"I JUST HAVE TO ADAPT…"

How deaf professionals manage the interpreting process

*Quote Interview Laura I, p.4.

Background of the study

- Deaf professionals
- Working with sign language interpreters
- Quality into spoken language

- **Literature review**

Haug, et al (2017). Deaf leaders' strategies for working with signed language interpreters: An examination across seven countries.

Napier, J., Carmichael, A., & Wiltshire, A. (2008). Look-pause-nod: A linguistic case study of a deaf professional and interpreters working together.
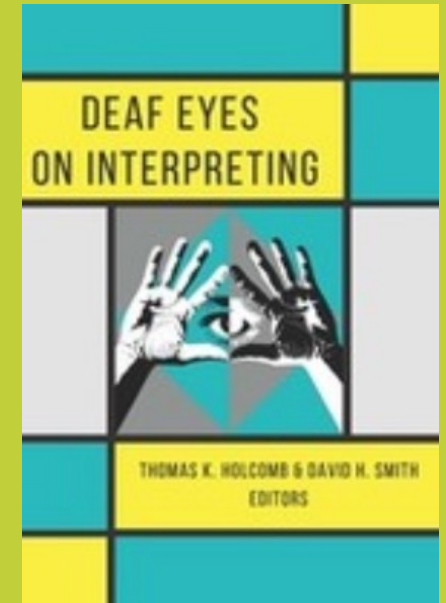
RESEARCH AIM AND QUESTIONS:

➢ **How do deaf professionals assess the quality of interpreting (in situ) in sign- to-voice settings?**

➢ **What are ways of managing or regulating the interpreting process through interaction?**

➢ **What roles do *control* and *trust* play in sign-to-voice settings for deaf professionals?**

METHODOLOGY

- Two recorded live interpreting situations: deaf professional lecturing, one/two interpreters interpreting to spoken language (2x 45mins recorded)

- Two retrospective interviews
- + two additional interviews

  - Recordings were analysed with ELAN, about 20mins each

METHODOLOGY

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      ┌───────────────┐              ┌───────────────┐
      │  Interviews   │              │  Recordings   │
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Natalie, Set 1 (general and retrospective, in one part)	Laura, Set 2 (general and retrospective, in two parts)*

Bernadette (additional Interview, Nr. 3)	Susan (pilot Interview, Nr. 4)

Data Set 1: Natalie	Data Set 2: Laura

RESULTS
(RECORDINGS)

- Quality is being assessed regularly by deaf professionals
- Strategies being eye gaze and head nods (non-manual interaction) – depending on the interpreter positioning!
- No manual interaction documented
- Subtle and ongoing communication/interaction throughout the setting

"*Because when I just have the interpreters in the corner of my eye, I can already see if their mimic is off... then I know they need something. So, I do think I tend to look more like in their direction [...] but maybe not directly at them [sic]."* – Interview Laura II, p.1+2

And back in the day, I really used to look at the mouth pattern but... that is just so hard for me. So, I don't do that anymore...
I didn't yesterday [in the recording].
Rather I just have to adapt to the interpreters and sign closer to spoken language." Laura II, p.1.

RESULTS
(INTERVIEWS)

- **Trust** is most important
- **Control** is a big issue for deaf professionals
  - Managing interpreters by **adapting signing style** or **register** Deaf professionals might **repeat content** or **sign slower**
  - Ongoing interaction

"If I have a lot of positive experience with one interpreter [...]
I can really trust them [...]" – *Susan, p.1.*

"When I started working with interpreters [...] I did check on them a lot,
control them, focussing on them to observe..."

"[But] control is really hard. I rarely do that now but it is hard to say ...
It is more [...] about trust. I can also see how the interpreter is behaving if
they are comfortable ... if we just click and if we can work smoothly with
each other... but it is also about how they approach me". *- Natalie, p. 3 and 5.*

"[I do trust the interpreters] but I also direct and control
them a lot and keep observing them closely. That is just my way of doing it. [...]
I am directing them [...] *- Laura I, p. 2 and 3.*

CONCLUSION (1)

How do deaf professionals assess the quality of interpreting (in situ) in sign-to-voice settings?

➢ Most deaf professionals **do assess quality** in situ

  ➢ Mostly by eye gaze and other non-manual forms of interaction

  ➢ The interpreters' **body language** or **mouth patterns** are being monitored

➢ Sometimes quality is assessed **after** if a script is available

➢ by asking others for feedback

➢ or by a reflective talk with the interpreters

CONCLUSION (2)

- ➤ The process is **managed** by deaf professionals by
  - ➤ **adapting** to the interpreters (e.g. style, pace, repeating)
  - ➤ **non-manual** interaction
    (e.g. facial expression, body language)
  - ➤ possible **manual** interaction (not documented in the recordings at hand)
    (e.g. interrupting lecture to converse with the interpreters)

What are ways of managing or regulating the interpreting process through interaction?

CONCLUSION (3)

What roles do control and trust play in sign-to-voice settings for deaf professionals?

➢ Some deaf professionals wish for more control, even there is trust

➢ Trust is essential to a professional working relationship and will reflect on the working environment (especially in sign-to-voice settings)

CRITICAL REFLEXION AND LIMITATIONS

- Small sample size
- Positioning of the interpreters (eye gaze)
- Different deaf professionals, different results
- Different results depending on the interpreter relationship
- Including interpreters' perspective

REFERENCES MENTIONED IN THE PPT

Haug, T., Bontempo, K., Leeson, L., Napier, J., Nicodemus, B., Van Den Bogaerde, B., & Vermeerbergen, M. (2017). Deaf leaders' strategies for working with signed language interpreters: An examination across seven countries. *Across Languages and Cultures, 18*(1), 107–131. https://doi.org/10.1556/084.2017.18.1.5

Holcomb, T.K. & Smith, D. H. (2018). *Deaf Eyes on Interpreting.* Gallaudet University Press.

Napier, J., Carmichael, A., & Wiltshire, A. (2008). Look-pause-nod: A linguistic case study of a deaf professional and interpreters working together. In *Deaf Professionals and Designated Interpreters: A New Paradigm* (pp. 22–42).
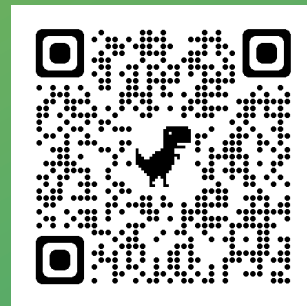
ABSTRACT IN IS AND ÖGS

IS

https://youtu.be/X-gADnol8fY

ÖGS

https://youtu.be/uDLWnWi9DgQ