SAI LANGUAGE SOLUTIONS

QUICK START GUIDE

For SAI clients · Quick reference

BEST PRACTICES

Working With an Interpreter

Ensure effective communication — a few simple habits make every interpreted session smoother for you and the person you're serving.

1 Starting the session

- ✓ Allow the interpreter to start by sharing their name and ID. **Record this information.**
- ✓ Introduce yourself to the interpreter and outline the session goals.
- ✓ Introduce yourselves to the limited English proficient, Deaf, or Hard-of-Hearing individual.

2 During the session

- ✓ Address the individual directly, not the interpreter.
- ✓ Use clear, short sentences. Speak slowly when sharing complex information, pausing for clarity.
- ✓ Avoid jargon; explain specialized terms simply.
- ✓ Don't interrupt the interpreter or ask for their opinion.

3 Ending the session

- ✓ Confirm the individual's understanding and address any questions.
- ✓ Allow the interpreter to interpret fully before concluding.

WORKS THE SAME FOR EVERY TYPE OF SESSION



On-site interpreter
In person, at your location

Phone interpreter
Audio-only, over the phone

Video interpreter
Face-to-face, on screen

LANGUAGE WITHOUT LIMITS®
9901 W Interstate 10, Suite 800, San Antonio, TX 78230

210-960-4560 · 24/7 support
info@sailanguage.com
sailanguage.com