

# The Community Interpreter®: Training of Trainers

*Professional Training for Community Interpreters*



## Training of Trainers

*A Product of Cross-Cultural Communications*



# The Community Interpreter<sup>®</sup>: Training of Trainers

## *Professional Training for Community Interpreters*

**The Community Interpreter<sup>®</sup>** is a 40-hour community interpreting program that takes new or practicing interpreters of any spoken language and grounds them in ethics, standards and professional skills. It is the only program that offers national licensing for trainers of medical, educational and social services interpreters.

If you train community interpreters, and you attend the **Training of Trainers (TOT)** for **THE COMMUNITY INTERPRETER<sup>®</sup>**, you will be licensed to present **The Community Interpreter<sup>®</sup>** at will. This TOT offers you many advantages. For example:

- Do you need a ready-made, nationally respected program to teach?
- Are you looking for a comprehensive textbook?
- Do you train interpreters in all languages?
- Do you want to find a lively, interactive program that engages your interpreters and makes you look successful?
- Do you plan to teach medical AND/OR educational AND/OR social services interpreting?
- Do you need guidance and support?
- Will you teach bilingual staff to interpret?

If the answer to any of these questions is “yes,” this TOT is for you.

Our program offers lifelong support. We are in your corner, cheering you on (and answering all your questions). We offer you a 406-page manual (5th edition, 2011—the next edition comes out in 2013) and a workbook of role plays and exercises (134 pages, 2011, 2nd edition).

This program also offers you clear guidance on the differences between community and legal interpreting. And if you train medical interpreters, for no extra charge we will include a trainer's guide and handbook for a one-day workshop called **Medical Terminology for Interpreters**. It's the most dynamic and engaging program in the field for teaching medical terminology to interpreters.

### **THE COMMUNITY INTERPRETER<sup>®</sup> TOT**

Since 2004, Cross-Cultural Communications (CCC) has provided its Training of Trainers (TOT) for **The Community Interpreter<sup>®</sup>**. Among the special features of this TOT:

- It is the only national program in the U.S. that addresses all sectors of community interpreting.
- It licenses you to give a comprehensive, quality program that is engaging and up-to-date.
- Agencies may charge participant fees when they host the program.
- No licensing fees.



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## Professional Training for Community Interpreters



### THE “SPECIAL EDITION” TOT: A 6-DAY PROGRAM

If you have already attended other interpreting programs, this special six-day TOT is for trainers like you. How does it work?

- The first two days give you a compressed version of **The Community Interpreter®** designed for graduates of other interpreting programs. For two days, you will pretend to be students of **The Community Interpreter®**.
- This compressed program includes a representative sampling of activities, role plays and skills-building exercises from **The Community Interpreter®**.
- The next four days are the true TOT, where you are trained to give the program you just observed in its compressed version.

If you have attended at least 40 hours of any interpreter training and/or you are a practicing interpreter trainer but you have NOT formerly attended **The Community Interpreter®**, you are eligible for this six-day program.

Prior graduates of **The Community Interpreter®** may bypass the two-day introductory session and

attend the regular, four-day TOT session at a lower cost. In either case, prior experience in any sector of adult education is strongly preferred. Graduates of the six-day TOT will hold the same licensing rights as graduates of the four-day program.

### Who We Are

Cross-Cultural Communications (CCC) is the only training agency in the U.S. dedicated to community interpreting and cultural competence. We provide training, technical assistance, research and consulting across the U.S. and abroad.

### Mission

Our mission is to enhance equal access to public services for culturally and linguistically diverse populations.

### Training

In 2001, Cross-Cultural Communications provided its first medical interpreter training for the Johns Hopkins University School of Medicine in Baltimore. Today, CCC delivers seminars, workshops and training in medical and community interpreting, advanced skills for interpreters, medical terminology, and legal interpreting program with its own TOT. CCC also offers a spectrum of cultural competence programs, including “How to Work with an Interpreter” and cultural competence TOT programs.

### Our Clients

CCC’s clients across the nation include federal, state and local government, hospitals and health departments, national, regional and local non-profits, legal services, the U.S. Armed Forces, interpreter agencies, victim service networks, social services, refugee resettlement agencies and school systems.



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## *Professional Training for Community Interpreters*



### **Training Materials for the TOT**

Participants of the TOT receive the following materials:

1. One copy of the participant manual for The Community Interpreter<sup>®</sup> (406 pp., 5th ed., 2011).
2. One copy of the trainer's guide (356 pp., 5th ed. 2011).
3. A workbook of exercises and role plays (131 pp, 2nd edition, 2011).
4. A written assessment and answer key that may be used as a pre-test and post-test.
5. Upon request, at no additional charge, licensed trainers may receive a participant handbook and trainer's guide for a one-day "Medical Terminology for Interpreters" workshop.

**Effective training turns bilingual people into qualified interpreters. It also transforms the communities where interpreters work and the lives they touch.**

**Become a trainer of interpreters. Make a difference in your community!**

For the schedule of the next TOT, or to register, please go to [www.cultureandlanguage.net](http://www.cultureandlanguage.net) and click on **Training**.



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## *Professional Training for Community Interpreters*

### Trainer Bios

#### Marjory Bancroft, MA



Marjory Bancroft is an international leader in the development of training programs for community interpreting, cultural competence and language access, with over 30 years in the field of language and education. She holds a BA and MA in French linguistics from Quebec City and advanced language certificates from Spain, Germany, and Jordan. After an early career teaching translation, English and French for two universities in Quebec and Jordan, two Quebec government immigrant schools in Montreal, continuing education programs and the Canadian Embassy in Washington DC, she spent several years interpreting, translating and directing an immigrant health program and a language bank of 200 interpreters and translators.

In 2001 she founded Cross-Cultural Communications (CCC), the only national training agency for community interpreting and cultural competence. CCC offers *The Community Interpreter*®, the leading international program in community interpreting with 125 licensed trainers in 26 U.S. states and six other countries. She is also the Executive Director of THE VOICE OF LOVE, a national, all-volunteer project devoted to guiding those who interpret for survivors of torture, trauma and sexual violence.

The author of numerous articles, training manuals, facilitator guides and workbooks on community and medical interpreting, as well as four train-the-trainer manuals in cultural competence, she speaks widely at conferences across the U.S. and abroad. She sits on international committees and is the world Project Leader for a new ISO International Standard on general interpreting requirements.

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### Trainer Bios



#### Katharine Allen, MA

Katharine Allen provides language access consulting services to hospitals and clinics in California and is the owner of Sierra Sky Interpreting and Translations. A master trainer, she remains an active interpreter and translator for state and local governments, courts, environmental groups and language services. She is co-author of the California Healthcare Interpreting Association (CHIA) Organizational Assessment Tool for Linguistic Access and a certified facilitator for the Connecting Worlds 40-hour Healthcare Interpreter Training and CHIA Standards. Katharine is also an instructor for the Glendon College Masters of Conference Interpreting Program at York University.

Katharine provides training across the country and has also taught medical interpreting Train the Facilitator workshops for the Monterey Institute of International Studies, Cyacom and Cross-Cultural Communications. She has co-trained with the renowned Holly Mikkelsen and for professional interpreting associations and is a co-developer of a Kaiser Permanente curriculum for training bilingual employees to interpret.

Katharine holds a Bachelor's Degree in Community Development from Brown University and a Master's Degree in Translation and Interpretation (MATI) from the Monterey Institute of International Studies. She served on the Board of the California Healthcare Interpreting Association (CHIA) from 2002 through 2009, including a two-year term as President. She also served as Administrative Assistant for the Interpreters' Division of the American Translators Association (ATA) from 2005 to 2007. Katharine publishes widely in the field and presents on translation, interpretation and language access issues at professional conferences. She is the co-President of InterpretAmerica, which hosts annual international summits about interpreting and provides an international forum for all sectors of interpreting.

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## *Professional Training for Community Interpreters*

### Trainer Bios



#### Denis Socarrás Estrada, MA

A native of Cuba, Denis is currently completing a PhD in Modern Languages, Literature and Translation from the University of Alcalá, Madrid, Spain. It is linked to interpreting studies and training methodology for public services interpreting. He holds an MA in Intercultural Communication, Interpreting & Translation in Public Services and an English degree from Cuba.

Denis is a practicing conference interpreter who also teaches languages in various institutions and is an instructor in the University of Alcalá MA program in public services (community) interpreting. He has co-trained with the renowned Uldis Ozolins, Carmen Valero and Jan Cambridge. He is also a member of:

- CIOL (Chartered Institute of Linguists)
- EST (European Society for Translation Studies)
- FITISPOS E-learning (Formación e Investigación en Interpretación y Traducción en los Servicios Públicos) (UAH-GI08-27); Madrid. Spain
- FILILAB (Filología, Interpretación y Laboratorios) (UAH-GI08-15); Madrid. Spain

A native speaker of Spanish with working knowledge of other languages, Denis publishes in the field and speaks widely at conferences. He was Academic Visitor & Member of the Local Organizing Committee of Critical Link 6 Conference; Birmingham, UK. Denis has supervised a number of MA theses and is deeply concerned with research in the didactics of interpreter training and interpreter cognitive processes and performance.

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### Trainer Bios



#### Giovanna Carriero-Contreras

Giovanna was born and raised in Naples, Italy. As far back as she can remember, she has been in love with the spoken word. She graduated from the Istituto Orientale, Naples, Italy in Foreign Modern Languages and Literatures in 1992, and from the School of Translation and Interpretation, Geneva, Switzerland in 1997. She began her career in the United States as an Italian Translator with a Colorado-based company in 1998. Since then, she has worked as translator, interpreter, tester, and later a Senior Project Manager at Lionbridge.

In 2010 Giovanna launched a highly successful interpretation and translation company called Cesco Linguistic Services (CLS), one of Colorado's key language service providers. A licensed trainer for The Community Interpreter®, Giovanna has developed innovative approaches to teaching interpreting modes and skills, note-taking and interpreting for worker's compensation. She is also active in raising the bar of the profession. In 2013 Giovanna provided over 80 hours of pro bono training. She also served on the Board of the Colorado Association of Professional Interpreters (CAPI) from 2009 through 2013, including three years as Co-Chair.

Giovanna is the proud mother of two sons and foster daughter from the Democratic Republic of Congo.

**For more information, or to register for the next session,**

go to [www.cultureandlanguage.net](http://www.cultureandlanguage.net) and click on **Training** or contact the CCC office:

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