

Cross-Cultural Communications



Training Calendar

2019

Spring | Summer



Spring and Summer 2019 Trainings

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Date: Friday, March 22, 2019

Time: 8:30 a.m. – 5:00 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive Columbia, MD 21046

Audience: Medical, social services and educational interpreters; bilingual staff in healthcare; and interpreters preparing for medical interpreter certification (CCHI or NBCMI).

Cost: \$225

Early bird: \$200

Bundle with Anatomy & Physiology: ~~\$450~~
\$390 **Save \$60!**

Registration and payment deadline:

March 8, 2019

Early bird registration and payment deadline:

February 15, 2019

Registration fee includes *Medical Terminology for Interpreters* (4th ed. 2019), other instructional materials, breakfast, snacks and certificate.

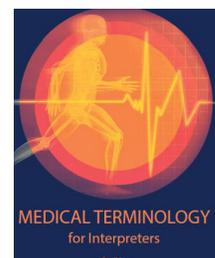
This program is approved for: 0.75 IMIA CEUs; 7 DSHS CECs; 0.75 RID CEUs; 7 Maryland Court CE credits; 3 Pennsylvania Court CEUs; 7 ATA CEPs; 7.5 OCCI PDUs.

Medical Terminology for Interpreters

Prepare for national medical interpreter certification!

If you are an interpreter who needs to expand your medical terminology, either to interpret right away or because you want to get certified, this workshop is for you. The one-day workshop has been offered by CCC since 2006. It is a lively, intense and stimulating session packed with interactive activities based on the terminology used by real-life medical interpreters. So it is practical and informative, but never dry.

The workshop begins with an introduction to Greek and Latin roots and affixes. Then, the workshop moves into medical specialties, body systems, diseases and disorders, symptoms, medical abbreviations and more. The workshop includes the just-published 4th edition of *Medical Terminology for Interpreters*. This popular handbook comes with a Spanish glossary for the terms and activities. However, no matter what language you interpret, the workshop is beneficial. Both the workshop and handbook are designed for interpreters of any language who wish to interpret in medical settings or who want to prepare for medical interpreter certification.





NEW! Anatomy & Physiology for Interpreters

An Advanced Workshop for Experienced Interpreters

Most interpreters find it difficult to study anatomy and physiology on their own. Join us and prepare for national medical interpreter certification. (Certified interpreters earn valuable CEUs.)

This unique program guides interpreters to understand and strengthen their knowledge of anatomy and physiology to inform their day-to-day work and enhance their accuracy. Using short films, interactive activities, mini-lectures and body system diagrams, a longtime former MD from Uruguay who is a veteran hospital interpreter in the U.S. guides interpreters on a journey into the complex world of anatomy and physiology. This intensive one-day workshop is fast-paced and fun, yet practical and grounded in the medical interpreter's daily work.

Each participant will be provided with print copies of two mini-workbooks for classroom use and self-study after the workshop:

- a review workbook on Greek roots and affixes for medical terminology (which supplements our famous handbook, *Medical Terminology for Interpreters*)
- a workbook devoted to anatomy and physiology

Date: Saturday, March 23, 2019

Time: 8:30 a.m. - 5:00 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive
Columbia, MD 21046

Audience: Bilingual staff and contract interpreters in healthcare, education, social services and community services. Prior interpreting experience and interpreter training required.

Cost: \$225

Early bird: \$200

Bundle with Medical Terminology: ~~\$450~~
\$390 **Save \$60!**

Registration and payment deadline:

March 8, 2019

Early bird registration and payment

deadline: February 15, 2019

Registration fee includes forthcoming *Anatomy & Physiology for Interpreters* (1st ed. 2019), other instructional materials, breakfast, snacks and certificate.

This program is approved for: 7.5 CCHI CE hours; 0.75 IMIA CEUs; 7 DSHS CECs; 0.75 RID CEUs; 7 Maryland Court CE credits; 3 Pennsylvania Court CEUs; 7 ATA CEPs; 7.5 OCCI PDU's.



NEW! Transform Your Voice

Vocal Production and Accent Reduction for Interpreters

Strengthen your vocal sound, improve your performance and lengthen your interpreting career with this hands-on, “voice-on” workshop! Delivered by Dr. Juanita Ulloa, a classically trained international Operachi singer, Professor of Voice and a Spanish Court Certified Interpreter, this program helps interpreters of all languages treasure and train their voice.

Vocal Production

As professional interpreters our brains work in tandem with our bodies – in particular, with the voice box and certain muscles that assist with air support and release. We train for linguistic intellectual dexterity, but need to match it with some understanding of vocal production in order to stay vocally healthy. Learning about vocal production goes a long way towards improving vocal understanding and subsequent sound production.

Participants will explore their vocal production individually, in pairs and as a class with fun, yet useful interactive activities. They will also learn daily vocal warm-ups for successful long-term vocal care.

Accent Reduction

Let’s face it; everyone has an accent. But as interpreters we need to be understood by everyone in the room. Accent reduction improves our image as professional interpreters and helps us to provide better service to our clients.

Although the presentation will feature examples of tricky pronunciations in English, the techniques and activities are invaluable for both non-native and native English speakers. Extensive use of self-reflection and peer feedback (including audio and video recording!) will provide participants with the tools for continued improvement after the workshop.

Date: Saturday, March 30, 2019

Time: 9:00 a.m. – 3:30 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive
Columbia, MD 21046

Audience: Bilingual staff and contract interpreters in healthcare, education, social services, legal settings and community services. Court interpreters welcomed. Prior interpreting experience and interpreter training required.

Cost: \$125

Early bird: \$105

Registration and payment deadline:
March 15, 2019

Early bird registration and payment deadline: March 1, 2019

The program has been approved for:
4.75 CCHI CE hours; 5.5 RID CEUs; 5.5
Maryland Court CE credits. Other CEUs
pending.



The Community Interpreter® International

The only national program for community interpreting.

If you want to become a community interpreter, come and attend the most respected program for community interpreting in the U.S. This program will train you to work as a **medical, educational and social services** interpreter.

Whether you are a bilingual employee, a contract interpreter or someone starting out, you need a training certificate to interpret. A 40-hour training certificate is now the minimum requirement in the field.

Training is vital for interpreters. Without it, you can make errors that lead to misunderstandings, lost benefits or poor outcomes. Untrained interpreters may even put lives in danger.

The Community Interpreter® International is the first and only national 40-hour certificate program for community interpreting in the U.S. This course covers ethics and conduct, basic skills (from pre-session to post-session), positioning, terminology, modes of interpreting, steps for sight translation, intervention strategies, cultural mediation, and other vital skills and protocols.

Role plays, activities and group exercises give you hands-on experience. Video segments offer demonstrations, and the program comes with the most comprehensive training manual in the field. The program concludes with a written assessment on the last day of training. It offers three levels of certificates for successful candidates:

Level 1: Qualified Interpreter (*highest level*)

Level 2: Professionally Trained Interpreter

Level 3: Hospitality Interpreter

Your certificate for **The Community Interpreter® International** is recognized across the U.S.

Spring Session: April 26, 27, May 3, 4, 11, 2019 (2 Fridays and 3 Saturdays)

Summer Session: July 29-August 2, 2019 (Monday-Friday)

Fall Session: October 4, 5, 11, 12, 19, 2019 (2 Fridays and 3 Saturdays)

Time: 8:30 a.m. - 5:30 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive, Columbia, MD
21046

Audience: Bilingual staff and contract interpreters in healthcare, education, social services and community services e.g., hospitals and health departments, K-12 schools, family planning, domestic violence, housing, senior centers, law enforcement, etc.

Cost: \$690

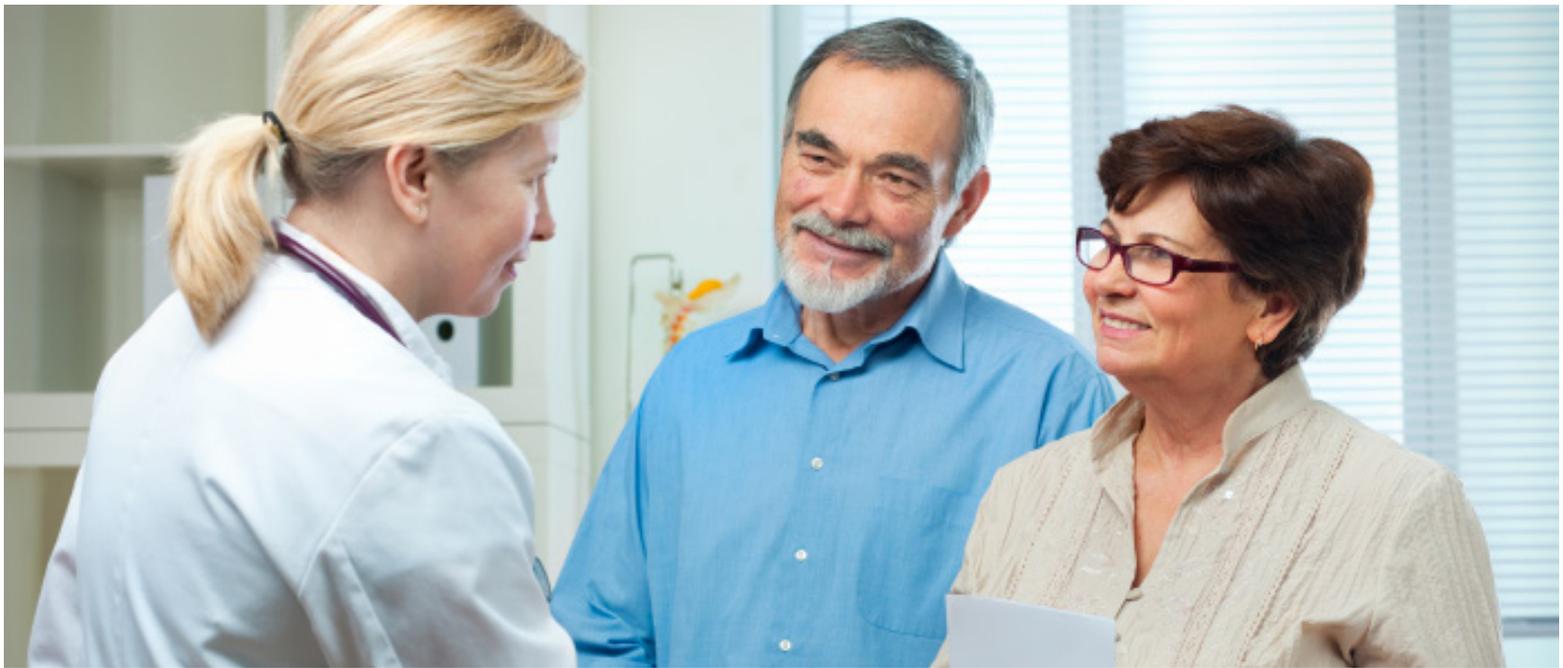
Early bird: \$650 (*expires five weeks before each course start date*)

Language proficiency testing fee: \$70 (*Some candidates may require two tests; for less common languages, fee may be higher.*)

Registration and payment deadline: Two weeks before each course start date

Registration fee includes five days of training, 453 page textbook, 229 page workbook, 90-minute written test, breakfast, snacks and certificate. **Note:** To receive your certificate, you need to attend at least 36 out of the 40 hours OR make up your missing hours at another session.

This program is approved for: 8 DSHS CECs;
4.0 RID CEUs; 8 Maryland Court CE credits; 10
ATA CEPs; 40 OCCI PDUs.



How to Work with an Interpreter

This half-day workshop is one of our most popular! It offers a practical, skills-based introduction to working effectively with interpreters in a variety of settings. Whether you work in healthcare, schools or almost any community setting today, this workshop will help you better serve Limited English Proficient (LEP) clients or patients. There is also a special focus on how to work with both qualified and untrained interpreters.

Participants will learn about:

- Legal requirements for language access
- Interpreting versus translation
- Best practices for telephone and video interpreting
- How to work with qualified and untrained interpreters
- Working with bilingual staff versus contract interpreters

This in-depth, hands-on workshop opens eyes, builds skills and helps participants to understand that working effectively with an interpreter is key to providing services to LEP clients and patients.

And if you think interpreting is easy...we'll show you just what it takes -- and even give you a chance to try it out for yourself!

*Program attendees will be eligible to purchase deeply discounted copies on site of our publication **Cultural Competence in Health and Human Services: A Trainer's Guide** (2014, pp 202)*

Date: Friday, May 10, 2019

Time: 8:30 a.m. - 12:00 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive
Columbia, MD 21046

Audience: Service providers, administrators and front-line staff in medical, social services, educational, legal and law enforcement settings.

Cost: \$95

Early bird: \$80

Bundle with Cultural Competence in Health and Human Services: ~~\$190~~
\$150 **Save \$40!**

Registration and payment deadline:

April 26, 2019

Early bird registration and payment deadline:

April 5, 2019

Registration fee includes instructional materials, breakfast, snacks and certificate.

CEUs pending.



Cultural Competence in Health and Human Services

If you serve diverse clients or patients, how can you provide effective services across cultures? This half-day workshop focuses on solutions. You do NOT need to be a cultural expert on 300 cultures. On the contrary: based on research, federal standards and best practices, this workshop shows you universal communication skills to bridge the cultural divide.

The workshop includes film vignettes, role plays, interactive activities and planning. The focus is practical. It is based on national standards for cultural and linguistic competence from the U.S. Department of Health and Human Services, Office of Minority Health, as well as federal laws and national best practices.

Participants will learn about:

- Language access requirements
- Universal communication strategies
- Best practices to address cultural differences
- Tools to develop one's own cultural competence plan

Program Agenda

Unit 1: The Need for Culturally Responsive Services

- Culture, diversity and bias
- Language access requirements, standards and legislation
- Cultural responsive services in action

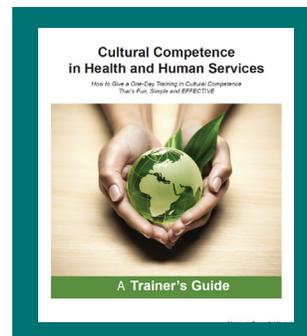
Unit 2: Strategies for Communicating Across Cultures

- The LEARN model
- Universal communications strategies -- Applying LEARN
- Communication skills, cultural mediators and community outreach

Unit 3: Developing a Cultural Competence Plan

- Best practices to address cultural differences
- Elements of a cultural competence plan
- Cultural competence checklist
- Cultural competence planning form

*Plus, program attendees will be eligible to purchase deeply discounted copies on site of our publication **Cultural Competence in Health and Human Services: A Trainer's Guide** (2014, pp 202)*



Date: Friday, May 10, 2019

Time: 1:00 p.m. - 4:30 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive
Columbia, MD 21046

Audience: Service providers, administrators and front-line staff in medical, social services, educational, legal and law enforcement settings.

Cost: \$95

Early bird: \$80

Bundle with How to Work with an

Interpreter: ~~\$100~~

\$150 **Save \$40!**

Registration and payment deadline:

April 26, 2019

Early bird registration and payment deadline:

April 5, 2019

Registration fee includes instructional materials, breakfast, snacks and certificate.

This program is approved for: 3 CCHI CE hours; 0.35 IMIA CEUs; 0.35 RID CEUs; 3 Maryland Court CE credits; 3 Pennsylvania Court CEUs; 3 ATA CEPs; 3.5 OCCI PDUs.



Date: Saturday, June 1, 2019

Time: 8:30 a.m. - 5:30 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive, Columbia, MD
21046

Audience: Educational, social services and medical interpreters; bilingual staff in school systems and healthcare; medical and court certified interpreters. Prior completion of a 40-hour interpreter training foundation program and interpreting experience are required.

Cost: \$195

Early bird: \$180

Registration and payment deadline: May 17, 2019

Early bird registration and payment deadline: April 26, 2019

Registration fee includes instructional materials, interpreter's notepad, breakfast, snacks and certificate.

This program is approved for: 5 CCHI CE hours; 0.7 IMIA CEUs; 7 DSHS CECs; 0.7 RID CEUs; 7 Maryland Court CE credits; 7 Pennsylvania Court CEUs; 7 ATA CEPs; 7 OCCI PDUs.

NEW! Building Blocks for Educational Interpreters

A One-Day Skills-Building Workshop

Grow and hone your skills for the everyday challenges of educational interpreting. Confidently accept a variety of assignments such as:

- Parent-teacher conferences
- Back-to-school nights
- IEP meetings

This workshop, developed for experienced educational interpreters, will prepare you to take accurate notes, interpret simultaneously, sight translate a document -- *and* move from one mode of interpreting to another! (i.e. mode switching). Starting with a review of memory skills, you'll strengthen your abilities to interpret accurately with in-depth practice on note-taking. Next, you'll leverage message transfer skills to improve your simultaneous interpreting in educational settings. After that, you'll tackle sight translation using the CALL method. (The pros and cons of summarization as a mode of interpreting will also be introduced.)

Finally, we'll put it all together and practice switching from one mode of interpreting to another.

Designed and delivered by experienced educational interpreters, this workshop will build your knowledge, skills and insight through demonstrations, activities, video vignettes, role plays and more.

Participants will receive a notepad and packet of specially designed materials -- including many self-study activities for use after the workshop.

NEW! Translation for Spanish
Community Interpreters
A One-Day Skills-Building Workshop

Details coming soon!



Date: Friday, June 14, 2019

Time: 8:30 a.m. – 4:30 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive
Columbia, MD 21046

Audience: Spanish bilingual staff and contract interpreters in healthcare, education, social services, legal settings and community services. Prior interpreting experience and interpreter training required.

Please note that this workshop is designed for Spanish interpreters.

Cost: \$195

Early bird: \$180

Registration and payment deadline:
May 31, 2019

Early bird registration and payment deadline: May 10, 2019

CEUs pending.

The Community Interpreter® International: Training of Trainers

Do you train interpreters? Are you looking for a high-quality, nationally-recognized program? If you want to offer your trainees an interactive, up-to-date 40- to 100-hour certificate program based on the highest standards in the field, **The Community Interpreter® International (TCII)** will meet your needs. Here's why:

- **TCII** is the first and only national 40-hour license certificate program for community interpreting in the U.S.
- It is considered the "industry standard" program for community interpreting.
- Since 2004, CCC has licensed trainers across the U.S. and in other countries.
- **TCII** is not only the most comprehensive, entry-level program available, its interactive nature makes it a pleasure to teach.
- It comes with two of the most respected textbooks in the field of community interpreting, used in an increasing number of two- and four-year colleges across the U.S.
- **TCII** comes with a companion workbook of role plays, exercises and activities.
- The program has **no licensing fees**.
- Graduates enjoy curriculum updates and ongoing support -- *all at no extra charge!*

You, too, can be licensed to deliver this dynamic program. **TCII** emphasizes skills building through role plays and small group work. It incorporates video vignettes, discussion and case studies and a wide variety of creative activities that engage your audience. The program is for interpreters in health care, education and/or community services. You can adapt each session to your target audience, e.g. medical interpreters, and we guide you on how to do so.

Since 2004, Cross-Cultural Communications (CCC) has delivered this (TOT) program across the U.S. It comes in two formats: a six-day format for those who have attended another 40-hour program but have NOT attended **TCII**, and a four-day format for prior graduates of **TCII**.



The longer format begins with a special two-day compressed session of **TCII** (Monday-Tuesday), followed by the regular four-day TOT (Wednesday-Saturday). Any graduate of **TCII** may attend the four-day portion of the TOT without attending the two-day introductory session. All successful graduates of either the four- or six-day program will be eligible to be licensed to deliver **TCII** sessions.



Summer Session: July 15-20, 2019 (Monday - Saturday)

Fall Session: November 18-23, 2019 (Monday - Saturday)

Time: 8:30 a.m. – 4:30 p.m.

Location: Ecker Business Training Center
6751 Columbia Gateway Drive, Columbia, MD 21046

Registration and payment deadline:

Two weeks before each course start date

Audience: Interpreter trainers and aspiring interpreter trainers who have graduated from a 40-hour interpreting foundation program and wish to offer a nationally-recognized medical, social services and educational 40- to 100-hour interpreter training program without licensing fees.

Eligibility: The six-day format is open to interpreter trainers and/or graduates of other interpreting programs. The four-day program (Wed.-Sat.) is open *only* to prior graduates of the five-day program. Applicants should have a college degree, interpreting experience, past experience in adult education and proof of language proficiency. For details about eligibility requirements or to request a waiver of a requirement, please call 410.312.5599.

Cost: \$3,200 for the full six-day program, \$2,700 for the four-day TOT only program (four-day version *only* for previous graduates of **The Community Interpreter®**). There are no additional licensing fees.

Tuition for either the six-day or four-day program includes the following: one copy of the instructor's guide, two versions of the participant textbook, an exercise workbook, breakfast, snacks and certificate. Upon licensing, you will also receive a one-day medical terminology curriculum consisting of a handbook and a pdf trainer's guide for that program.

This program is approved for: 12 CCHI CE hours; 4.2 RID CEUs; 10 ATA CEPs; 42 OCCI PDUs.