



## Phone Interpreting - Best Practice Strategies Checklist

### Accepting the job

- Check and confirm **language, relationships** and **topic** to be able to confirm competence, impartiality and cultural appropriateness, and that **phone interpreting** is appropriate
- (Pre-booked jobs) Prepare for assignments- request briefing and documents, educate professional about phone interpreting set-up, do research & glossary building

### Before the call starts

- Use good equipment i.e. good phone with earphones/headset
- Make sure mobile phone is fully charged & reception is good
- Choose a quiet place without background noise or distractions
- Ensure privacy & confidentiality of the communication (can anyone else hear your call?)

### Start of call

- Introduce yourself & explain your role
- Ask clients to:
  - Identify themselves
  - Check what phone set-up they are using at their end
  - Minimise background noise
- If professional hasn't introduced topic, ask.

### During the call

- Listen carefully to the clients' intonation, tone & volume to make up for the absence of visual cues
- Use direct speech (1st person)
  - In groups, may need to identify speakers
- Actively manage communication e.g., ask clients to pause, slow down, speak one at a time
- Cut in (in natural pauses) to manage long segments
  - Say 'Pause there please' and 'Ok' or 'Please continue' when finished
- Use note-taking to help memory
- Ask for a break if you are getting tired and not keeping up

### Ending the call

- End the call professionally before hanging up e.g., "Thank you for using interpreting services. Goodbye"
- If appropriate, stay on call with professional to debrief

### After the job

- Stand up and stretch!
- Debrief with the service provider, or colleague
- Reflect on your performance, note challenges and new vocabulary
- Make an appointment with a counsellor
- Self-care practices
- Take time off if needed
- Stay connected with other interpreters