



## INTERPRETING DIVISION

### *Chair's Report Annual General Meeting, 8 June 2019*

The Interpreting Division (ID) has continued to organise three main CPD events each year, developed by the committee at a special planning meeting during the summer. All the events offered are based on suggestions from ID members and participants in previous workshops and seminars. A summary of our 2018-19 programme is outlined below

Our first event of the year, which concluded with the AGM was entitled: **“Know Your Worth in the Interpreting Business”**, was an enlightening three-session day held on 15 September 2018. The first dynamic session of the day, entitled: **“Understanding Marketing & Negotiating for Interpreters”** was led by Julia Poger, whose seminar was aimed at interpreters wishing to improve relationships with clients and prospects, gain more respect, and negotiate higher fees. By examining the mind-set underlying the marketing and negotiating tasks that interpreters carry out every day, participants could obtain invaluable tools for marketing their services and negotiating contracts, which they could immediately put into practise.

During our second session, led by Ewa-Jasinska-Davidson and entitled: **“A head for business, a voice for languages – the multi-facets of business interpreting”**, Ewa shared her expertise on how interpreters can broaden their client portfolios, with a particular focus on assignments in business settings. She also shed light on how multiple skills, in addition to interpreting, can be harnessed to offer bespoke packages for business clients, with an overview of practical ways to achieve this goal, including the benefits of working collaboratively with other linguists.

The final lively and very valuable Q&A session with our speakers was very well received.

The post-lunch **Annual General Meeting** - which rounded off a very busy day – involved for the first time under new CIOL rules, a move to election of members to Divisional Management Committees for a period of office of three years, as against the previous custom of one year.

From 1 September 2019, revised arrangements will be introduced for attracting new volunteers to divisional committees (soon to be called ‘Steering Groups’). Interested members of all grades will be asked to apply through an ‘appointment’ system, rather than being elected at Divisional AGMs. More information will be available shortly from CIOL.

On the 23 February 19 we held our second event in the programme, entitled: **“Remote Technologies in Interpreting”**. The first seminar led by Prof. Sabine Braun from the University of Surrey looked at her extensive work on assessing the use of video-mediated interpreting in legal proceedings and discussed its uses and limitations. She also covered strategies for managing the communication flow in video-mediated interpreting, including effective turn-taking and avoidance of overlap. Her session was also aimed at providing guidance for legal interpreters working remotely with videoconference equipment.



## INTERPRETING DIVISION

The second session “**Remote Interpretation – Benefits and Challenges**” was led by Hayley Kreiger, Head of Ubiquis’ Interpretation and Live Events Division, supported by her colleague, Steven Hayward, Head of Sales, Ubiquis UK74. This session looked at the latest opportunities for remote simultaneous interpretation in the market. Based on recent experiences, Hayley covered both the benefits of working remotely as well as the drawbacks and issues associated with this type of interpretation. She also addressed various technical platforms, provided tips to keep in mind when considering such projects and welcomed relevant feedback from freelancers with experience in this field

Our final post-lunch Q&A session with our speakers involved, for the first time, members’ questions sent in advance, as this topic is fairly complex. The final conclusion by the meeting was that the use of ‘remote interpreting’ and all that it involves - not least the many and often confusing terms used to describe it - was still in need of additional technical development. There also needs to be further discussion among interpreters and between interpreters and agencies/clients using remote interpreting technology with a view to developing more appropriate and acceptable working conditions.

### **Marketing our events**

Direct mailing of ID event information and online registration has become the norm and has been welcomed by members. ID also advertises via the CIOL Monthly newsletter, the CIOL website, the InterpNet and other e-groups, a special ID Facebook event page and other relevant social media. Student members at training establishments are also routinely informed about our events through the CIOL database and their tutors. With their permission, non-members now also receive advance notice of our events direct from CIOL.

### **InterpNet**

InterpNet, as the name implies, is a network of interpreters working in a variety of languages and offering different types of interpreting. InterpNet members are willing to support and cooperate with other members on the list (all members of professional language associations), in terms of work and linguistic assistance. For those not familiar with its concept, it is a forum for mutual support, exchange of interpreting-related ideas, the posting of questions about anything from terminology to IT, right through to how to draw up a contract, negotiate with a customer, or even where to find information about one of our CPD events.

The closed moderated network (some 255 members to date) continues to grow but is generally less busy than in the past – maybe due to availability of so many other multi-media platforms. However, please do not hesitate to post – if you have a work-related question or query, there is nearly always someone out there who can help. InterpNet has been much supported by input from our InterpNet coordinators: Gabriela Bocanete, Sabine Metcalf, Diana Singureanu and Michael Wells.

### **CIOL consultation & exchange of information**

The Chair and the Hon. Treasurer of each division are invited to meet with other divisions and the Head of Membership in regular joint Divisional meetings. The divisions have seen considerable and wide-ranging changes over the recent years, including a revised constitution, a new accounting system and, not least, a VAT review, which means that the CIOL is no longer an eligible body for



## INTERPRETING DIVISION

education VAT exemption. In practical terms, this means that divisional event ticket prices are now subject to 20% VAT.

The ID committee, through its Chair, has continued to liaise with the Chair of Council and the Senior Management Team as appropriate and raises with and responds to interpreting related matters raised by members - be it with the Membership department, Council or the CEO, as appropriate.

In addition to planning and organising events, members of the divisional committees are now also required to comply with new or updated policies covering data protection, volunteers and equality, diversity & inclusion (EDI), as well as produce event risk assessments and an annual report for Council.

### **Our thanks**

Your committee should very much like to thank all our members and visitors for supporting the events and giving us important and objective feedback during the year. We can assure you that we do listen and where possible act upon it.

In addition our sincere thanks to the CIOL membership team – Julie Hobbs & Monica Solanki in particular - who continue to give the Division much valued support in preparing for our events, sometimes up against very tight deadlines.

As Chair, I also wish to thank my committee of volunteers, who have all given many hours of their free time to ensure that the division's affairs and events are dealt with to the very best of their ability and in a timely manner.

**And finally to close**, two special mentions: we will be saying a sad goodbye to two of our team who are off to pastures new. Firstly Sabine Metcalf, who has been a very supportive committee co-optee for the last two years, despite continuing to work and tend to the needs of a new baby and secondly, but definitely not least, to Gabriela Bocanete, who joined us in 2008 and has been very involved with InterpNet, the development of the ID Facebook page, other multi-media as it has developed, events planning and much more. Those who have attended her interpreter-focussed Yoga, resilience & other breathing and relaxation sessions at ID events will probably also never forget the surprise intestinal organs T-shirt, which was suddenly revealed during one of her seminars. They will be much missed and we wish them both the very best for their future adventures.

Christine Pocock, FCIL, DipTrans  
Chair Interpreting Division  
8 June 2019

The following people were elected to the Management Committee at the AGM held at the Novotel London City South on 15 September 2018 for the period 2018-2021:

**Galyna Bland, MCIL; Gabriela Bocanete, MCIL, CL; Teresa Grau MCIL; CL;  
Christine Pocock, FCIL; Diana Singureanu, MCIL, CL; Michael Wells, MCIL, CL:**