



***Multi-Languages
Corporation Conference
2013***

***University of Toronto
Toronto, Ontario, Canada
Saturday, November 23rd***



Conference at a glance.....

8:20 – 8:45	Registration - Coffee and treats
8:45	Welcome
9:00 – 12:00	Interpreting in Legal Settings - Holly Mikkelson
10:30 -10:45	Break -Coffee and treats
12:00 – 12:45	Ethics & Integrity - <i>Can one go without the other?</i> - Denis Louis Bousquet
12:45—1:45	Hot lunch
1:45 – 2:30	Striving for Simo: A Practical Approach towards Self-Training - Dr. Andrew Clifford
2:30 – 3:15	Note-taking for consecutive interpreting-back to basics - Helen Campbell
3:15 – 3:30	Break -Coffee and treats
3:30 – 4:15	Crowdsourcing: Friend or foe for professional translators? - Julie McDonough Dolmaya
4:15 – 5:30	Dale Carnegie Techniques to Build Your Confidence by Improving Your Memory - Rita Smith
5:30 - 6:00	Award presentation
6:00 - 7:00	Networking and celebration

You asked us for more networking, personal growth and fun!

Right after the conference we will offer a networking and celebration hour (6:00 pm -7:00 pm). Sanda Langer, wellness and health expert will share for 10 minutes some concepts on health and vitality (Alkalinity/acidity). You will have the opportunity to try one of our green drink recipes!

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9:00 – 12:00

Interpreting in Legal Settings

Holly Mikkelson- Monterey Institute of International Studies



This presentation will acquaint participants with the unique demands placed upon interpreters in legal settings (judicial and quasi-judicial proceedings, depositions, attorney-client conferences and others). Topics will include ethical principles and standards of practice, protocols for intervention, adversarial vs. collaborative communicative interactions, and resources for assignment preparation. Participants will engage in a variety of exercises to help them assimilate the concepts covered. By the end of the presentation, participants will have a better understanding of the requirements for interpreting in legal settings and will be aware of different tools for addressing the challenges.

Holly Mikkelson is Associate Professor of Translation and Interpretation at the Graduate School of Translation and Interpretation, Monterey Institute of International Studies, a Graduate School of Middlebury College. She is an ATA-certified translator (Spanish>English, English>Spanish) and a state and federally certified court interpreter who has taught translation and interpreting for over 35 years. Her interpreting clients over the years have included several court systems and many local and national law firms, and among her translation clients are the U.S. Department of State and the Department of Justice.

In addition to co-authoring *Fundamentals of Court Interpretation: Theory, Policy, and Practice*, she is the author of *Introduction to Court Interpreting* as well as the Acebo interpreter training manuals and numerous articles on translation and interpretation. Professor Mikkelson has consulted with many government and private entities on interpreter testing and training, and has presented lectures and workshops to interpreters and related professionals throughout the world. In 2011, the American Translators Association awarded her the prestigious Alexander Gode Medal for outstanding service to the translation and interpreting professions.



10:30 -10:45

Coffee Break

12:00 – 12:45

Ethics & Integrity - *Can one go without the other?*

Denis Louis Bousquet
FIT North America



Within the context of translation and interpreting, how can we define integrity and ethics to ensure that professionals do act like professionals?

Do we bend over backwards to please a client and dam the torpedoes when it comes to ethics and integrity? Do we stick to our ethical "gun" even if it means losing a client?

In this presentation, we will consider the basic definitions of ethics and integrity with a brief overview of various codes of ethics used by Canadian translators and interpreters associations. We will then look at some examples and open up the floor for discussion.

Denis Louis Bousquet is the owner/president of Nautilus Translation Limited, in business since 1971. A certified translator (E-F) and a long time member of ATIO, he has served on the ATIO board as Director, Independent Translators, and on the CTTIC board, both as vice-president and president.

He is currently representing Canada on the FIT Council acting as FIT liaison for North America, chairs two FIT committees (copyrights, and awards) and also chairs the newly reconstituted FIT North America Regional Centre (FIT NA).



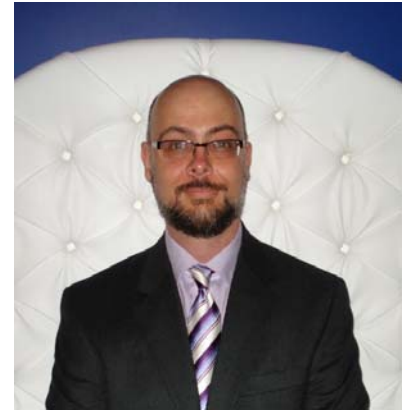
12:45—1:45

Lunch

1:45 – 2:30

Striving for Simo: A Practical Approach towards Self-Training

Dr. Andrew Clifford - Glendon College



Are you a community interpreter being called upon to do simultaneous interpreting in your work? Perhaps you're facing pressure to use simultaneous in patient education seminars in the healthcare setting, or at the defence table in the legal setting. If so, then this brief workshop has been designed with you in mind.

In this 45-minute session, Dr. Clifford will guide you through some practical exercises that you can use to slowly and progressively build your skills for simultaneous. You will interpret material that is representative of what is found in the community setting, and you will apply criteria to assess your own performance. You will leave the session with a blueprint for self-guided training that you can use to continue to enhance your skills on your own.

Andrew Clifford is Director of the Master of Conference Interpreting at Glendon College, York University, Canada. In 1990 he began to freelance for the Immigration and Refugee Board in his native Canada. For nearly 15 years, he worked as a community interpreter in legal and healthcare settings. During the same time, he completed a doctorate in Translation Studies, and his thesis examined issues related to interpreter certification. He then trained as a conference interpreter at the University of Ottawa, and worked as a staff interpreter with the Government of Canada.

In 2008, he accepted a faculty position at the School of Translation, Glendon College. In 2012, he launched a new interpreter training program. Students complete a first year entirely online. They then have the option of exiting the program and earning the Graduate Diploma in General Interpreting, or completing the second year, which is delivered face to face, and earning a full Master of Conference Interpreting.

Note-taking for consecutive interpreting-back to basics

Helen Campbell - European Directorate



This talk will be in essence a short workshop dealing with consecutive interpreting and in particular note-taking. You may wonder how conference interpreters effectively, accurately and professionally render five or ten-minute or even longer segments of speech. You may be interested in finding out how to use the same techniques in your practice as a public service interpreter.

Helen Campbell will explore with participants the note-taking strategies that are at the heart of a good consecutive interpretation. She will guide those present through strategies for capturing the essentials on the page, by showing how effectively to use symbols, how to decide what to note, and — most importantly — what not to note. Helen would like to make this an interactive talk, allowing participants a chance to share in the common quest for good, easy-to-read, decipherable notes. So the audience can join in, share techniques and, Helen hopes, acquire some useful building blocks to advance their professional practice.

Helen Campbell was a staff member of the Directorate-General for Interpretation of the European Commission (DG SCIC) in Brussels from 1973 until April 2011. She studied German and French at Southampton University, trained as a conference interpreter with the European Commission and, and interpreted full-time from 1973 until 1996. She was seconded to Geneva to represent her DG from 1991-1993 and to London from 1999 to 2001. A highly qualified and experienced interpreter trainer, she has aptitude-tested, taught and acted as examiner at university courses in and outside Europe and at EU tests and competitions. She was responsible for organising study visits for student interpreters to the European Institutions from 1997 until 2011. She has been a regular speaker at university careers days and other major language-related events such as the London Language Show.

From 2001 to 2011 she played a key role in IAMLADP, the International Annual Meeting for Language Arrangements, Documentation and Publications, the international forum of Heads of Language and Conference Services founded by the UN. Under its Working Group on Training she set up the Universities Contact Group in 2006, co-chaired with Svetlana Carsten of Leeds University until 2011.

Helen is an Honorary Member of the Chartered Institute of Linguists and of the Irish Translators' and Interpreters' Association, an external consultant for London Metropolitan University and a member of the Advisory Board of the Research Centre for Translating and Interpreting Studies of the University of Leicester. She is a member of the Advisory Board of the European Union “Optimale” project and has recently been invited to become a Board member of the CIOL Educational Trust. She is a founder member of the Public Service Interpreting and Translation Network Group. From January to July 2013 and for the next two years, Helen was asked to take over the position of Director of the National Network for Interpreting, one of two national networks, part of Routes into Languages, a UK Government-funded initiative aiming to increase interest in languages and language-related careers.

In 2012 she was invited by the University of York, Toronto, Glendon Campus, to devise and dispense an online admission (aptitude) test for candidates for a new Master in Conference Interpreting.



She was also invited by the Government of Canada to run a week-long training for trainers seminar for staff interpreters, followed by a further week at Glendon, providing training for conference and public service interpreters, including future teachers on the MCI course. In addition, she co-ran four intensive CPD interpreting courses at the University of Bath, UK, a CPD seminar on consecutive note-taking at London Metropolitan University and a one day seminar on note-taking for interpreters as part of the Critical Link Conference hosted by Glendon in June 2013.

Her interpreter training activities are in the UK (Bath, Leeds and London Metropolitan Universities), the University of Malta, the University of La Laguna, Tenerife and Universities in the Baltic States. She continues to be invited as guest speaker, particularly at University careers events in the UK and has gained a reputation as a lively, knowledgeable and entertaining public speaker.

In 2009, 2010, 2011, 2012 and 2013 she co-edited with Jesus Baigorri and Iciar Alonso of the University of Salamanca the following publications: “Reflections on Legal Translation”, "Translating Justice", “Language, Law and Translation”, “Essays on Legal and Institutional Translation” and “Translating the Law”, published by Interlingua, Granada.

3:15 – 3:30

Coffee Break

Crowdsourcing: Friend or foe for professional translators?

Julie McDonough Dolmaya - Glendon College



Crowdsourced translation, which is performed online by self-selecting Internet users who do not necessarily have translation training or experience and who receive little or no financial compensation for their efforts, has become a contentious issue over the past few years: in the June 2009 issue of *The ATA Chronicle*, ATA president Jiri Stejskal declared crowdsourcing and global outsourcing to be the top two threats to the profession, ahead of such other challenges as the economic downturn and machine translation. That same month, the professional networking platform LinkedIn drew the ire of some professional translators when it sent out a survey to its members asking about their interest in translating the LinkedIn website for non-monetary incentives. And recent reactions to crowdsourcing in professional magazines such as *L'Actualité langagière/Language Update*, *Translorial*, *ITI Bulletin* and *Circuit* have run the gamut from scepticism and disdain to optimism and excitement. So should translators be worried about crowdsourcing?

To help answer this question, I will look at several crowdsourcing models, discussing how successful or unsuccessful they have been, and offering a few reasons why. Throughout my presentation, I will also consider some of the ethical issues involved in crowdsourcing and offer some thoughts about how these might impact professional translation in the future.

Julie McDonough Dolmaya teaches in the School of Translation at York University's Glendon Campus. A certified French/English translator with OTTIAQ, she worked as a freelance French to English translator and reviser for a number of years but now focuses mainly on teaching, researching and writing about translation.



Her research interests include crowdsourcing, blogs and website localization, and she has published articles on these topics in academic journals like *Meta*, *The Translator* and *Translation Studies*. She also enjoys blogging about her teaching and research at www.mcdonough-dolmaya.ca.

4:15 – 5:30

Dale Carnegie Techniques to Build Your Confidence by Improving Your Memory

Rita Smith - Dale Carnegie



DALE CARNEGIE TRAINING®
Effective Communications & Human Relations

Remembering Names

When we remember peoples' names, we help them and ourselves to be more confident. Many people struggle with this important people skill; in this session we will learn an fun and effective way to recall a person's name, thereby enhancing this important first step in building professional and personal relationships.

“Remembering names is only an offshoot of the desire to remember the people behind the names. Otherwise, remembering names becomes a kind of gimmick, merely to prove our prowess in remembering, when it should be the result of our desire to make the other person, not ourselves, feel important,” Dale Carnegie wrote. The objectives of this interactive segment are to focus on people as individuals; create positive first impressions; and to learn easy-to-use methods for remembering names.

Visual Memory Techniques

The mind often thinks in terms of pictures; the more exaggerated the picture, the easier it is to remember. Mentally linking, or pegging, pictures together maximizes our retention of thoughts and ideas more readily. In this segment you will learn a system for remembering tasks, projects, schedules, lists, procedures, and presentation points.



In 2013, Rita Smith celebrates 28 years as a Communications professional. She has an extensive background in successful Communications planning and execution, designing and implementing effective campaigns for business and government since 1985. Working front and centre through intense, high-pressure events including proactive introductions, launches, and mergers as well as managing reaction to strikes, protests, evacuations and quarantines, Rita has years of on-the-ground, real-life communications experience with staff, management and media. In 2004, Rita Smith became licensed as a certified Dale Carnegie Course® instructor and coach. Long an adherent and promoter of Carnegie principles and training, Rita is a team member of Dale Carnegie Business Group in Canada.

She is now certified to deliver Carnegie’s renowned High Impact Presentations® program and holds a certificate in Organizational Leadership. From 2006-08 Rita served as the Director of Communications to Canada’s Minister of Health Tony Clement. In that capacity she managed numerous significant rollouts including that of Canada’s Chemicals Management Plan and Canada’s New Food Guide .

As a result of the research conducted under the Chemicals Management Plan, Health Canada decided to ban the use of Bisphenol A in products used by babies, which led to one of the most high-profile scientific announcements in Canada’s history. Rita was also responsible for stakeholder management as well as public and caucus communications at the introduction of Canada’s new Consumer Product Safety legislation, which revised and updated product safety regulations for the first time in half of a century. Rita is trained in the Public Health Agency of Canada’s Strategic Risk Communications Framework, and completed the University of Alberta’s Science Communications program at the Banff Centre in 2009.

5:30 - 6:00

Award Presentation

16th Anniversary *Award* Recipients 2013

Tony Duong	Vietnamese
Florinda Lages	English
Pascal Roseau	French
Laura Sa	Portuguese
Helena Wong	Cantonese
Jonh Zhang	Cantonese

The Multi-Languages Award was created in 2002 to recognize our interpreters and translators who provide an outstanding service to our clients. **Thanks to all our award recipients and to all of you, our translators and interpreters.**

Remember to *Pay It Forward*



This conference has been approved in advance for 7 CE American Translators Association - ATA Points