



Association of Professional Language Interpreters

We are a big family.

We reflect each other.

It is up to each one of us to
bring respect and value to the
profession.

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What happens to us when we are kicked out of a roster? **Depends?** //

- Age
- Money
- Expertise
- Etc. – We all have different priorities.



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**So we are out and don't know
what to do, and how to make
things right.**

- Lets acknowledge the situation.
- Think like an independent outsider.
- Pinpoint the problems
- Deal with the problem like a professional



APLI

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- What really happened ?
- What was the impact?
- What could be avoided?
- How many times?
- Who did what?
- Who said what?
- What did I do?
- What did I say?
- Did this happen before?
- Stick with the facts?
- Am I honest about the facts?
- Am I angry?
- and, and



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Pinpoint the problem

**Was it the quality of your
performance?**

Was it related to time keeping?

**Was it mis-management of the
situation?**

Was it a languages issue?

Was it a social or religious issue?

What on earth was the issue?



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How do we deal with it in a professional manner?

- **Do not get in to a shouting back and forth, pleeeeeease!**
- **If you believe it to be your short-coming, apologize and be the bigger person.**
- **Try to understand their position too.**
- **Often the person with whom you are talking has no saying or authority over the rules in place, so don't waste your breath about the fairness of the rules.**
- **Provide logical, reasonable and truthful reasons, people are not fools and it would be disrespectful to insult the level of their intelligence.**



Few of the potential situations which may arise:

- **You arrive at the conclusion that you have been unfairly treated.**
- **You learn of a complaint which has been brought forward against you.**
- **Your name has been frozen by an agency.**
- **Others.**



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If you come to the conclusion that you have been unfairly treated, you must speak up. How?

- **Know your rights and work within those rights.**
- **Find out who is the person of authority.**
- **Gather sufficient and relative evidence.**
- **Write to them, E-mail, No one reads or likes long E-mails, short and to the point.**
- **Call to follow up, and follow up, and follow up ...**
- **Find support, APLI will support as much as it can, it is limited.**



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If someone has put forward a complaint against ?

- **Call, E-mail or contact the organization, when you are calm and NOT angry.**
- **Learn the facts and consider all points above.**
- **Explain yourself, and if need be “Apologize”.**
- **After all you are only human, and everyone makes a mistake, everyone.**
- **Best not to try and blame it on others, taking responsibility and correcting your mistakes is the PROFESSIONAL way to do it.**
- **Other suggestions ...**



An agency freezes you?

- **Call them and talk to them.**
- **If there is a problem, try and resolve.**
- **Sometimes works of an agency changes from one language to another.**
- **Rates! Are you the expensive CI? Unfortunately “Cheap” gets the work, BUT....**
- **Other suggestions ...**



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You are crème de la crème, lets stay the best.

- Having passed the exams, done the training, is not enough. There is no limit to the various situations we face.**
- We all need continuous professional development. Not just to learn but to expand and gain depth.**
- Language is a living communication tool, it's components die and new ones are born, keep abreast of changes in both languages.**
- Other factors; our attire, punctuality, respect et.**