S.

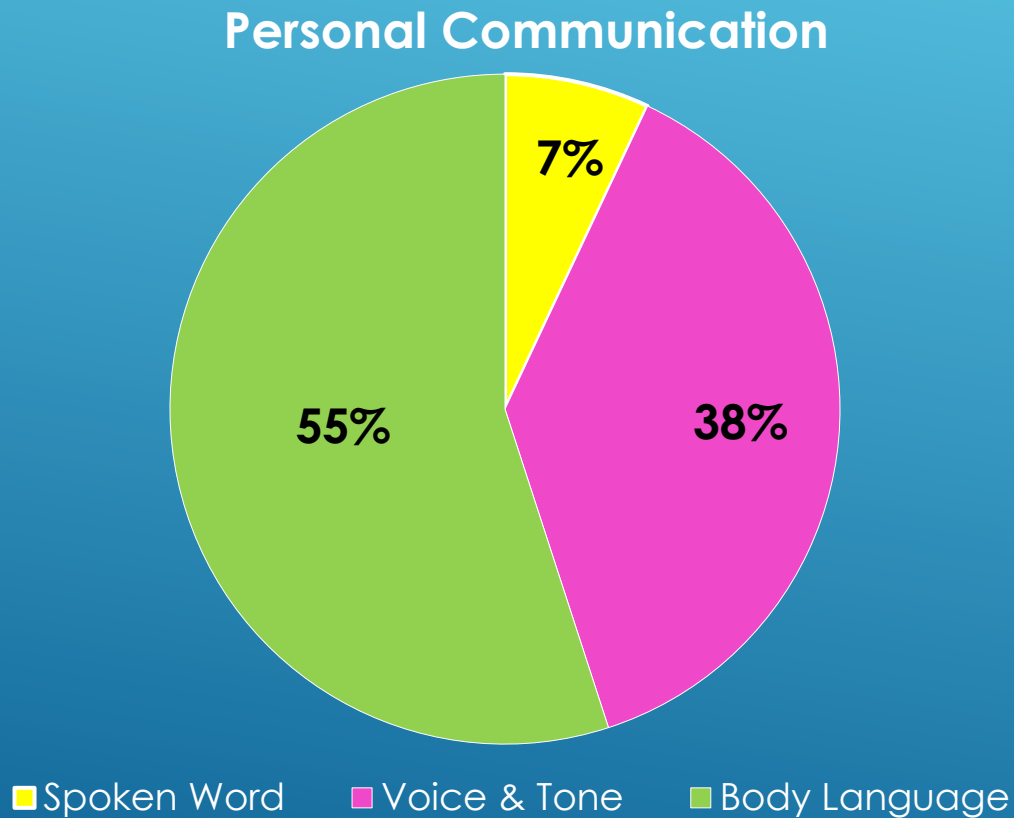
# INPUT VS. OUTPUT

We've looked at

- Attentive listening
- Focus
- Attention
- Memory
- We'll look at Speed in the final section
- Remember to include PROSODY in your output and analyze PROSODY in your listening

# THE 7% RULE

## ELEMENTS OF PERSONAL COMMUNICATION



# PUTTING IT ALL TOGETHER

- Focused attention
  - If you don't hear it, you will never interpret it
- Attentive listening
  - Attention hijacks and how to defuse them
- Memory
  - Know your limitations and manage the flow
- Speed
  - Know your limitations and manage the flow

# ASSESSING YOUR INTERPRETING PERFORMANCE FOR ALL OF THIS...

How do I do this  
in a way that *works*?



# INPUT VS. OUTPUT

We've looked at

- Attentive listening
- Focus
- Attention
- Memory
- We'll look at Speed in the last section
- How do we apply this to our skillset?
- How do we analyze our skillset in order to decide on self-improvement, additional training or continuing education choices?

# LIGHT AT THE END OF THE TUNNEL



# THE SECRET IS...



# WHICH ERROR TYPES OCCUR MOST OFTEN?

- **Adding** something that wasn't present in the original
- **Omitting** something from the original utterance
- **Distorting** the meaning/changing the meaning
  - False cognate?
- **Summarizing** the content
  - **Editorializing** by adding your opinion

# WHAT'S MY NEXT MOVE?

- How do I pinpoint errors in **my** performance?
- How do I improve specific parts of **my** skills?
  - How do I go about maintaining and improving my skills without spending a lot of money?

# HOW DO I ASSESS MY SKILLS?

We are quite often, our own harshest critics.

In order to choose the best exercises to maximize improvement within our skill set, we need to take a good hard look at how we are doing the job in the present moment.

What's the best way to get an accurate snapshot of our current performance level when it comes to accuracy, fluency and delivery?

# YOUR SECRET WEAPON?



## THROUGH SELF-RECORDING

# POLL #5

## HOW OFTEN DO YOU RECORD YOURSELF?

100

# YES, RECORD *YOURSELF*!



## Where can I find quality training materials?

- For *FREE* Skill Drills, organized by topic, please visit Eliana Lobo's InterpreterTrainer page on YouTube:
  - [https://www.youtube.com/channel/UCJc3-Nq6hCISXnB8-ONihJQ/playlists?view=1&shelf\\_id=0&sort=dd](https://www.youtube.com/channel/UCJc3-Nq6hCISXnB8-ONihJQ/playlists?view=1&shelf_id=0&sort=dd)
- For concepts and great training resources, again for **FREE**, visit NCIHC's webinar landing page
  - <http://www.ncihc.org/home-for-trainers>
- For Spanish /English interpreters
  - <https://www.youtube.com/channel/UChOp3asnuNBYctTqMp-3Bew/videos?app=desktop>

# HOW DO I UTILIZE SELF-RECORDING TO IMPROVE MY SKILLS?

## LISTEN TO RECORDINGS OF YOURSELF AND ANALYZE THEM

- Once you have assembled a handful of self recordings, say five or six, (although ten to twelve would be better), you can begin to see and *track* your errors cumulatively
  - See if any noticeable patterns emerge
- Your predominant error types will determine the types of exercises you would need to choose, in order to shift your performance to a higher standard

# WHAT DO I LISTEN FOR?

(WHEN I LISTEN TO MY RECORDINGS)

## Speed

- Can I keep up with the speaker's flow?
  - In English?
  - In the language I interpret for?

## Fluidity

- Am I struggling to find equivalent words and expressions?

## Pronunciation

- Can the provider understand me well?
- Can I understand the patient, even if they are speaking the target language differently than what I'm used to?

## Accuracy

- Have I used the best equivalents, included everything without omitting anything?

# SELF-ASSESSMENT: WHAT ARE THE STEPS?

## STEP 1

- **Record yourself** shadowing an English speaker, then, record your self shadowing content in your 2nd language
- **Can you keep up with the speaker?**
  - If yes, proceed to next section
  - **If no, you need to practice shadowing FIRST!**

# FREE PHONE APPS: SO YOU CAN RECORD YOURSELF EASILY

These voice recording apps for smart phones, *also* allow you to alter the speed of the recording. **You should know what speed is too fast for *you* sounds like**, to be able to render accurately, and to better manage the flow of the encounter in the moment.



## iPhone

- Best voice recording apps for iPhone and iPad - iDownloadBlog
- [www.idownloadblog.com/2016/05/22/best-voice-recording-apps-iphone-ipad/](http://www.idownloadblog.com/2016/05/22/best-voice-recording-apps-iphone-ipad/)
- Audio Speed Changer Free on the App Store - iTunes - Apple
- <https://itunes.apple.com/us/app/audio-speed-changer-free/id680523422?mt=8>

## Android

- How to Change the Speed of Audio Playback With these 4 Android Apps
- <https://www.guidingtech.com/56100/alter-speed-audio-playback-android-apps/>
- Speed Changer - Android Apps on Google Play
- <https://play.google.com/store/apps/details?id=jp.ne.sakura.ccice.audipo&hl=en>

## STEP 2

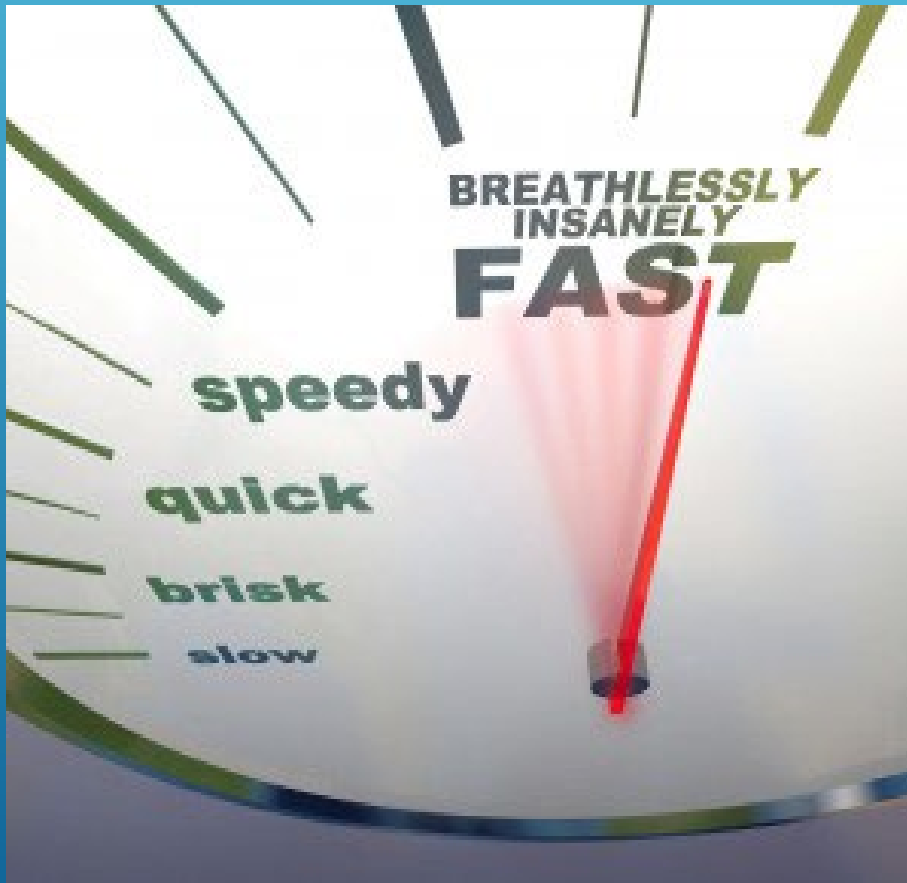
# ALWAYS RECORD YOURSELF WHEN DOING DRILLS

- Record yourself when you practice your interpreting
  - Listen to the playback
  - Note mistakes in your delivery
- Common aspects of performance where interpreters need to improve are:



- **Speed**
  - **Accuracy**
  - **Memory**
- With continued practice, this exercise of listening to the playback with a critical ear will **strengthen your confidence** when you interpret, **as you will have been able to track improvements over time**

# CHANGE THE *PLAYBACK SPEED* ON YOUTUBE VIDEOS



<https://youtu.be/t3Jgt59llps>

# CHANGE THE *PLAYBACK SPEED* OF ANY ONLINE VIDEO ON YOUR iPad

<https://youtu.be/EM-RzRWSjE0>

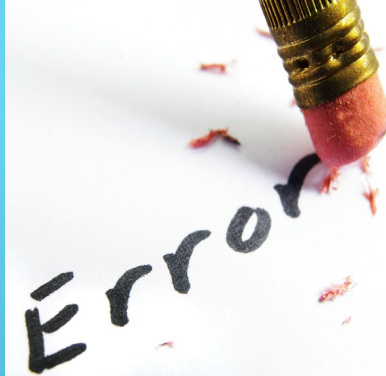


# HOW DO I SELF-ASSESS MY RECORDING?

- Choose a recording to shadow or interpret
  - Pick something (a YouTube video for example), that you can replay as often as you want, so you can compare your rendering into the 2nd language with the original
- Listen closely to your rendering. Note any instances of the following error types by making a tick mark for each one of these:
  - Additions
  - Deletions/omissions
  - Incorrect word used



# SAMPLE TRACKING TABLE FOR WHEN YOU RECORD YOURSELF



DATE	Additions	Omissions	Wrong Word
1/1/25	√√√√√√√	√√√√√	Gun instead of rifle
1/5/25	√√	√√√	Vehicle instead of van
1/9/25	√√√√√	√√√√√√√√	Him instead of here
1/12/25	√√√	√√√√√	Headache instead of migraine
1/14/25	√√√√√	√√√	Nurse instead of Nurse Practitioner
1/17/25	√√	√√√√√	Skull instead of cranium
1/21/25	√√√√√√√	√√√√√√√√	Headache instead of migraine
1/25/25	√√√	√√√√√	Constipated instead of congested
2/2/25	√√	√√	Funny walk instead of limp

# NOW THAT YOU'VE RECORDED YOURSELF 5 TIMES

(10 WOULD BE BETTER)

**Track your errors during your review and,  
record the number for each error type along with the date**

- Score your recordings at the end of each practice session
- Keep a running tally on excel or word, adding to it each week
  - Choose skill drills to strengthen weak areas (categories with the most tick marks) of your performance
  - Nothing matches the feeling you get, when you see your numbers improving over time



# STEP 3: ASSESS & IDENTIFY YOUR ERRORS BY TYPE

## Pinpoint your most frequently occurring error types

- Identify all additions and omissions
- For the final category of incorrect, count as an error, any error that wasn't an addition or omission
- Try and determine the source of your error's sub-type
  - False cognate?
  - Lack of specific vocabulary?
  - Lack of target language equivalent?
  - Couldn't keep up?
    - Due to speed?
    - Due to memory?



## STEP 4: NOW THAT I KNOW WHICH AREAS I NEED TO IMPROVE, WHAT DO I DO? HOW DO I DO THAT?

- If most of your errors fall within **additions**
  - You need to **work with conversion exercises**
- If most of your errors fall within **deletions**
  - You need to **work with listening exercises**
- If most of your errors fall within **omissions**
  - You need to work with listening *and* speed exercises
- If most of your errors fall within **incorrect or wrong word, bad conversion**
  - Work with exercises for that specific error type

# EXERCISES TO IMPROVE CONVERSION SKILLS

## Staying within the same language:

- Practice re-stating a simple sentence using different words. Avoid using the words used in the first sentence, (as much as possible) while retaining the same meaning
- *-for example-*
  - I was late to work this morning because my car had a flat tire.
  - The interpreter was delayed at the beginning of the day, due to a wheel puncture on her vehicle.
- Practice re-stating simple sentences in differing registers (academic, medical, plain language and slang)

**Repeat these two exercises,  
convert from English to your target language  
then repeat,  
going from your target language into English**

# EXERCISES TO IMPROVE LISTENING SKILLS

- Practice listening to detailed statements while taking notes
  - <http://webtv.un.org>
- Listen to recordings of speakers of all ages, levels of education and regions for your target language
  - [www.YouTube.com](http://www.YouTube.com)
- Practice listening to spoken speech at different rates of speed

# EXERCISES TO IMPROVE YOUR LISTENING SPEED

- Practice listening to detailed statements while taking notes
  - <http://webtv.un.org>
  - <https://www.ted.com/talks>
  - <https://www.tedmed.com>
- Listen to recordings of speakers of all ages, levels of education and regions for your target language
  - [www.YouTube.com](http://www.YouTube.com)
- Practice listening to spoken speech at different rates of speed
  - Here is a link to a sample audio clip
  - <https://www.youtube.com/channel/UCJc3-Nq6hCISXnB8-ONihJQ>

# SHADOWING

- Practice shadowing speakers on the radio while driving or commuting on public transit
- Choose different rates of speed depending on the programming
- Shadow content you enjoy or want to learn about
  - Shadow content you strongly disagree with, to **challenge yourself** (this is *much* harder)

# WHAT IS SHADOWING AGAIN?

- **Shadowing** is an advanced language learning **technique**, which can be used by learners independently to improve their intonation and pronunciation
- It's quite a simple concept - you listen to a model, (for example, a video or audio of someone speaking), and you repeat what is said in real time
  - Helps non-native speakers' flow
  - Helps interpreters develop their decalage

# BREAKOUT SESSION 1

## ROOMS OF TWO

Lobo Language Access

119

- Read one sentence aloud to your partner
- Partner rephrases sentence, using different words, while conveying same meaning back to reader
- Alternate reading and reformulating sentences with each other

26<sup>th</sup> May, 2010

Dear Evie,

I am in Paris which is a place in France. I have been eating some of the yummy food. They have the best cakes and pastries here. My favourite are the chocolate croissants.

Today I went to the Louvre Museum. It is enormous! I saw some very famous paintings and some big sculptures there.

What painting might you like you like to see if you visited the Louvre?

Yours truly,

Gaby x x x

**LOW register**

# BREAKOUT SESSION 2

## ROOMS OF TWO

Lobo Language Access

121

- Read each phrase aloud to your partner
- Partner rephrases, using different words, but conveying same meaning back to reader

**Air Bag Warning Label**

**Harness Slots (3 sets)**

**Harness Chest Clip**

**5 Pt. Harness System** (contacting child at shoulders, hips and groin)

**Harness Release Button (red)**

**Belt Path (not pictured)**  
See page 6 for an illustration.

**Harness Release Mechanism**

**Pull Strap To Tighten Harness**



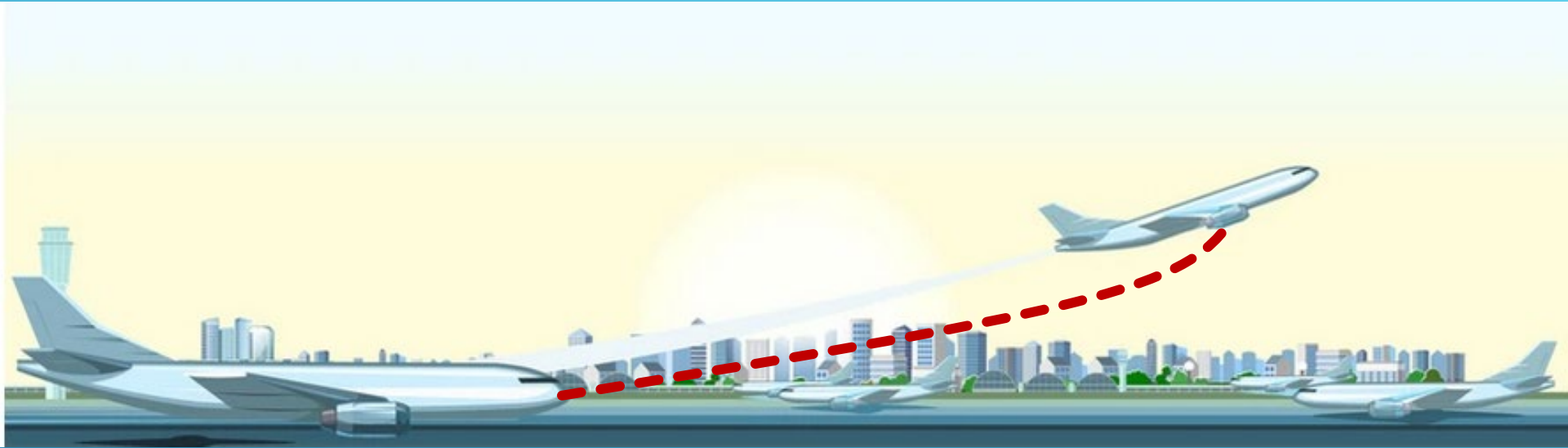
**MEDIUM register**

Lobo Language Access

# WHAT IS **DECALAGE**?

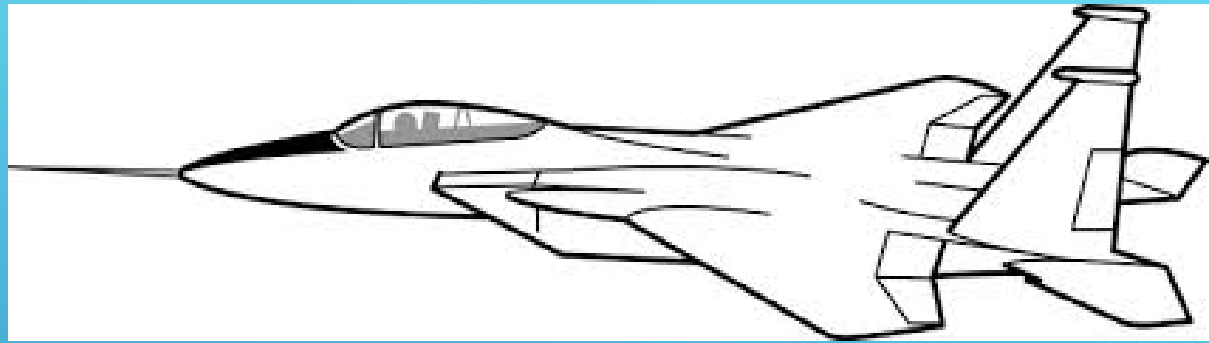
- A **decalage** is the length of time between the start of the speech and the beginning of your **interpretation**
- A longer **decalage** allows for higher accuracy because you get more context before **interpreting**.
  - In your training, challenge yourself to increase your **decalage**

# DECALAGE



- **Decalage** is the length of time between the start of the speech and the start of your **interpretation**
- A **longer decalage** allows for a **greater degree of accuracy**, since you will have more information for context and nuance

# SHADOWING AT 1.5 SPEED



## In-Flight Announcement

# POLL #5

## HOW DID THIS FEEL?

# WHAT DID I NOTICE ABOUT MYSELF?

- Was it too fast for me?
  - Did I hear and understand everything?
  - Was I able to reproduce the same words?
  - Did I get stressed? Anxious?
- How long did I last before I was no longer able to keep up?
  - 5 seconds?
  - 15 seconds?
  - 30 seconds?

# SHADOWING

AT 1.0, OR NORMAL SPEED



In-Flight Announcement

# POLL #6

## HOW DID THIS FEEL?

# HOW DIFFERENT DID THAT FEEL??

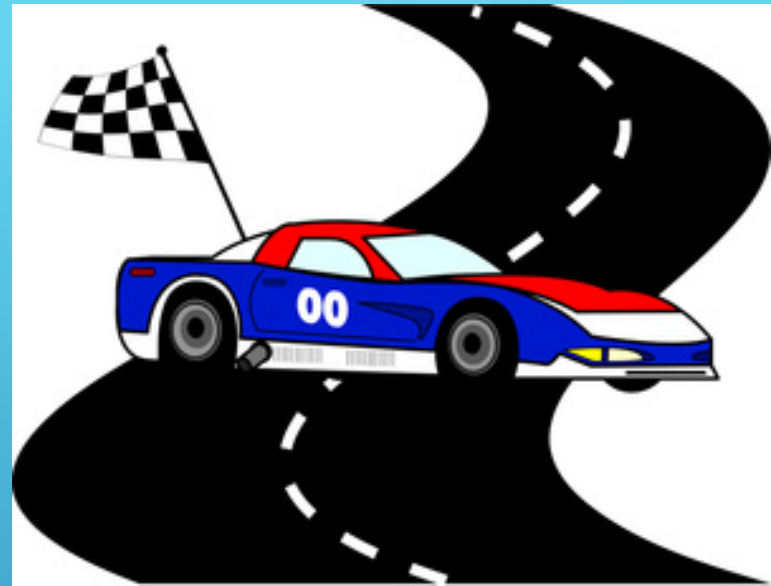
- How did it FEEL *this* time?
  - Could I keep up?
  - Was I able to reproduce the same words and shadow?
  - Did it even feel too slow?
- Was I able to keep up with the speaker throughout the entire announcement?

# LET'S DO ONE MORE!

- Track how it FEELS this time
  - Could I keep up?
  - Was I able to reproduce the same words and shadow?
  - Did it even feel too slow?
- Was I able to keep up with the speaker throughout the entire announcement?

# SHADOWING

## AT 1.5 SPEED



Traffic Report

# POLL #7

## HOW DID THIS FEEL?

# SHADOWING AT 1.0, OR NORMAL SPEED



## Traffic Report

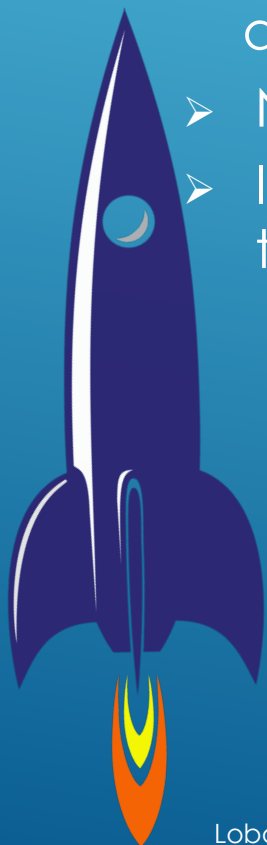
# POLL #8

## HOW DID THIS FEEL?

# EXERCISES TO ENHANCE YOUR INTERPRETING SPEED

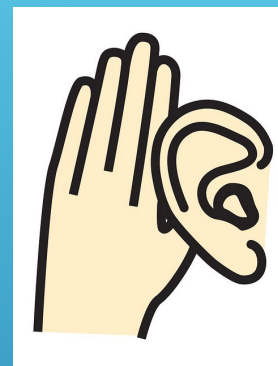
- When you practice, interpret using recordings played at **different speeds, (preferably faster ones)**.
  - Practicing your shadowing & interpreting at faster speeds makes normal speed feel easier!
  - Not only will this help you interpret for fast speakers,
  - It will help you *immediately* recognize what “too fast for me to interpret well” sounds like, so you can **manage the flow**
    - You may ask the speaker to slow down by saying, “The interpreter asks you to please slow down, so that I may capture everything without omitting anything.”
    - You can hold up your hand palm facing the speaker
    - You may ask for a pause to interpret what has been said

**<https://www.youtube.com/channel/UCJc3-Nq6hCISXnB8-ONihJQ>**



# MEMORY, FOCUS & ATTENTION EXERCISES

- Practice listening to detailed statements while taking notes
  - <http://webtv.un.org>
  - <https://www.senate.gov>
- Practice observing detail with memory games
  - Online games via Brain Training Games at
    - <http://www.lumosity.com> and
    - <http://www.memory-improvement-tips.com/brain-games.html>
- Practice Focus and Attention with
  - Listening to 2 things at the same time and then writing down a detailed summary about each scenario  
<https://www.youtube.com/channel/UCJc3-Nq6hCISXnB8-ONihJQ>
  - Online games via Games for the Brain  
<http://www.gamesforthebrain.com>



# GOING FORWARD: PRACTICE

**Repeat Steps 1-4**

**Compare/contrast your results over time**

**1. Record yourself**

**2. *ALWAYS* Record Yourself When Doing Drills**

**3. Assess and Identify Your ERRORS by Type**

**4. Select exercises for your specific error type or area chosen for improvement**

- **Incorporate practice into your daily life.** Makes it easier to do regularly
  - During your commute
  - Waiting in line
  - In the Waiting Room
  - While stuck in traffic
  - During your daily run or walk
  - While vacuuming or sweeping

# IMPLEMENT REGULAR PRACTICE

- Listening to content in your second language and **interpreting it into your first and strongest language**
- As you progress, flip back and forth between languages when practicing your exercises
- Find ways to work in practice while doing other tasks
  - During your commute
  - Waiting in line
  - In the Waiting Room
  - While stuck in traffic
  - During your daily run or walk
  - While vacuuming or sweeping

# FIND A RECORDING OF A FAMOUS SPEECH: RECORD YOURSELF AS YOU INTERPRET IT

- **Print the Speech you selected**
- **Record *your* interpretation of the speech,**  
(while listening to the original on headphones)
- Check your interpretation by listening to it as  
you replay it against the original
  - Listen for accuracy and completeness
  - <http://speechpool.net> is a great resource,  
with content in over a dozen languages,  
**SPECIFICALLY FOR INTERPRETERS TO PRACTICE!**

# PUBLIC SERVICE ANNOUNCEMENTS

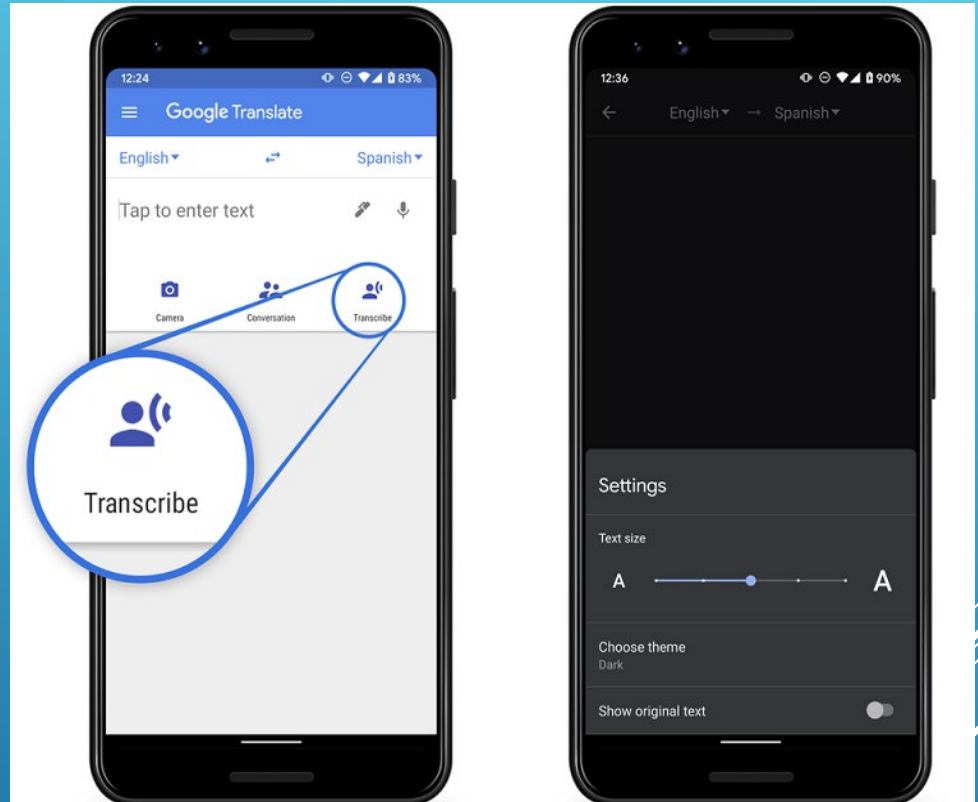
You can easily find public service announcements and audio recordings, issued by hospitals, city hall, schools and the courts. Again, **record yourself** as you render it into the other language!

- **Print the Speech you selected**
- **Record your interpretation of the speech,**  
(while listening to the original on headphones)
- Check your interpretation by listening to it as you replay it against the original
  - Listen for accuracy and completeness
  - <https://www.tedmed.com> has a wide selection of medical topics

# CAPTIONING CONVERSATIONS

## WITH LIVE TRANSCRIBE & OTTER.AI

- Live Transcribe is available in over 70 languages and dialects.
- Enables two-way conversation via a type-back keyboard for users who are unable, or don't want, to speak.
- Connects with external microphones to improve transcription accuracy.
- **Up to 600 minutes per month for FREE!**



# USE TRANSCRIPTION APPS TO RECORD LECTURES OR TEDTALK PRESENTATIONS

- When you have a text version of the talk available, it is much easier to check your shadowing recording against the original text for errors
- With a written version of the lecture, it's easier to look up words that are new to you
  - Keep a list!

# THE IMPORTANCE OF THE PRE-SESSION

- Until you've reached your performance stretch goals,  
*it is important to be able to manage expectations on both sides!*
  - pre-session helps establish boundaries and constraints.
  - It's also good customer service!
- It is important that the interpreter feels comfortable managing the flow of the encounter, so establishing that pre-arranged signal or word to do so upfront is always helpful
- **Now that you know what too fast or too long for YOU sounds like,** you can step in **before** you exceed your limits, with the help of that pre-arranged hand signal or word
- The Pre-Session is a great place to establish the hand signal or method you will use to interrupt the flow in order to **ensure accuracy**

# THE IMPORTANCE OF THE PRE-SESSION

Even with providers who do not customarily use the Pre-Session, you can establish many essentials in a few short sentences:

- **“Hi, I’m Eliana, your Portuguese interpreter”**  
(Greeting, Introduction and confirmation of Language)
- **“I encourage you to speak directly to each other in first person. I will interpret everything said and keep it confidential”**  
(1<sup>st</sup> person, all utterances will be interpreted, and a reminder of confidentiality/HIPAA)
- **“This is the hand signal I will use if I need clarification”**  
(How you as the interpreter, will interrupt and manage the flow as needed)



# RESOURCES

I have a page on YouTube called, **InterpreterTrainer:**

- [https://www.youtube.com/channel/UCJc3-Nq6hCISXnB8-ONihJQ/playlists?view\\_as=subscriber](https://www.youtube.com/channel/UCJc3-Nq6hCISXnB8-ONihJQ/playlists?view_as=subscriber)
- Click on **PLAYLISTS** to see all the folders of material arranged by topic

Search

Eliana Lobo  
69 subscribers

CUSTOMIZE CHANNEL YOUTUBE STUDIO (BETA)

HOME VIDEOS **PLAYLISTS** CHANNELS DISCUSSION ABOUT

Created playlists SORT BY

Liked videos VIEW FULL PLAYLIST	Medical Interpreter Orientat... VIEW FULL PLAYLIST	Interpreter Training - Listeni... VIEW FULL PLAYLIST	Training Providers on Partn... VIEW FULL PLAYLIST	Mental Health Interpreting VIEW FULL PLAYLIST	Medical Terminology-PORT... VIEW FULL PLAYLIST
Transparency VIEW FULL PLAYLIST	Interpreting for PRIMARY C... VIEW FULL PLAYLIST	Medical Terminology for Int... VIEW FULL PLAYLIST	Telephonic Interpreting VIEW FULL PLAYLIST	Preparing for National Certif... VIEW FULL PLAYLIST	Note-taking for Interpreters VIEW FULL PLAYLIST
GAMMA Knife VIEW FULL PLAYLIST	Cyberknife Patient Education VIEW FULL PLAYLIST	History of National Certifica... VIEW FULL PLAYLIST	Sight translation VIEW FULL PLAYLIST	Interpreting for trauma and ... VIEW FULL PLAYLIST	Medical Terminology -SPAN... VIEW FULL PLAYLIST

# ADDITIONAL RESOURCES

USED TO CREATE THIS TRAINING

## 1. How the brain processes speech

<https://ed.ted.com/lessons/how-do-our-brains-process-speech-gareth-gaskell#review>

## 2. How the human brain works during simultaneous interpretation

<https://medicalxpress.com/news/2019-01-human-brain-simultaneous.html>

## 3. How to Calm Down the Overactive Amygdala

<https://www.mattnorman.com/how-to-calm-down-the-overactive-amygdala/>

## 4. Natural Vagus Nerve Stimulation, Dr. Arielle Schwartz

<https://drarielleschwartz.com/natural-vagus-nerve-stimulation-dr-arielle-schwartz/#.X4UMw4tIBEZ>

## 5. 4 Somatic Therapy Exercises for Healing from Trauma

<https://psychcentral.com/lib/somatic-therapy-exercises-for-trauma>

## 6. What are some effective strategies to deal with interpreting fatigue & stress?

[https://www.linkedin.com/advice/0/what-some-effective-strategies-deal-interpreting-fatigue?utm\\_source=share&utm\\_medium=member\\_ios&utm\\_campaign=share\\_via](https://www.linkedin.com/advice/0/what-some-effective-strategies-deal-interpreting-fatigue?utm_source=share&utm_medium=member_ios&utm_campaign=share_via)

## 7. Using the Diver's Reflex to Regulate Emotional Intensity

<https://www.kindmindpsych.com/using-the-divers-reflex-to-regulate-emotional-intensity/>

## 8. How to Manage Your Anxiety

[https://hbr.org/2020/09/how-to-manage-your-anxiety?utm\\_medium=social&utm\\_campaign=hbr&utm\\_source=LinkedIn&fpcc=orgsocial\\_edit](https://hbr.org/2020/09/how-to-manage-your-anxiety?utm_medium=social&utm_campaign=hbr&utm_source=LinkedIn&fpcc=orgsocial_edit)

# ADDITIONAL RESOURCES

USED TO CREATE THIS TRAINING

## 9. Three A's of Active Listening

<https://courses.lumenlearning.com/vccs-cst100-17fa/chapter/chapter-4-three-as-of-active-listening>

## 10. Methods for Practicing Simultaneous Interpreting

<http://translationexcellence.com/methods-practicing-simultaneous-interpretation>

## 11. The elements of public speaking, DeVito, J. A. (2000).

<https://open.lib.umn.edu/publicspeaking/chapter/4-4-stages-of-listening/>

## 12. Active Listening

<https://blog.udemy.com/listening-skills-exercises>

## 13. 4 simple exercises to strengthen your attention and reduce distractibility

<https://ideas-ted-com.cdn.ampproject.org/c/s/ideas.ted.com/4-simple-exercises-to-strengthen-your-attention-and-reduce-distractibility/amp>

## 14. The Importance of Memory Training in Interpretation

<http://www.cls.upt.ro/files/conferinte/proceedings/vol%205%20din%202012/10%20Kriston%20final.pdf>

## 15. How your attitudes affect your health

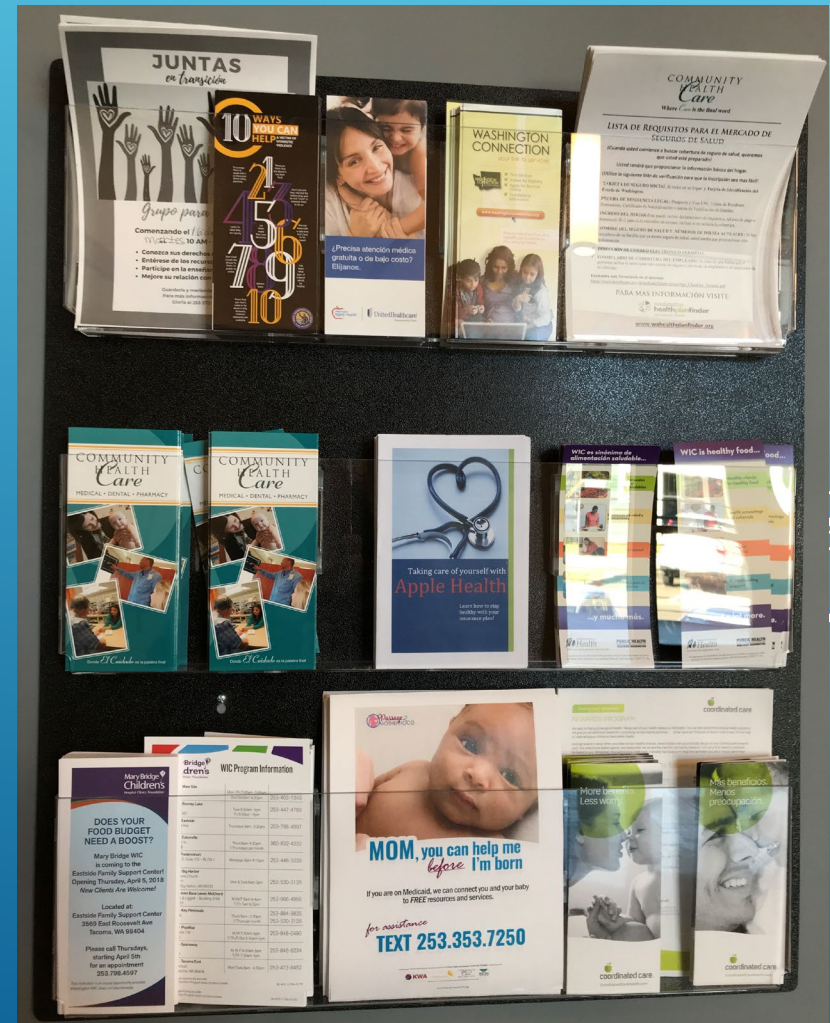
<https://www.health.harvard.edu/mind-and-mood/how-your-attitudes-affect-your-health>

# WHERE ELSE CAN I FIND **FREE** PRACTICE MATERIAL?

## Clinic bulletin boards

Look for written materials in different areas within the clinic or hospital, sometimes you can find them on the back of the exam room door!

Lobo Language Access



# WHERE ELSE CAN I FIND **FREE** PRACTICE MATERIAL?

Public health clinics are a great, and often overlooked resource. Patient education and community resources materials offer texts covering a wide range of subjects. These are often available in several languages--FREE to the public!



# SATURDAY: Skills-based Boot Camp for Interpreters



# QUESTIONS?



*Feel free to contact me!*

[InterpreterTrainer@outlook.com](mailto:InterpreterTrainer@outlook.com)





**Eliana Lobo**  
Director, Lobo Language Access



# MEMORY EXERCISE

Top ten most prescribed drugs in the U.S.

## TOP 10 MOST PRESCRIBED MEDICATIONS: UNITED STATES

- \$21.5 MILLION**  
Synthroid (levothyroxine)  
  
Thyroid replacement
- \$21.4 MILLION**  
Crestor (rosuvastatin)  
  
Cholesterol
- \$18.2 MILLION**  
Ventolin HFA (albuterol)  
  
Asthma and Pulmonary
- \$15.2 MILLION**  
Nexium (esomeprazole)  
  
Acid Reflex

- \$13.7 MILLION**  
Advair Diskus (fluticasone)  
  
Asthma
- \$10.9 MILLION**  
Lantus Solostar (insulin glargine)  
  
Diabetes
- \$10.4 MILLION**  
Vyvanse (Lisdexamfetamine)  
  
Eating disorders
- \$10.0 MILLION**  
Lyrica (pregabalin)  
  
Nerve pain
- \$9.6 MILLION**  
Spiriva Handihaler (tiotropium)  
  
Pulmonary disease
- \$9.1 MILLION**  
Januvia (sitagliptin)  
  
Diabetes