

SATURDAY APRIL 5, 2014



Taking a Closer Look at Health Care Interpreting Through the Lens of the Demand/Control Schema

PRESENTERS:

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Do you find your interpreting work in health care settings stressful at times? Illnesses, diagnoses, sterile settings, provider/patient interactions, vocabulary.... All of these elements of the work, and many more, can challenge us on a daily basis. Why does our work seem more stressful at time, and less stressful at others?

The Demand/Control Schema developed by Robin Dean and Robert Pollard (2001) is a helpful tool for looking at our work, specifically the challenges we face and the options we have to respond to those challenges. It can help us understand the choices we have and the scope of our decision-making, particularly in terms of the consequences of those decisions.

During this workshop we will, through lecture, small and large group discussion:

- introduce the Demand Control Schema as a framework for analyzing interpreting work;
- apply the schema to health care interpreting situations using picture analyses;
- identify challenges of the work and possible responses interpreters have to address the demands of the job;
- discuss our decision-making latitude while interpreting;
- identify ways we can use this schema to enhance our professional discussions with colleagues.

3 hours of Continued Education Credits
3 points ATA Continuing Education Credit

Online registration: Up to **April 2** [Click here](#)

Onsite registration: 8:00 a.m. - 8:45 a.m.

Presentation and questions:

9:00 a.m. to 12:00 p.m.

Members' online registration: **\$15.00**

Non-members' online registration: **\$25.00**

On site for members and non-members: **\$25.00**

[Link for membership:](#)

For more information contact the UMTIA Medical Interpreting Committee at: medical@umtia.org

Cancellation policy: if you should register but cannot attend, contact Treasurer@umtia.org **before the event** for reimbursement.

Accommodations: if you require special accommodations, please contact Mauricio Montes de Oca at mmontes1@fairview.org

IMPORTANT NOTE: Certificate for CEU's granted only to those who are present from 9:15am to 12:00 pm

LOCATION:

United and Children's Hospital (Conference Hall), Lower Level
United Hospital's John Nasseff Heart Center
255 Smith Avenue, Saint Paul, MN 55102

DIRECTIONS & PARKING: [Click here](#) for map and directions
Parking in the Gold Ramp.

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