

Tips for Communicating with your Client through an Interpreter*

1. **Allow enough time.**
 - An interpreted interview may take longer to complete.
 - Allow time for the interpreter to introduce his or her role to both you and your client.
 - Allow pauses for the interpreter to deliver the interpretation.
2. **Arrange seating so that you have eye contact with your client.**
3. **Speak directly to your client, not to the interpreter.**
4. **Direct the interview.**
 - The interpreter's role is to interpret what is said, impartially, accurately and completely, not to manage the interview.
5. **Speak at a normal speed, in a normal tone of voice, unless circumstances dictate otherwise.**
6. **Avoid acronyms, double negatives, jargon, and slang.**
7. **Be supportive if the interpreter interrupts for clarification to ensure accuracy.**
8. **If working in a group setting, ensure that only one person speaks at a time.**
9. **In general, neither you nor your client should have "sidebar" discussions with the interpreter.**
 - If you do clarify anything with the interpreter, explain to your client what you are doing.
 - Likewise, expect that the content of any exchanges between the interpreter and your client will be interpreted to you.
10. **Do not expect the interpreter to give opinions, advice or assess the credibility or the state of mind of your client.**
11. **Do not expect the interpreter to remain alone with your client when no interpreting is taking place.**
12. **Before the interview ends, give your client an opportunity to ask for clarification of anything he or she may not have understood.**
13. **If you require the oral translation of a document:**
 - Provide a relatively short text only.
 - Allow the interpreter some time to review the document before saying it aloud in the other language.
 - Remain with your client while the interpreter delivers the oral translation.
 - Do not expect the interpreter to provide written translations of documents. Written translations are the job of a qualified translator, not the interpreter.