

Cross-Cultural Communications
Training & Consulting
2016



CROSS-CULTURAL COMMUNICATIONS

WHO WE ARE

Cross-Cultural Communications, LLC is the only national training agency in the U.S. devoted to community interpreting, cultural competence and language access. It is also the only organization that licenses community interpreters across the U.S. and in other countries.

WHAT WE DO

Cross-Cultural Communications (CCC) provides training, technical assistance, writing and consulting services to support services to immigrants, refugees and cultural minorities.

CCC also offers the only national training and train-the-trainer programs in the U.S. for community interpreting in addition to training programs for cultural competence and language access. Culture & Language Press, an imprint of CCC, publishes books and papers in the field, including the only national textbook for community interpreting.

WHO WE TRAIN

Our interpreting programs target providers, bilingual staff and freelance interpreters.

Providers and bilingual staff may include:

- Physicians, nurses, mental health practitioners, lawyers and immigration specialists
- Administrative and front-line staff in healthcare, education and human services

HOW IT WORKS

CCC provides training on site and will travel to your agency, anywhere in the U.S. or abroad, to present on topics related to interpreting, cultural competence or language access. Our client list includes:

- Federal, state and local governments
- Hospitals, health departments and other healthcare organizations
- National, regional and local nonprofits
- Educational organizations such as public school systems and community colleges
- And more!

Our programs can be presented as they are or customized to meet the particular needs of your agency and staff. To make inquiries or to book a training session, contact us at: 410-312-5599 or ccc2@cultureandlanguage.net.

Your interactive demonstration in presenting the practices for interpreting in health care greatly contributed to a rich discussion of the issues. The two-day conference had over 700 participants from diverse backgrounds and disciplines. You have helped us accomplish a major and important event in the state.

(state agency)





The Community Interpreter® (TCI):

TCI is the first and only national 40-hour certificate program in community interpreting, with more than 110 licensed trainers in 26 U.S. states and six other countries. It promotes national ethics and standards of practice and can prepare interpreters to take national medical interpreter certification. Each participant receives a 405-page manual and 131-page workbook. Ideal for contract interpreters or bilingual staff, whether they are new to the field or experienced interpreters who need a credential. This program can be customized to cover one or more of the following areas: medical, educational and social services interpreting.

The Community Interpreter®, Training of Trainers (TCI TOT):

This six-day program for interpreter trainers licenses the trainer to present The Community Interpreter®, the national 40-hour entry-level certificate program. Trainers may adapt the program to train interpreters in healthcare, education and/or social services. Enough material is provided to expand the program to 60 hours and there are no license renewal fees – ever. Ideal for interpreter trainers who seek a tried-and-tested curriculum to train contract interpreters, bilingual staff or volunteers and

advocates. *Please note: a four-day version of this program is available for participants who have graduated from a session of The Community Interpreter®.*

The Language of Justice (LOJ):

This three-day training **for community and court interpreters** is the only national program for legal interpreting in community settings. The groundbreaking curriculum was developed by national experts with the support of a team of attorneys, law professors, legal services agencies and nonprofit community services. Each participant receives a 125-page manual and 62-page workbook. Ideal for community and court interpreters who work in nonprofit legal services, immigration agencies, worker's compensation exams and public school systems.

The Language of Justice, Training of Trainers (LOJ TOT):

This two-day program offers a license to teach **The Language of Justice**. Participants receive guidance on how to present the activities, role plays and exercises in the program. Recommended for training contract interpreters, nonprofit legal services staff, legal interpreter banks and other interpreter services.

Medical Terminology for Interpreters:

This one-day workshop is essential for medical interpreters. It is packed with dynamic interactive activities that bring the terminology to life. It includes exercises on Greek and Latin roots and affixes, medical specialties, ten body systems with anatomy and physiology, diseases and disorders, symptoms, medical abbreviations and more. Includes a 136-page handbook for each participant. Ideal for medical interpreters working in hospitals, clinics and social services as well as those preparing for national medical certification.

Medical Terminology for Trainers:

This two-day program for medical interpreter trainers licenses graduates to teach our one-day workshop, Medical Terminology for Interpreters. The first day consists of the terminology workshop while the second day is the training of trainers. Trainers who attend first experience the lively, engaging exercises as a participant, and then the next day learn how to deliver this intensive one-day workshop on medical terminology that is stimulating yet practical. Ideal for interpreter trainers and health and human services trainers who wish to provide an in-house workshop for their medical interpreters and bilingual staff.

You have done so much for us! The responses from the participants were terrific.

(nonprofit agency supporting torture and trauma survivors)

Introduction to Medical Interpreting:

This one- or two-day program provides a brief overview of medical interpreting; its code of ethics and standards of practice; and hands-on skills-building activities. Unable to commit your staff to our 40-hour foundation program, The Community Interpreter®? Then sign them up for this shorter program, which teaches the concepts and skills that every medical interpreter must have in order to perform safe, professional interpreting. Ideal for medical interpreters working in hospitals, clinics and social services as well as those preparing for national medical certification.

Introduction to Community Interpreting:

This one- or two-day program offers a condensed version of our 40-hour foundation program, The Community Interpreter®. The program can be tailored

to cover one or more of the following areas: healthcare, education and/or social services. A brief overview of community interpreting is provided along with its code of ethics, standards of practice and interactive activities to improve interpreting skills. Ideal for community interpreters working in health and human services, school systems, nonprofits and healthcare.

Introduction to Legal Interpreting:

This one-day program provides an overview of the differences between legal and community interpreting, including codes of ethics and standards of practice. Techniques are taught so that interpreters may protect themselves from legal liability while providing accurate interpretation during their assignments. Ideal for community and court interpreters working in legal services, immigration services, domestic violence and more.

Introduction to Court Interpreting:

This one-day workshop addresses the skills, protocols, ethics and requirements for court interpreting as well as steps for court interpreter certification. Consecutive and simultaneous interpreting techniques are introduced and practiced. Ideal for community and legal interpreters who wish to work as court interpreters.

Note-Taking for Interpreters:

This one-day workshop addresses a critical yet often overlooked interpreting skill. Participants are taught memory techniques, note-taking strategies and symbol creation. Skills are improved through interactive activities and hands-on practice. Ideal for all interpreters and bilingual staff who interpret.

Advanced Skills (I and II) for Community/Healthcare Interpreters:

These one-day workshops are the next step for interpreters who have already taken an introductory course. The workshop is customized to address your interpreters' specific needs for continuing education. Ideal for experienced interpreters and bilingual staff.

Interpreting And Translation Training Programs



Thank you so much, Marjory. The feedback about your two presentations was simply amazing! Every person to a man was raving about your presentations. Another instructor even commented on the fact that we should not have scheduled other sessions during your keynote. (interpreter association)

Cultural Mediation for Medical Interpreters:

This one-day workshop focuses on one of the most difficult aspects of interpreting – when and how should the interpreter perform cultural mediation? First, participants learn to apply criteria for when to step out of the basic interpreter role to perform a linguistic or cultural mediation. Participants are then provided with clear instructions on how to perform effective, respectful mediation. Ideal for new and experienced medical or community interpreters and bilingual staff.

Mental Health Interpreting:

This one-day workshop provides the specialized training needed for one of the most difficult areas of interpreting. Participants are taught the finer techniques of linguistic and cultural mediation and more advanced self-care strategies. Ideal for experienced medical and social services interpreters and bilingual staff.

Dual Role Interpreters in Healthcare:

This one-day workshop focuses on training bilingual staff in healthcare. How can bilingual individuals perform both jobs correctly while following the interpreter's code of ethics? This program results in

more successful interpreting sessions – and more confident employees! Ideal for bilingual staff in healthcare settings.

Interpreting in Educational Settings:

This one-day program provides an introduction to working in schools systems and other educational settings. Specific assignments are covered such as: Parent/Teacher Conferences, Back-To-School Night meetings, Special Education meetings, School Board Hearings – and more. An overview of different interpreting modes is included. Ideal for educational interpreters working in private or public school systems.

Introduction to Translation for Community Interpreters:

This one-day workshop targets interpreters who want to learn the fundamental principles of translation and professional translation practices. Participants learn what to translate (and not translate) and how to assess whether translation is over-literal or overly free. After basic instruction in the fundamentals of translation, the afternoon is spent on guided practice. Only one language (besides English) or at most two can be included in this workshop. Ideal for bilingual staff and community interpreters.

Cultural Competence in Health and Human Services:

This one-day workshop offers a dynamic, skills-based introduction to the field. Based on national standards for cultural and linguistic competence from the U.S. Department of Health and Human Services, Office of Minority Health, it also supports federal laws and national best practices. Ideal for health and human services providers, administrative and front-line staff as well as healthcare interpreters.

Other Cultural Competence one-day workshops:

We offer a variety of area-specific cultural competence workshops including:

- Cultural Competence in Victim Services
- Cultural Competence in Mental Health
- Cultural Competence and End of Life Services
- Cultural Competence and HIV/AIDS
- Cultural Competence for Legal Services/Legal Aid
- Cultural Competence in Nurse Case Management
- Cultural Competence in Family Planning
- Cultural Competence in Refugee Health
- Cultural Competence in Aging Services

Cultural Competence Trainings of Trainers:

These programs can range from two to five days in length and can be customized to any area of cultural competence for which we offer a one-day workshop. Graduates of our training of trainers programs will be licensed to teach the corresponding one-day workshop.

How to Work with an Interpreter:

One of our most popular programs! This half-day workshop trains service providers, administrators and front-line staff how to work effectively with an interpreter. This workshop also includes a brief introduction to language access laws if desired. Ideal for anyone in medical, social service or educational settings who works with interpreters.

How to Work with an Interpreter In Legal Services:

A specialized version of one of our more popular programs, this half-day workshop focuses on working with interpreters in legal settings such as nonprofit legal services, immigration, victim services, attorney-client interviews and more. Special attention is given on how to work with qualified versus untrained interpreters in order to achieve the best outcome for all involved parties. Ideal for legal services, legal interpreter banks, interpreter services and immigration services.



Our Clients

CCC serves clients in government, nonprofit and private sector agencies in the areas of health care, education and human and social services. We also provide support for language companies and nonprofit interpreter services.

GOVERNMENT

- Federal agencies and programs (e.g., U.S. Office for Victims of Crime; U.S. Air Force; U.S. Joint Special Operations University; National Center for State Courts)
- State agencies (e.g., Maryland Department of Aging, Ohio Office of Criminal Justice Services, New Jersey Department of Health and Senior Services)
- Local government agencies in several states, including city/county agencies, health and human service agencies, police departments, infants and toddlers programs, commissions on aging, volunteer programs, citizen services, victim services, etc.

NONPROFIT AGENCIES

- National nonprofit agencies (e.g., National Council on Interpreting in Health Care, Volunteers in Health Care, Boat People S.O.S., American Translators Association, International Rescue Committee)
- Regional and state nonprofit agencies (e.g., Mid-Atlantic Public Health Training Center, Family Planning Council, Maryland Association of Nonprofit Organizations) and nonprofit coalitions in Florida, Maryland, Indiana, Ohio and Washington, D.C.
- Local nonprofit agencies in several states, such as immigrant service agencies, victim services, refugee resettlement and nonprofits serving specific ethnic groups.
- Legal services organizations, including legal aid bureaus and agencies specialized in services to Latinos and Asians (e.g. Ayuda, Inc., Multicultural Community Service)

HEALTHCARE

- Large health care organizations including Florida Hospital, Phoenix Children's Hospital, Temple University Health System in Philadelphia, Johns Hopkins University School of Medicine in Baltimore; and Providence Hospital in Washington, D.C.) as well as health departments, community health centers (Federally Qualified Health Centers), clinics and health systems.

OTHER INSTITUTIONS

- Conference workshops commissioned by interpreting associations in many states, e.g., Kentucky, Ohio, California (CHIA and HCIN), Massachusetts, Atlanta and Nebraska.
- Two- and four-year colleges (including Johns Hopkins University School of Medicine), continuing education programs, immigrant schools and public K-12 schools.

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(state agency)

You have done so much for us! The responses from the participants were terrific.

(nonprofit agency supporting torture and trauma survivors)

Thank you so much for coming up to Frederick in the typhoon. Your presentations are always informative and well received. You bring a lot of credibility with you.

(county department of social services)

The presenter was clear and very knowledgeable. I like how he spoke and encouraged participation.

One of the best workshops I have ever gone to.

(nonprofit medical services provider)