Develop your skills as a medical interpreter. This intermediate textbook will challenge and inform practitioners. It includes complex role plays that address many medical specialties; an array of exercises related to ethics, skills and decision-making; graphics with medical terminology lists; and a Spanish-English medical terminology glossary.

The author, Suzanna Reiss-Koncar, holds a master’s degree in public health, is a certified healthcare interpreter (CHI™) and has worked as a hospital staff interpreter for more than a decade.

The book is designed both for self-study and for teaching interpreters of any language pair. Each role play includes a version in Spanish and English as well as an English-only version for interpreters of other language pairs. The book’s content spans sensitive topics, including HIV/AIDS, gender identity and genetics counseling.

Above all, here is a book with a heart. Interpreters who face hard decisions will value the guidance and illumination offered by a veteran in the field who writes with passion and compassion. The book represents a major contribution to a young profession surging in importance around the world.
A Video Training Resource for Educational Interpreters, Interpreter Trainers and Educational Staff

If you work in educational settings with interpreters, or you interpret in schools, this video offers valuable guidance inspired by real-life stories.

This training video presents 10 key tips for educational interpreters, school staff and trainers of interpreters. Each tip is illustrated by film vignettes inspired by incidents that have challenged educational interpreters and their supervisors. You will see interpreters of Spanish, Vietnamese and Korean grapple with real dilemmas.

One question, for example, is how interpreters in schools should address cultural misunderstandings. What about how to interpret for multiple people at a meeting? Should the interpreter change his or her tone of voice to reflect the speaker’s emotions? Other questions arise such as how to interpret for angry parents, dealing with interpreters who get into side conversations and working with untrained interpreters.

These multi-part scenarios feature professional educational interpreters demonstrating what to do -- and what not to do -- when they face challenges in the field. Learn practical techniques for interpreters to work effectively in parent-teacher conferences, Special Education meetings and more!
The first comprehensive textbook for medical interpreting, *The Medical Interpreter* sets the standard for the field. A university-level, researched-based textbook, it is printed in full color and elegantly designed.

Intended for use in universities and colleges, this textbook also supports 40- to 100-hour certificate programs for medical interpreters.

Easy to read and fun to study, this book, authored by five experts in the field, is rich in content. The text is written in basic English. Its graphic design makes the content clear at a glance, with visual aids to meet the needs of an international audience. As a result, this book can be used to train interpreters less proficient in written English, such as newly arrived refugees, indigenous interpreters and/or interpreters who may lack higher education.

The textbook includes U.S.-specific information such as:
- An overview of the U.S. healthcare system
- National ethics and standards for healthcare interpreters
- Medical interpreting skills, protocols and requirements
- Legal interpreting in healthcare (e.g. worker's compensation and forensic exams)
- Language access laws
- Special topic sections such as HIPAA, universal precautions and differential diagnosis.

Divided into five chapters, the book tackles the biggest challenges in the field today.

Chapter 1: An Overview of Medical Interpreting
Chapter 2: Interpreting Protocols and Skills
Chapter 3: Strategic Mediation
Chapter 4: Interpreting in Healthcare Settings
Chapter 5: The Role of the Medical Interpreter

This textbook is written by the same five authors as *The Community Interpreter*: An International Textbook, the landmark work for interpreters in healthcare, education and human services.
We’re proud to introduce the definitive international textbook for community interpreting, with a special focus on medical interpreting.

Intended for use in universities, colleges and basic training programs, the book offers a comprehensive introduction to the profession. The core audience for this text is interpreters and their trainers and educators. While the emphasis is on medical, educational and social services interpreting, legal and faith-based interpreting are also addressed.

An entry-level curriculum, this program can be taught anywhere in the world. It assumes no prior knowledge, yet will enrich and inform interpreters who have practiced in the field for years. Since many countries lack a professional code of ethics, the textbook includes a sample code. While the approach taken targets spoken language interpreting, the book is also useful for sign language interpreters.

The text is written in plain English and visually designed to make the content clear and easy to read, with visual aids to meet the needs of an international audience whose native language may not be English. Divided into five chapters, the book tackles the biggest challenges in the field today. Chapter 1 offers an overview of the profession. Chapter 2 introduces the key skills and protocols required to perform at a professional level. Chapter 3 shows how to address communication barriers through “strategic mediation.” Chapter 4 tackles professional identity and the myriad service settings that community interpreters today must navigate. Chapter 5 explores the role of the interpreter, examining mediation, advocacy, self care and professional development.

Authored by five credentialed specialists in the field, this textbook above all teaches problem solving. It breaks professional skills into simple components and offers simple decision-making tools to help interpreters make on-the-spot judgment calls in daily practice. The approach is practical and heuristic. It builds on insight. Based on recent and robust research, each chapter addresses reality in the field—not fantasies or ideals.

A landmark work, this textbook sets the international standard for entry-level interpreter education. It will become a required resource for universities, colleges and private programs that teach medical, educational or social services interpreting.
Community interpreting is a field in rapid expansion around the world. Training programs need to keep pace. This workbook contains activities, exercise and role plays for the training and education of community and medical interpreters. It supports the definitive textbook on this topic: The Community Interpreter®: An International Textbook.

 Authored by six credentialed specialists, this workbook can be used in both in universities and colleges or basic training programs. Educators who need interactive activities focused on interpreter skills building and decision-making will grasp the quality of this work. Interpreters who seek self-study materials will find these activities easy to follow, whether working alone or with “study buddies.”

The core audience for this workbook is community and medical interpreters and their trainers and educators. The activities center on medical, educational and social services interpreting. Legal interpreting is also addressed.

The exercises here provide opportunities for practice, discussion and insight. Following a carefully articulated pedagogical flow designed for entry-level or early-intermediate programs, the activities are engaging and practical. Because this workbook will be used extensively for medical interpreter education, every activity, exercise or role play that includes non-medical content is immediately followed by a pedagogically equivalent activity with all-medical content.

As a support for an entry-level curriculum, the workbook and its companion textbook ensure that The Community Interpreter® program can be taught anywhere in the world. The activities will be of value both to interpreters new to the field and those who have practiced interpreting for years. Since many countries lack a professional code of ethics for community interpreters, all ethics activities are based on either the sample code of ethics at the beginning of the textbook or (for medical interpreters) the National Code of Ethics for Interpreters in Health Care developed by the U.S.-based National Council on Interpreting in Health Care.

This workbook shows community interpreters not only what to do but how to perform at a professional level. Above all, they offer practice in simple decision-making tools to help interpreters adapt their new knowledge and skills to the daily realities of a complex field.
A Video Training Resource for Interpreters and Interpreter Trainers

Are you a professional interpreter? A trainer of interpreters? This video training is a simple, practical tool to learn the most important requirements in the field of medical interpreting. Interpreting vignettes feature practicing interpreters from half a dozen different countries.

Should you ever break confidentiality? Why? Do you have to interpret pauses, emotions and obscenities? May you ever accept gifts? What three things should you do if you know the patient? This video training guides professional interpreters and trainers through the nine ethical principles of the U.S. National Code for Interpreters in Health Care (published by the National Council on Interpreting in Health Care).

The video includes interviews of practicing interpreters who share their most memorable experiences and lessons learned. The interviews also address linguistic and cultural challenges faced by interpreters.

*Medical Interpreting: A Guide to Ethics* offers a simple, engaging way to learn what to do -- or *not* to do -- in medical settings.

Learn practical strategies to tackle some of the biggest ethical challenges in the field.
How to Give a One-Day Training in Cultural Competence That's Fun, Simple and EFFECTIVE

A Trainer’s Guide

This trainer’s guide offers a road map for instructors who plan to deliver a one-day introductory cultural competence workshop.

The curriculum can be adapted to teach front line staff and interpreters in three key areas:

- Healthcare
- Education
- Human Services

Purchase this guide if you wish to promote equal access to public and community services through a quality training program. The curriculum is based on national standards for cultural and linguistic competence from the U.S. Department of Health and Human Services, Office of Minority Health, as well as federal laws and national best practices.

The solutions offered in this training manual are presented through role plays, planning sessions and other interactive activities.

The guide is divided into two modules:

Module 1: Language and Communication (including language access)
Module 2: Connecting across Cultures

Detailed lesson plans are provided for each module to guide instructors through the program. A generous amount of activities are provided to allow a program to be customized according to your audience. Examples of PowerPoint slides and class handouts are provided, as well as an extensive film resources list.
A Handbook

Prepare for national medical certification! This unique handbook is not just a list of terminology: it is a practical study guide. This book supports the one-day workshop, Medical Terminology for Interpreters, offered by Cross-Cultural Communications since 2007, yet it can be used for independent study of medical terminology. It is especially helpful for interpreters who choose to study in pairs.

This publication includes:
1. Tables and activities that cover Greek and Latin roots and affixes
2. Medical specialties
3. Six body systems (with some anatomy, physiology and diagrams)
4. Diseases, disorders and symptoms
5. Tests and procedures
6. Medical abbreviations - and more!

Spanish translations are provided for most terms and activities in the handbook. However, this publication is intended for all interpreters as long as English is one of their working languages.

As an added bonus, supplementary materials include:

Appendix 1: Glossary of Greek and Latin Roots and Affixes
Appendix 2: Answer Key to all activities, most answers in English and Spanish
Appendix 3: Further Resources for Medical Terminology

Contact us at 410.312.5599 or CLP@cultureandlanguage.net for information on our licensed trainer and bookseller discounts.
This trainer's manual is designed for instructors who plan to deliver a one-day workshop on medical terminology for interpreters. Both the manual and one-day program are based on a revolutionary concept, the idea that medical terminology for interpreters should not be taught. It should be experienced.

As experienced interpreter trainers know, one day is not nearly enough time to teach medical terminology. Therefore, the highly interactive exercises in this guide plunge participants into engaging individual, pair and group activities.

Included in the instructor's guide:
1. One-page lesson plan overview
2. Detailed lesson plans for each objective
3. Step-by-step explanation on how to deliver each activity
4. Answer keys for all activities
5. Spanish translations for most medical terms used
6. Suggestions for trainer resources
7. Sample evaluation form
8. Two printed PowerPoint presentations (in PDF format) which can be adapted to accompany this program

Any instructor for this program who purchases this manual and follows the outlined objectives is authorized but not licensed to give a one-day workshop based on this guide and call it Medical Terminology for Interpreters (or any other title). Trainers who attend a Training of Trainers with Cross-Cultural Communications become licensed at no extra charge and receive additional teaching resources such as editable slide kits and electronic copies of activity flash cards.

This trainer’s guide is designed to be used with the participant handbook: Medical Terminology for Interpreters (3rd edition). Participant handbook sold separately.
A Training Manual

Legal interpreting is dangerous in the hands of amateurs. Protect yourself, your clients, interpreters and legal outcomes. Purchase this manual for a legal interpreter or bilingual employee who performs legal interpreting outside the courtroom. This textbook is also extremely useful for legal interpreter trainers.

This manual supports community and court interpreters who perform legal interpreting in community settings, with a special spotlight on attorney-client interviews and nonprofit legal services. It will also help interpreters who interpret for worker’s comp and disability medical exams; school board hearings; domestic violence hearings; torture and trauma legal services; immigration services, and many other areas of legal interpreting.

This publication will help interpreters who interpret for:
1. Worker's compensation and disability medical exams - School Board hearings
2. Domestic violence hearings
3. Torture and trauma legal services
4. Immigration services
5. And many other areas of legal interpreting

Manual Contents:
Unit 1: Procedures and Ethics
Unit 2: Linguistic Mediation
Unit 3: Interpreting for Legal Services

The resources section includes several suggested Codes of Ethics for Legal Interpreters, resources for self-study and a legal interpreting Glossary of General Terms of over 500 words.
The Language of Justice: Exercises and Role Plays

A Companion Workbook for The Language of Justice Training Manual

This workbook accompanies the training manual, The Language of Justice: Interpreting for Legal Services. It offers interpreters and trainers a chance to practice some of the skills taught in The Language of Justice. Like the training manual, the workbook focuses on the U.S. legal system. Yet almost all the lessons drawn apply broadly in many countries.

This valuable resource follows The Language of Justice curriculum and gives interpreters the opportunity to hone their skills with:

1. Over a dozen role plays (many translated into Spanish)
2. Case studies taken from real-life legal interpreting situations
3. Sight translation practice of legal documents (where appropriate!)
4. Consecutive interpreting self-recording activities
5. Linguistic mediation decision-making and techniques

Order this workbook today in order to safely practice legal interpreting – before you’re thrown in at the deep end on your next interpreting assignment!