

Gallaudet University Department of Interpreting and Translation
2018-2019 Colloquium Lecture Series
Paul Harrelson
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Dr. Brenda Nicodemus

Okay, we're just about ready to get started. If you want to take your seats. Wow, I said we're ready and you all immediately sat down. Thank you for following directions. Hello, hello, everyone.

Welcome I'm Brenda Nicodemus with the Department of Interpretation and Translation.
(Unable to hear the interpreter).

Fortunately Gallaudet University is able to utilize a number of resources at -- and share them with the community at large. With the aim of enhancing knowledge and improving the lives of Deaf and hard-of-hearing people all over the world. So as a part of the Colloquium Series we have all of these archived on our Web site. You can search CAITR Gallaudet and choose to watch any of the lectures. I think there are about 25 that we have accumulated over the years. We want to let you know if you want to earn CEU credits for RID please (inaudible) Danielle if you can raise your hand. She can help you get that all set up for that.

(I'm sorry; I'm having a very hard time to hear the interpreter).

Paul will lecture for about 50 minutes give or take and then Dr. Rashid will share some prepared remarks and questions for Paul. Then we'll go to the audience for you to ask questions of the lecturer, as well. The goal is to end today at 11:30. Should you be interested we'll be continuing the conversation on the second floor here on the cafeteria on the campus just to talk a little bit more and socialize afterwards. It would be great if you could join us.

So now I would like to introduce our speaker today. Paul Harrelson is an instructor in Department of Interpretation and Translation at Gallaudet University. He teaches a number of different courses and has specific focus on business and Government interpreting and also in professional practice for our students here in the department. Paul (inaudible). He says that New Orleans is his home but he has lived in DC for most of his adult life he graduated from high school he told me before he was his class President for three years in high school. He was a pretty popular guy, if you ask me.

He tried out a bunch of different universities before getting his degree in political

science. Once he completed his bachelor's studies he decided to apply to law school and was accepted. Around (inaudible) he was talking with his sister Janne who is here in the audience. Janne if you want to wave to everyone. Janne was trying to get him to come to Washington D.C. and apply for a job at the Model Secondary School for the Deaf. He decided to. He was hired. He started working at the high school. And he never looked back. He didn't think about law school ever again. He was working at Gallaudet for a number of years. He started interpreting and he worked for Gallaudet Interpreting Services for several years as a sign language interpreter. He's been in private practice for about 25 years. As a freelancer. He has never been a staff interpreter. He's very proud of his freelance lifestyle.

He is also currently a PhD student here (inaudible).

(I'm sorry; I'm having a hard time to hearing the interpreter).

We're really looking forward to work he's doing and hearing about it today.

So his hobbies include pinball he's quite the pinball addict. He goes to different restaurants, bars, all over town looking for the right and best pinball machines in the city. He is also a fanatic of UNC basketball, go -- he says I just kind of brush him off and he also loves the New Orleans Saints the football team he's not a big baseball fan as I understand it he enjoys traveling internationally with his wife Erin Moriarty Harrelson. They travel often together. And they have two absolutely adorable dogs whom I love. We are very, very fortunate and I feel lucky every day to have him as my colleague. I introduce to all of you Paul Harrelson.

Paul Harrelson

Thank you, Brenda for those warm remarks sometimes I think about my colleagues and I think maybe they think too much of me. Perhaps they do. We'll see. Thank you, all, first of all, for coming. We really appreciate your attendance this morning.

A while ago when Brenda invited me to be a part of this series I thought I would have finished defending my dissertation by then and be ready to give a talk. It's actually not that. I have not yet finished my dissertation although I'm very much looking forward to when I have but today's talk will help me look at the data I've accumulated and what it means thus far in terms of my evaluations and give me a taste of it so I certainly appreciate you being here for part of the process with me and I think it will work towards my training for my dissertation in the coming months Brenda is accurate I'm going to talk about interpreting services in the workplace.

As Brenda mentioned I'm a freelance interpreter and have been for over 25 years. I've

done a lot of interpreting here at Gallaudet but also worked extensively with Federal agencies as an on-call interpreter and short-term assignments in various places in the industry and I've seen a lot of things and I've also talked with a lot of Deaf people about what's going on in their environment, what happens with their interpreting services, what happens with their colleagues, the kinds of things they have observed and also things I've observed. Interpreting services in the workplace are not always executive. Sometimes they are. Sometimes they are incredibly fluid and efficient but sometimes they are not as effective so in some of the conversations I've had over the years I've learned of some of the struggles that Deaf professionals have in the work space where interpreting services are concerned.

When I talk to my wife she's also an employee in the Federal sector and as a Deaf professional she has related some of her concerns and frustrations as well so I've got a sense of what's going on out there but I wanted to explore that further and that was the impetus for this study.

Now, work is important, right? We work all day. And when you think about it we also think about work at night and during the weekends. It becomes part of our entertainment time as well and our leisure. Let's look at that.

So we think about and see work reflected so often on movies, television, media, all reflects the work space.

Even international assassins as they go about their business and those who are in pursuit of them are doing it in the work space. Right? And John Snow is very concerned about his colleagues and the workplace.

He has workplace communication issues to consider, doesn't he? So honestly work gives us enjoyment, drama, pain, suffering, delight, all of those experiences. And they all affect our everyday lives, as well.

Work is critical and yet we don't really know that much about how it's impacting us. When we look at our lives, and we look at Deaf people in the workplace, I wanted to explore what their communication access looks like as they navigate industry.

So research shows that work is important for our wellness, our sense of well-being, for our sense of stability. It has a multitude of benefits to us.

Review of the literature showed that there are over 324 studies found many benefits related to work. A lot of research, articles, chapters, books set focus on the idea of work. Look at peoples' views of practitioners in the workplace and those who work are good citizens, good stewards. They are contributing to their environment.

It's not only a view of others, it's a view of self, as well and it seems typically more positive when one is engaged in work. When you are working people see you as more moral and ethical in that space. People who are working also view their own sense of morality is enhanced but then we look at the marginalized groups, those who have been fighting for access to the workplace for years. Fighting for equal access at varying times, women, people with disabilities, people from other racial and ethnic groups that

are not the majority have been fighting for birth access to the work space to exercise their right to employment. Work is so important that countries around the world pass legislation that guarantees or at least supports the ability for people to access the work space.

Then we look at selection, retention and continuation of work through peoples' careers.

This picture is Alan Crammatte. I don't know if you have seen that name before. People tend to use the acronym ABC to refer to him.

He was a Deaf man who was here at Gallaudet University. And later founded the Department of Business here on campus.

Back in the '60s this is not what he looked like in the '60s this picture is from an earlier yearbook but in the '60s Government funding was starting to be available to look at the work space and look at supporting Deaf people in their pursuits in the work environment.

At the same time RID was established. You all know that story.

It was established with the view of training people to become interpreters. So all around the country these kinds of moves were afoot, looking at the idea of supporting Deaf people, getting equal access to the employment space.

So Crammatte is one example of one of the earlier studies on Deaf professionals. Back in 1962 he interviewed 80 odd Deaf practitioners or Deaf professionals. And of course the work space looked different at the time but he talked to them about the barriers of communication and access, the frustrations that they saw in the workplace communicating with colleagues.

Then over the last several years we have seen more studies emerge also looking at this topic.

We have looked at colleges and universities and their access to communication. We have looked at Deaf professionals and their ability to maintain an upward trajectory in their career paths in order to improve their circumstances in the work space.

And that includes looking at where glass ceilings exist for Deaf professionals. In that upward plan.

We have looked at the perception of Deaf professionals as seen by -- seen by their hearing counterparts based on what those counterparts hear in interpreted interactions so a Deaf professional is giving a presentation mediated by an interpreter being -- put into spoken English they looked at studies of hearing perceptions of their Deaf colleagues based on what their -- that's fascinating reading from Feyne. We have also looked at Deaf leaders of what their view is of what they want from interpreters and had them describe what effective interpretation looks like.

The Forestal study in particular also talks about the idea of the positive attitude and that's something that we have emphasized over the years in interpreter education. Looking at the idea of attitude. But it's a really rich word. It means many things. So

we need to unpack that a bit. And all of these research papers are aiming to articulate what the Deaf professional experience is in the workplace.

As recently as last week research is emerging. We have the Gallaudet Research Expo the Poster Session of students here and a colleague of mine sent me a text and said you have to come and see this particular poster. Yunhe Bai is an undergrad student in the business department and this is the result of his honors thesis. He's looking at Deaf professionals and their access in the work space. So this topic is continuing to be explored. Yunhe Bai is from China and has already been accepted here into Graduate School in the fall so I'm hoping very much to see the continuation of his particular research.

Now, in this field there are two similar works that have influenced my practice.

One is the work on designated interpreters by Peter Hauser et al. That was a really important book because it was the first to collate a series of articles related to workplace interpreters and to look at the idea of designated interpreters, those who stay with Deaf professionals throughout the particular trajectory of their careers, who are continuous, and who are working in a collaborative framework with those Deaf professionals with successful results.

Dr. Rashid was actually a contributing authors to one of the chapters in this book so I think that's exciting. There's also work by Jules Dickinson now Dr. Dickinson. Her dissertation data was also around the workplace and looking at what's happening in the UK experience. She got a mound of data to analyze. Published a book and several articles as a result of that data which is really intriguing. And her work very much has informed mine.

She gave a presentation in 2015 I think in this Colloquium Series so her presentation is available in the online archives so you should take a look and I very much recommend her particular presentation. It's very nicely done.

And Dr. Rashid and Dr. Dickinson actually both on my Dissertation Committee. So I'm very thankful.

So that's some of the published works. But there's also community engagement happening around this topic.

One example is the European Forum of Sign Language Interpreters known as EFSLI their conference last year had a topic focusing on employment and interpreting network space. And Deaf professional Roberta Marther undertook research on other Deaf professionals to see what they were experiencing, adding that to her own experience to create a workshop that was presented both to Deaf professionals and also presented to interpreters.

So I think this is a way of really helping us collaborate and ensure that the services are improving at all times and see what that lived experience looks like and how it then forms our work.

The Designs project is happening in various countries in the European context it's

Deaf leadership who are working with academics. And are exploring what the Deaf Community experience is, the interpreters' experience and industry leadership experience. And they are collating data on how to improve access to the work space in that European context how to improve Deaf professionals and their experience. So they are now giving trainings, workshops and presentations. They are testifying in front of various legislative bodies in different countries. And their work is well underway and it's looking very promising.

Now, that said when I talk to Deaf professionals, to friends, to colleagues in the interpreting fields and I talk them through my dissertation topic on interpreting in the workplace, I get this response. People often say, huh. This is Deaf people and interpreters alike. A very similar response. They think that workplace interpreting services look the same as they do in any other space. Which I think is interesting. And my argument is that it actually looks different. And at the end I'll be happy to see the questions that you have when the floor is open for questions around whether workplace interpreting looks similar to or is somehow different from other environments in which we provide interpreting services.

So communication in the workplace can be incredibly challenging regardless of whether you're Deaf or hearing. Workplace communications is it's own particular thing.

So it's about showing your competence, showing your contribution to the work space, it's about showing what you offer. Not just in the targeted there that you're there to provide.

So with colleagues we are looking at collegiality but we're looking at positioning, as well. We're looking to show the work we're doing, where we feel we stand in relation to one another and what that standing reflects in comparison to other people in the workplace.

Does the boss like the work I'm doing? Does the boss think I'm an okay person? All of that can really be a minefield to navigate.

And Deaf people are in that work space for long periods of time. They don't show up on an ad hoc basis. They are there to establish the same kinds of relationships with their superiors, their subordinates, their colleagues and peers, all of that takes time.

So clearly open dialogue and communication is important no work space and it's part of what helps you feel connected your colleagues. Work we have already established is important but how you communicate within the work space matters and the contributions are to that work space matter.

So this area of research has been typically more focused on the linguistic perspective. And that's not necessarily the focus of my research. Mine is looking more at the social engagement elements. But the other research that already exists looks at the more linguistic perspective of the interpretations so we are seeing things coming up in the community we are seeing publications and conversations emerging but I want to know more about that and that's my particular bent in this research

undertaking.

So how did I get to the point I currently am? I'm going to give you a little background on this.

As part of my PhD program, I ran a pilot study called -- and convened a focus group with some Deaf professionals in them and my goal was just to have them inform me on the current situation in their respective workspaces. Tell me what was going on for them.

In gathering the data I earned an awful lot from them and some themes emerged. These are the most important areas that they discussed in their respective focus groups.

So let's look at a couple. It's blue on the screen but No. 4 and No. -- No. 2 on -- 4 on the left and 2 on the right don't look blue on the screen. But institutional systems No. 4 came up time and time again from the Deaf professionals in terms of their ability to know and recognize the systems and to navigate it successfully. That means whether the system was there to support their endeavors in the request of interpreters, scheduling of interpreters, when and where. And also, the responses I gained from the focus group participants also benefits them of consumers of interpreting services which places them as experts in that interaction, experts in their experience with interpreting services.

So it -- let me back up just a moment in general the eight people in that initial focus group were largely set aside with interpreting services which I honestly didn't expect. As they continued with the narrative, I realized the reason for why they were largely set aside with the services that they were receiving and it's because they were fully invested and engaged in the work of making sure those services worked to help them navigate the system, according to their respective needs.

So they may work in a place where they have a fairly good system, good features around it. That are fairly easy to navigate so their competence in navigating that is effective.

That led to satisfaction overall with interpreting services that shows their initial engagement in this interpreting process.

So thoughts ensued from the results of that pilot study. And I have a couple of -- I had a couple of things I wanted to explore further interpreter service delivery and system delivery.

And you may notice that these two sentences look quite similar but they are actually distinct. Question 1 focuses on the delivery of interpreting services by the practitioner working directly with the Deaf professional and talking about interpreters. The second sentence looks really more at the systemic level. Of what is in place to provide those interpreting services.

So as I looked to unpack these, I also had to select a methodology to make sure I did that effectively.

I looked through a variety of papers and studies. And ended up with critical -- with critical incident technique as the methodology I was going to use. As I explored that further, I found that it's actually a result of efforts in World War II where the Government had hired a variety of psychologists to try to design training in various ways. And they realized that there were some things that could be improved on a systemic level in the training of fighter pilots. Some places at the time were really good. Some places were not. And they didn't want that lack of standardization.

So as they explored how to standardize that training, they explored what was effective and what wasn't.

And they looked at the people who are on the frontline, the real stakeholders in that training, which is those who were undertaking the work of the fighter pilots. So that's who they looked at.

So they explored them with a variety of structured questions to get as close to the expertise as they could to identify it and then use that to inform effective practice.

And I realized that that approach really reflected my interests very much. And that's why I selected it for my study.

When you see the phrase critical incident, I know that makes most people think of some hugely impactful event that's dramatically and drastically changed your life. It's actually not what's reflected in this particular methodology.

What it means instead as a methodology is the ability to look at an occurrence and make an interpretation about that occurrence in terms of whether it was effective or ineffective. And it's based on observation of that encounter.

So it's a little more mundane in a sense. It's not nearly as life changing as the term might lead you to reflect.

So I picked critical incident technique as my methodology. Let's look at demographics.

So this is a group of Deaf professionals.

All of whom worked in non-signing environments with hearing colleagues.

So what I mean by that is for an example is Deaf professionals who work here at Gallaudet for example in a signing environment were not included. Deaf professionals who work at a venue like NTID were likewise not included. I was specifically soliciting those who work in a professional capacity in a space where there are not signing colleagues.

As you can see, there were several from the DMV area. And a couple of other countries in the world. And a few other states. Now, when we see those representatives from abroad, I just want to clarify what that means. They are actually U.S.-based employees. Who are assigned to work in other countries for the time being.

So the interpreters that they work with are also from the U.S. Working with them in foreign countries.

You'll see some variation in the environments in which these people work, some are in Federal and State Government, some are in the nonprofit sector and others are in the private sector.

And the next slide is just a rundown of the job titles of my participants, which I found very interesting.

So the study as I said was from a wide variety of connections. Some of them are VR counselors. Which you might think is a typical job for Deaf individuals because they have worked in that setting for a number of years through history. Whereas we also see a nuclear engineer. A bit more unique. We have some who are in managerial positions who have subordinates. All of them mid-level in their careers.

Next up we're going to start getting into the context of the study.

(Could the interpreter please speak closer to the mic?).

During the interview process I asked them very structural questions that could be categorized. And those structures related to effective and ineffective behaviors. First we have the interpreters themselves. Secondly behaviors and social access in relation to interpreters, Deaf people, and hearing people. And then thirdly we talked about systemic aspects in which interpreters and Deaf people find themselves. I asked them to give me an example of interpreting situations might entail. And I left this open-ended. But I also wanted to know the adverse between what was ineffective for them.

When I got their responses, at times they were a bit lengthy, the narratives went on for quite some time. So I had to really glean the critical incidents from all of those narratives. From that, I was able to hold those -- code those situations into whether they were effective or ineffective.

As you can see there were a number of critical incidents, which means there were some real similar stories that came out of that discussion. Effective, whether they were ineffective. And then that ultimately led us to the desired behaviors of interpreters in the workplace.

In terms of actions, I want to be able to read a statement and an interpreter is able to follow that in their practice and know what works best. And I'm hoping to get to some examples now.

I was to ask for both effective and ineffective interactions. So they could think of effective and ineffective examples regarding of whether or not an interpreter arrived on time. But ultimately the meaning is the same. Somebody might enact that an interpreter arrives early and that led to an effective behavior so then I was able to code interpreter arriving early is effective.

However, conversely interpreters might arrive late from time to time and Deaf professionals find that ineffective because they (inaudible).

So even though those manifest themselves a little differently they did lead to ultimately -- they were coded into the same desired behaviors for my process.

There were a number of critical incidents they said I liked and I didn't like where some of the participants -- their fellow participants might have had a different viewpoint and it was difficult for me at times to sort of separate those clearly. While coding the information.

According to all of the interviews in coding information, that was able to be gleaned and extracted from it, I had almost 1,000 critical incidents of those 1,000 critical incidents, I was able to further categorize them into 268 desired behaviors and of course I can't show you all 268 right now. But you can feel for my poor Dissertation Committee, Dr. Shaw and Dr. Rashid as well and take some pity on them for having to go through and read all of 268 of those desired behaviors. You don't have to do that today. If you want to later you certainly can by all means once it's published please do read it. But I just wanted to give you a glimpsed snapshot of what I was able to glean and find in these desired behaviors.

So of course these may come as no surprise to you. We talked about interpreters' behaviors, desired behaviors and also systemic factors that might impact these critical incidences.

So as you can see we have subcategories for each of those, interpreter behavior and systemic factors. I'm sure that none of this comes as a surprise to you. A Deaf professional shared narratives that were aligned with all of these different subcategories. I think that we as a group today in the room would be comfortable with the way that these have been categorized. The categories you see at the top are the more critical -- clusters at the higher number of critical incidences. Those numbers decline as you move down the slide.

First off let me show you a bit about professional practice.

And please keep in mind that what is this are themes and within those we see a multitude of behaviors.

They are the desired behaviors that we are able to identify and some of the categories have more than others.

And please do -- use a word of caution when you see these, do not assume that you know what the desired behaviors might be within them because some of them could surprise you. Some of them might be in direct converse with what you assume to be a desired behavior of a Deaf professional. However, we know that some of these are related and could be put together if somebody were to do them differently.

So look at the category of readiness.

We talk about whether or not interpreters were physically or emotionally ready to do active interpreting.

They wanted interpreters who were ready at the drop of a hat.

I will share some of the results. You will notice the box on the bottom right of the slide is the total number of desired behaviors within this.

You will see the sentences have two numbers after them in apprentice 14 indicates

that 14 out of the 17 (inaudible) mentioned or commented something regarding the previous statement.

And 40 is the number of times. Meaning that some of the participants might have mentioned those types of behaviors a multitude of times in one interview. The interviews most often lasted for an hour. Some as long as an hour and a half. So of course through the course of that discussion other instances might come to mind as they are talking about that. And then I would count it twice for the purposes of my research. Because it does align with the desired behavior. So those are the numbers that you see on these slides here.

So 14 out of 17 commented on separation for a total of 40 instances.

And of course you might not be surprised to learn that preparation is key. However we need to take a deeper dive into what exactly that means in this context.

In the interpreter prepared for assignments one of my participants said they want an interpreter to have conferences with other interpreters who have worked in that setting. Who know more about the goals of the Deaf professional's workplace and what might come up in a typical workday.

In these specific examples the (inaudible) felt comfortable. However when I was ready to give a brief, I changed my languages and structured for English I was very particular about my word choice. And the interpreter was completely thrown off by this. Because they were used to seeing the Deaf professional using ASL. Using ASL in these situations.

And of course that type of preparation would have been seen for the interpreter to know. So the Deaf professional in this situation had an epiphany in that way.

There had been a discussion also about Deaf professionals wanting the interpreters to prep together with themselves as active participants.

Let's say I am the Deaf professional and I don't know what they are saying and how they are preparing each other, I'm left out of this information. And I think that I deserve to know what's happening and can add to the situation. It almost feels as though there's gossip being shared about me. And I want to shy away from that behavior. I want them to be prepared. But there's a certain approach in doing so. And I should be a participant in that discussion.

The reason I make note about processing time here, and again, this should not shock any of you because we do talk often about practicing time in our field. Almost all of the participants said that they preferred the interpreters not to have a lengthy processing time.

However there was one Deaf professional who said they enjoyed seeing the variety. They liked when interpreters used their processing time according to the information that was being conveyed. Because it shows that the interpreters are monitoring themselves and really paying attention to what is being shared. An example that was given was talking about baseball and decided to share a humorous story of visual

information and at the same time the underlying goal was to be funny, was to get people to laugh.

He warned -- he did not warn the interpreter that this was going to take place. But he was able to observe an interpreter taking the (inaudible) giving themselves the space between relaying the information and what was happening and finding the humor in the story and then share it for the hearing audience and he was -- I liked the fact that the interpreter took a second to understand his goals and then accurately provided some dynamic equivalent in the storytelling. It was equally humorous in English.

So most however said they didn't want to see that. They don't want to see the processing time lag too far behind.

You can see this was 5 instances out of 9 that commented on specific themes. And 9 comments were made by 5 individuals specifically.

So in one instance the Deaf professional is a Republican who works for a Republican boss and identifies as politically conservative. This happens -- this does not happen frequently.

However, there was one instance where the woman's boss was talking with The Office and the interpreter was signing and visibly rolled their eyes based on what the boss had said.

And during the interview, the Deaf participants understood that of course maybe Deaf people most likely are liberal Democrats, but I'm not, I'm a Republican. And my boss is a Republican. And now I am looking to an interpreter to follow what it is my boss is sharing. And the moment I see the eyes roll, I'm immediately disconnected from my boss' comments and their information and the mental effort that it takes for me to strip away all of the emotional feeling involved of the interpreter was very taxing. And didn't allow me to have access to what was said in that moment.

So those are the types of examples that were mentioned and desired behaviors in terms of the interpreter's role.

There was another participant who worked in a specific area of the United States who has a number of interpreters that are also hard of hearing. And they are VR counselors.

They were at one point working with a client, talking about the need for hearing aids and particular audiologists with a VR client who does not sign. So they were having a conversation about sharing -- where to discuss hearing aids and the interpreter interrupted and said, yes, that audiologist is great. Which of course they completely threw off the Deaf individual. Because they deterred from the relationship and conversation they were having with their client.

So No. 3 here we mention the interpreter's role is a bit complex.

Quite often hearing people will address their comments to the interpreter there are several examples expressed by my Deaf professionals in the study that they were okay with the interpreters making brief and polite responses to them. And there were some

expectations that it might happen. So were a hearing colleague to ask an interpreter something, say provide a brief response was warranted.

Another interesting note here, a Deaf professional stated that while an interpreter interaction is taking place, she needs to know if something unexpected or odd occurs.

This is an expectation that she has. And she preferred a more English like signing from the interpreters that she worked with. That style.

So during conference calls, let's say for example something environmental happened, something that goes against the grain, that is not related to linguistics, she still wants that information to be relayed to her. Meaning she might not see the fact that an individual is uncomfortable or the hearing person might sound cold in his delivery or doesn't seem to be particularly nice. And she can't see that based on the language output. So she wants that to be made explicit by the interpreter.

The interpreter has some intuition, the ability to observe these types of behaviors in the hearing colleagues in the room. And some Deaf -- and conference calls. And some Deaf individuals want that to be relayed to them.

So of course the interview process was quite enjoyable and the coding was taxing but if I could just interview Deaf professionals all day long, I would certainly sign up for that job.

The linguistics skills category was the most difficult for me to categorize. Because there was so much overlap in the desired -- different desired behaviors that were observed.

In the area of English production, there were a lot of things expressed about the appropriateness of the use of English in business or professional settings.

In terms of the ASL production, however, there was a discussion of a balance between clear use of ASL but still wanting to see the English that is being used by hearing colleagues so that the Deaf individuals can respond appropriately, whether that's in an interpreted interaction or later in a written communication via email, what have you.

So you may notice that No. 2 and No. 3 are in direct conflict with one another which is natural because Deaf individuals are unique and their views vary on working with interpreters in professional settings. So there's one preferred behavior that is not consistent another group of individuals' preferred behaviors.

And this information was shared maybe depending upon a number of variables because there are certain times that a professional might want one situation to take place and it's going to be effective in one situation and it's not going to be effective tomorrow in a new situation. So they shared a number of examples, as I said, that conflicted with one another which was in the process.

I'm going to share a few of those now.

In the first example regarding small talk between the Deaf consumer and the interpreter, there were a number of reasons, a number of examples, why Deaf

professionals reported enjoying the social interaction. They want to connect with interpreters as opposed to their hearing colleagues. They want to be able to use ASL naturally in the workplace. And they also they like the rapport through what they have in small talk and the Deaf professionals then seeing the interpreters to be more credible and more likely to have effective interpreter communication.

Now talking about the small talk that might happen between the interpreter and the hearing colleague might be regarding work projects that would be an interesting opportunity for the interpreter to get a little extra prep for the situation to arise. One key aspect of this is that the chatting then allows the interpreter to be more comfortable with their ASL and more comfortable with their own style, as well.

(Inaudible) where they did not want the interpreters to engage their hearing colleagues in work. One Deaf professional remarks (inaudible) hearing people. The interpreters don't need to be friends with my colleagues. There's plenty of (inaudible) for them. They can find their own friends.

An interpreter is here to work. When they are chatting with colleagues then they are unavailable to work with them. And I prefer they not engage in this type of small talk.

We also saw several examples of what was being talked about that was not being relayed to the Deaf professionals. So they were further excluded from the information and these conversations can cause problems.

Throughout the studies there were a number of mentions about Deaf representation. The fact that I am a Deaf professional and the interpreter represents me to my hearing colleagues. If they interact with the hearing people, the hearing individuals are basic their opinion of me based on the interaction with the interpreter.

So where they can have a negative experience with the interpreter, it would then influence how they interact with me. And that was a cause for concern in the workplace.

Now, going right onto Example No. 3 how a number of times a Deaf professional stated that they liked when the interpreter interacted with their hearing colleagues, as long as they weren't actively interpreting in that moment. Because the interpreter has an opportunity to learn more about my office, have relationships with individuals, get some background knowledge on who they are as people. And that's going to better serve them while interpreting.

Quite often the professionals -- Deaf professionals talked about the interpreters talked about them as a bridge because it's in direct conflict with the previous example. Let's say the interpreter is chatting with the hearing colleagues and they have a positive relationship with them.

In Category C, the Deaf professionals would notice that the positive interactions would rub off on the Deaf person so they feel more positive about me because they like the interpreter who works with me. There were a number of mentions of (inaudible).

So as an example if a hearing person and an interpreter are talking and I don't have access to that information, I'm perfectly fine with it. However, there were other situations where they remarked that the expectation was that the interpreter would relay that information afterwards to the Deaf individual. So again, communicating was an important aspect in this theme.

As I said, there were several examples where the Deaf professional noticed that the interpreter's background and experience and the frequency with which they come to the workplace it's apparent that the interpreter has the knowledge of the context and the content and a number of them didn't -- and I don't have much time to get into it unfortunately because I do want to get to the systemic factors. And the notice in the research.

So about one then third of the critical incidents corresponded with systemic factors.

And about half of them were desired behaviors found within the context of the system.

I'm sure you notice the theme, the level of service corresponds with the employer who is providing the interpreting services.

And we have 13 as the number of critical incidents. No. 1 had to do with last-minute requests. We saw a number of examples there where Deaf professionals stated that they might need to call an interpreter in a last-minute nature. Because maybe their teams work closely with one another and then the team feels that they can't rely on me but then the interpreter is not there and those meetings are called on an ad hoc basis so I prefer to have an interpreter there at last-minute notice.

There was another example -- so I have some ideas about how we talk about last-minute requests. For the employers' purposes, the employers think that it is unfair. How do I know when I'm going to need an interpreter?

A last-minute request frames the request itself as inappropriate. And so that defines the request as something that goes against the norm. And Deaf professionals did not (inaudible) with the frame. Because that frame reduces the ability of them to get an interpreter as the employer -- as if the employer is giving them some sort of favor by providing an interpreter within a short window of notice.

There was also a mention of on-call interpreters which we know is crucial.

The number of examples were shared where having an interpreter available allowed for the impromptu interactions that happen in work.

There was something at this workplace called desk side meetings and of course they are meetings but it's potentially somebody that's a -- does a little drive-by visits me at my desk. It's not scheduled in advance. Things come up. We have an interaction. This happens in a very last-minute nature. The interpreter comes over. And we're able to have this quote-unquote meeting. And then the interpreter can go back to their on-call base.

You may notice the title of this theme. Some of the Deaf professionals used

interpreting agencies, external agencies, to provide interpreting services. However there are some who have in-house interpreting offices within their Federal agency or entity. And I realize although those two are separate, and discrete, there is a lot of overlap and commonalty that you find there. So I decided to put them separate as one piece.

So as I said this was a quite large dataset and it was able to be distilled down into me getting what I want out of this.

The desired behaviors, you know, I really am hoping that you have an opportunity to read my dissertation. I would love to hear some feedback about these desired behaviors.

And I hope that you agree, work is crucial and the communication that happens in the workplace is, as well.

Interpreter is a customer service endeavor.

Maybe I don't have a choice about who -- maybe I have a choice as to who I want to be as a professional -- I have a choice about who my provider is for getting a plumber or a massage therapist, what have you.

And if an interpreter is not effective in a certain situation, a Deaf consumer's choice is then stripped from them. Because they don't have a choice about who that interpreter might be.

We have organizations in place like RID and NAD that set the expectations of Deaf consumers having a choice.

A number of studies have shown that Deaf individuals know what they need and if they can see what they have heard in an ongoing basis, they are more effective in the workplace. More productive. They contribute more.

The employees of Deaf consumer choice --

This would solve a lot of issues that we see in this field.

Now, with discussing this study with Brenda quite often we have talked about the menu, if you will.

And menu maybe you could frame it as a resource. But there are a list of desired behaviors on this menu. And we should have a stake for having this type of dialogue with Deaf professionals and consumers of interpreting services. We can talk about what they prefer. What the interpreter needs. What the Deaf professional needs. And get to a common understanding about what type of services should be provisioned in this. In a given space.

Of course nobody wants something to be less efficient or less responsive. You wouldn't find anybody who would ask for those things.

Deaf individuals stated that where they could have efficient and responsive systems, they were more satisfied with their careers and benefited more in interactions in the workplace. Deaf individuals have jobs that they have to focus on. And then a secondary role on top of that is navigating systems for the provision of interpreting

services. If we can lessen the time that is required for that second job, that added job, then of course they would be more effective and efficient at their trade.

So this quote here says it all, the individuals in my study have worthwhile jobs.

And the communication that takes place in the workplace matters.

Thank you.

>> DR. BRENDA NICODEMUS: Paul, thank you very much. Just prior to introducing Dr. Rashid, I wanted to mention a couple of things that impact me in your study. The size of the data that you have is wonderful.

And it applies not only to interpreting in the work space but interpreting in a variety of genres, as well. So I think this is really powerful information that you have gathered.

It also means that further researchers can select just one part of what you have done to go into a deeper dive on a particular aspect and really help unpack these elements that you have discovered. So thank you so much for your work. At this juncture I would like to introduce our respondent, Dr. Rashid, she has a strong business background and works here on a daily basis and has some particular questions for Paul Harrelson to start our.

Dr. Khadijat Rashid

Good morning, I think it is still morning, isn't it? Good morning and hello, everyone.

As Paul was making his comments, and I had already been asked to be the respondent, I had no hesitation saying yes. I'm delighted to be the respondent. I'm on Paul's committee, as he has already mentioned. And I just think this research is so important.

As Paul has said a few times, I was a contributing author to a book some ten years ago that looked at the space between Deaf professionals and interpreters. But it was published in 2008. So I co-wrote a chapter in the book.

And we really became intrigued with this whole concept. So at the time myself and my co-author were both graduate students.

And this is back in -- I don't know, back in the 1990s.

And we were experiencing some frustrations and some struggles with interpreting services. And we were really interested in the idea of the work space and what was going on there.

So Paul is now interested in that pursuit, as well, which is great.

So when Paul asked me to be on his committee, I thought that was wonderful and I was really excited to see this research in this space continuing to inform the future of our work.

Paul Harrelson

If I could add to this, she also told me that luckily I asked before she became the dean. Were I to have asked if she had already switched positions the answer might have been a bit different so I think I really had great timing there.

>> DR. KHADIJAT RASHID: You are actually correct it was just the week before I became dean so you did have good timing.

Onto your presentation.

When we look at job values of Deaf people and the participants who were involved in your studies, looking at the various job titles they have, foreign service, vocational rehabilitation, nuclear engineer, we need interpreters who can fit into each of those spaces. Now, you may have one interpreter who can work in all three of those spaces.

But that's not necessarily the case. So we need to look at the particular skill sets in each particular environment. Nuclear engineering may require a high understanding of science and math. Working in vocational rehabilitation may require a deeper understanding of the service industry.

So when we look at an interpreter who is expected to be a Jack of all trades, that's an interesting proposition because we really need to consider what that means and the impact it has on the job and I think that's perhaps part of the problem. If we have interpreters who cannot trade into -- who can trade into all of those spaces that's great but we also need to look back at the consumer choice element that you mentioned.

So if I am an interpreter and I go into the nuclear engineering space and the voc rehab space and then the foreign service space, are those professionals okay? Because they don't have a choice with me coming I've chosen the job as an interpreter so I think we need a little more introspection in that regard from the practitioner's point of view.

The other thing that struck me in the last few years I've seen a lot of conflicts between interpreters and Deaf people, including, with the two parent organizations, RID and NAD.

So when I look at the idea of autonomy, it's interesting. Because there is no place yet where you would be more autonomous than in your own work space.

And as Paul mentioned these participants are mid-level management. In their career they have some power and authority within their chosen profession. But if an interpreter comes in, they can make it very much that my autonomy is taken.

And that makes me more vulnerable as the Deaf professional so you're right, Paul, when you say how interpreters interact, if they make a mistake, miss translation, misunderstanding ensues that can have an impact not on the interpreter who then leaves but on the Deaf professional who remains in the work space so I can see where that causes some tension.

I also thought your comment about small talk was interesting. And the fact that the views were opposed. That there were some people who do want that small talk and others who patiently do not want that small talk between interpreters and co-workers,

which I completely understand quite a while. I think it really does reflect reality. It makes me wonder, though, in those situations, in what stages of career are those Deaf professionals as they give those responses. I can imagine that those who are more senior in their career may not want this. Those who are a little more junior in their careers may want that or may accept that kind of small talk. So there's more research there for you, Paul. More granular aspects to unpack.

And coming back to small talk again because I know I personally feel this myself, sometimes I don't want someone who is talking to the interpreter I'm working with. And sometimes I do. And so I live in both of those worlds. It's a bit of a conflict even within my own approach but I think it's the power of dynamics of what is occurring in that situation. And whether or not I have access to it. And if I want to know what's being discussed, is that something that's made available to me. So I see varying complexities in the discussion around what small talk looks like in a given work space culture. It may differ from one environment to the next.

So now a question for you related to Deaf professionals. Do the respondents in your study know what they know about the translation process and Deaf people? I mean, I guess when -- with some of the your questions -- were some of the your questions surrounding that? And I'm not sure if that's the right way to do it. But in terms of getting the responses you were looking at, if you asked me a question about when I was a graduate student, my response then would look very different to what my response looks like now so I was just wondering if you could speak to that a bit.

Paul Harrelson

If I could, that's a fantastic question. Truly.

In my methodology, I asked the respondents to let me know what they have seen or observed already in the past in terms of what is effective and what is ineffective.

They observe the behavior. And they might have liked or disliked it.

It's interesting because a number of things arise as a result of that.

So for example, maybe Deaf professionals have different levels of access to the English that is spoken. Being that they are Deaf.

But regarding to monitor the English that is happening doesn't take place.

Their (inaudible) is influenced by that factor certainly.

My own belief is that specialization is important. And academic experiences. Which did not come up. So it's hard to see if an interpreter has an accounting background the Deaf professional may feel that the interpreter is more qualified. But at the same time they don't interpret what they like as a result of the interpreter's accounting background. Right?

(Inaudible) if they are using ASL that's great but the ASL is great because of their background in accounting quite likely.

So I do understand. And of course there were some indications in methodology that manifested with themselves in that way specifically. But yes.

Dr. Khadijat Rashid

I have a multitude of questions. I really could engage in this discussion all day. But I'll restrain myself to one more.

You referenced efficiency and responsiveness on a systems level. And from an economic perspective, both of those are included in our field, as well, we look at efficiency and responsiveness typically when one is up the other is down in an economic context.

So when I'm looking at efficiency, it isn't always equal to responsiveness. So when we encounter interpretation and Deaf professionals, we need to consider both sides of that. If the interpretation is efficient. It's not necessarily equitable and again I'm coming up with some economic theories as an example of what I mean.

Let's look at taxation.

If you have an efficient tax system, it's less equitable typically. Because the efficiency side is that everybody is paying for instance 10% and that's an efficient system for administering taxation. But is that equitable? 10% for someone who is a millionaire is you know \$100,000 for example but 10% who is only earning \$10,000 a year has a bigger impact. The millionaire can afford the 100,000. The person on 10,000 a year would have a harder time finding that in their budget so yes it is efficient but it's not necessarily equitable so that's what I mean when efficiency goes up, then equitable distribution sometimes goes down.

So in this context, if the interpreter -- you can get one on demand as needed, that might be efficient. But it also means that the rates for interpreting services goes up providing that on demand service. So then it may end up that you can't afford it on an ongoing basis so when we look at systems design, I think that kind of question has to come in. I don't know whether it's achievable immediately. But I think it's something to work toward.

I think really overall, Paul, this is a great start. And if you could spend the rest of your life on this dissertation exploring all of these questions and topics, that would be wonderful. So thank you so much for your presentation.

Paul Harrelson

Thank you.

Dr. Brenda Nicodemus

>> So our apologies but the time allotted for questions has inspired so instead I invite you to join us at our luncheon and feel free to ask your questions of Paul at that

time in the second floor of the cafeteria or in class as you continue with Paul and his instructing.

At this point we would like to say thank you to a few key people thank you to Dr. Rashid for your response/comments. You make me think continuously. Thank you to the audience members for showing up to watch this really important area of exploration in Paul's dissertation. The research curriculum here has been underway for the last couple of semesters and is continuing for the last. So we're looking forward to that. We would also like to express our thanks to Jessica Gabrian and Jackie Lightfoot for interpreting services. We very much appreciate that and also to our CART reporter this morning to Cindy, thank you, also.

(Thank you!).

>> Most, I would like to express our appreciation to Paul Harrelson for his work in this area. His endeavors in exploring this topic for us.

Next year we will have a new Colloquium Series and we very much invite you to see what they look like. Please see Danielle if you have CEU requests. And once again, thank you, all so much for your participation today.