

Demand / Control Schema

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Overview

Today we will:

- Introduce the Demand Control Schema as a framework for analyzing interpreting work
- Apply the schema to interpreting situations
- Identify available responses interpreters have to address the demands of the job

Demand? Control?

Hmmm..... Demand Control Theory
Demand Control Schema

What do they mean by Demand and Control?

Interpreters demand control !!



We're taking over!!



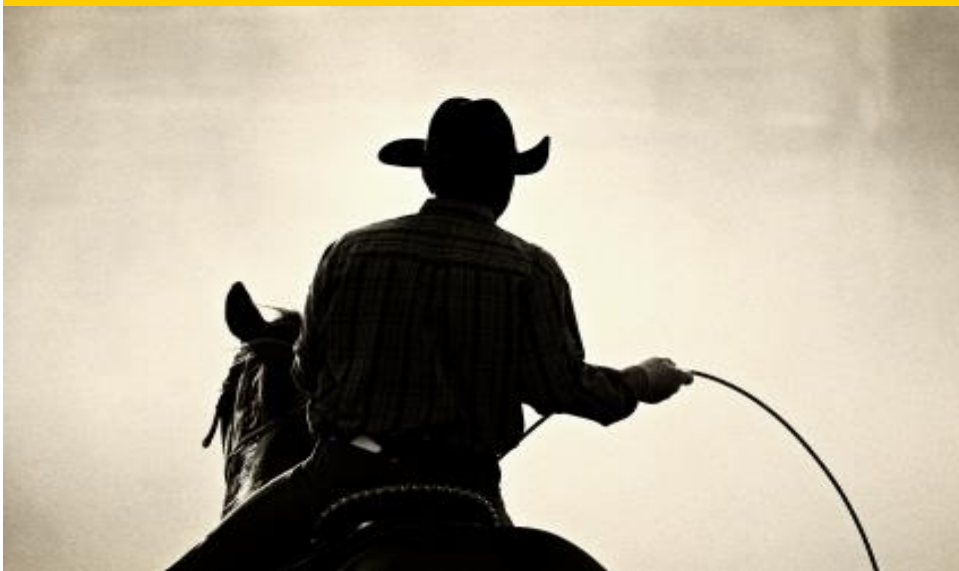
What would interpreters demand?

“Speak in the first person!!”



Control ???

“I’m gonna go get me some patients!!”



Hey! Who's in control here?



**Be Demanding
Control Others**

Demand Control Theory Explanation

**Occupational Health Theory
Robert Karasek & Tores Theorell -
1970's**

Background

- Occupational Health Theory
 - Robert Karasek & Tores Theorell - 1970's
 - "No job is inherently stressful"
 - Jobs entail various 'demands' and 'controls'
 - High demand \neq high stress
- Adapted and applied to interpreting by Robyn Dean and Robert Pollard

**Demand Control Table
Balance and Stress**

Karasek and Tores

	High Control		
Low Demand	IV Off Balance Low Stress – Relaxing or High Stress - Boring	I Balanced Low Stress Challenging Fulfilling	High Demand
	III Balanced Low Stress but Passive No Challenges, No Learning	II Off Balance Expectations Don't Match Resources High Stress	
	Low Control		

Take a look.

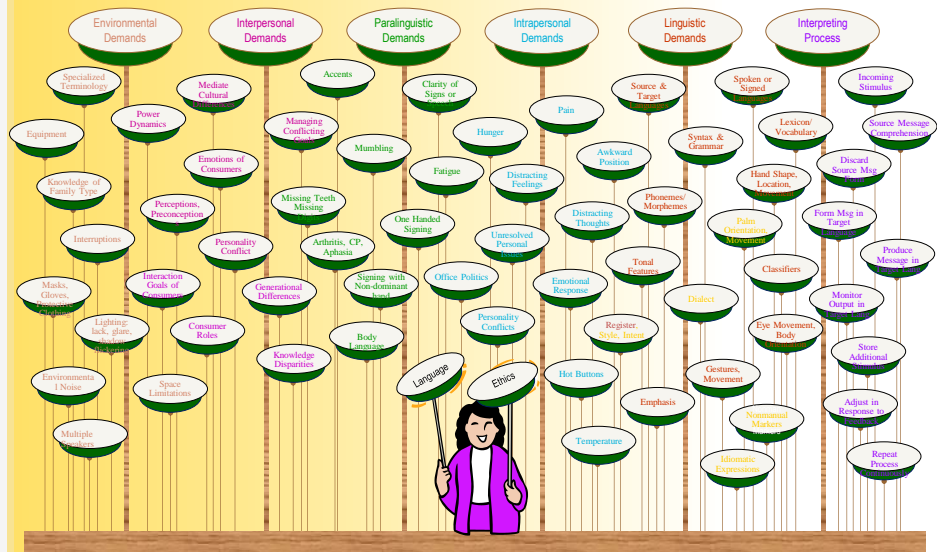
In the next picture
try identifying the things an interpreter
generally takes into consideration



The Work of An Interpreter

Cindy Berg, B.A., CI/CT

Adapted from "The Demand Control Schema" by Dean and Pollard and Interpreting Process Models: Seleskovich, Cokely, Colonious.rocess Models: Seleskovich, Cokely, Colonious.



Demands (challenges of the job)

*Requirements of the job;
those factors which “act upon” the worker*

What is needed to perform the task?

- Knowledge
- Capabilities
- Character traits
- Working conditions

Dean & Pollard, 2002

Demand categories

Environmental

Interpersonal

Paralinguistic / linguistic

Intrapersonal

Demands

- **Environmental**
 - That which is specific to the setting or the nature of the assignment

Dean & Pollard, 2002

Environmental



Demands

- **Interpersonal**
 - That which is specific to the dynamics among the consumers and the interpreter

Dean & Pollard, 2002

Interpersonal



Demands

- **Paralinguistic**
 - That which is specific to the expressive skills or capacity of both/all the consumers participating in the encounter.

Dean & Pollard, 2002

Paralinguistic



Demands

👉 Intrapersonal

- That which is specific to the feelings and thoughts or personal experiences of the interpreter

Dean & Pollard, 2002

Intrapersonal



Intrapersonal



Take a look.

Now try identifying the demands or challenges for the interpreter.

Which category do they fit into?



You are interpreting for the mother during the admission of this pediatric patient. This is the first time you have met the patient and mother and the first time you have worked with the doctor.

Controls (decision latitude)

Skills or resources that the worker can bring to bear in response to the demands of the job

Controls may involve:

- Behavioral actions and interventions
- Particular translation decisions
- Internal/attitudinal acknowledgments

Dean & Pollard, 2002

Controls

- What can the interpreter influence?
- What resources do they have?
- How well can they optimize those tools?

Control Categories

- Pre-Assignment
- During
- Post-Assignment Controls

Controls

- **Pre-assignment Controls:** Controls that are employed before or in preparation for the formal assignment.
- **Assignment Controls:** Controls that are employed during the interpreting assignment.
- **Post-assignment Controls:** Controls that are employed after the assignment is over.

Dean & Pollard, 2002

Take a look.

Now try to think of possible
Controls.



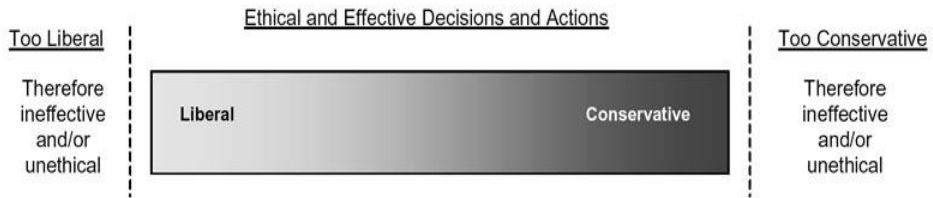
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Dialogic Work Analysis: DCCRD

Demand	Control Option	Consequence	Resulting Demand	New Control

Excerpted from the *The Interpreter and Translator Trainer* 5 (1), 2011, 155-82. "Context-based Ethical Reasoning in Interpreting, A Demand Control Schema Perspective.", Dean, R. and Pollard, R., Deaf Wellness Center, University of Rochester School of Medicine and Dentistry, USA

Ethical Decision Continuum



Dean and Pollard

Let's give this a try!



You are interpreting for the CT technician and this patient, who just came by ambulance to the Emergency Department. She was just in a car accident with her elderly mother and two children.



This elderly widower is seeing this resident for a follow up visit regarding gout.

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