

Interpretation

- Conferences / Seminars
- Court / Depositions
- Government & Social Services
- Foreign Travel / Business Escorts

Translation*

- Legal/Medical/Business/Government
- Manuals & Instruction Guides
- Corporate Communications
- Web Sites
- Software / Computer Applications
- Foreign Language Transcription
- Foreign Language Copywriting

*Translation services are not associated with the State of Indiana Quantity Purchase Agreement. IndyTranslations, LLC will issue a quote in response to a request by State agencies for translation services.

Languages Offered

ASL (Sign Language)	Italian
Amharic	Japanese
Arabic	Korean
Bosnian	Mandarin
Burmese	Polish
Cantonese	Portuguese
Czech	Punjabi
Dutch	Russian
Farsi	Serbian
French	Slovak
German	Spanish
Greek	Turkish
Gujarati	Ukrainian
Hebrew	Urdu
Hindi	Vietnamese

- *Complete language solutions*
- *Competitive pricing*
- *Serving Indiana since 1997*
- *Certified & accredited translators*
- *Unrivaled customer service*
- *Outstanding accuracy*
- *Cutting-edge technology*



**Face-to-Face Interpretation
Services for the State of Indiana**



IndyTranslations, LLC

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Carmel, IN 46032
1800 N. Meridian St., Suite 506
Indianapolis, IN 46202

Regional Offices

Chesterfield/St. Louis, MO
North Palm Beach, FL

**Face-to-Face Interpretation
in 30 Languages**

8:00 a.m. to 5:30 p.m. (800) 695.8772

After-hours Emergency (317) 775.2867

Languages Aren't Foreign to Us!™

(800) 695.8772

indytranslations.com

Interpreter or Translator?

An interpreter is an individual fluent in two or more languages capable of providing a verbal link to facilitate communication between two parties without a common language. When dealing with people with different languages and cultures and/or limited English proficiency, an interpreter is a crucial element to effective communication.

A translator is not the same as an interpreter. Translators take written words and translate them into another language, while interpreters take spoken words and interpret them into another language. Translators typically translate only into their native language, while most interpreters must interpret in both directions.

Not all interpreters can translate and not all translators interpret. In fact, the two professions have some rather different skill sets.

Types of Interpretation

Simultaneous Interpretation

The interpreter repeats the message while the speaker is talking. There is no pause in speech. This type of interpreting requires at least two interpreters since each interprets in 15- to 20-minute blocks. It is used for large conferences or groups, and situations with multi-language requirements.

Consecutive Interpretation

The interpreter repeats the message after the speaker has paused. This is the type of interpretation most common for small group conferences, court cases or for telephonic interpretation.

The Importance of Culture

Though it is imperative for the interpreter to be knowledgeable about the culture of both parties involved in the interpretation, it may also be helpful for you to be aware of some common cultural differences.

Some common differences:

- Personal space varies from country to country. For example, Arabs and Latinos get much closer than Americans, while Japanese keep an even greater distance.
- Be aware that many people may shake their head and nod appropriately even when they do not understand.
- Certain cultures are reluctant to disclose personal information. Phrasing questions in a non-threatening way and stressing the need for the information may help in getting the answers that you need.
- Handshakes may last much longer in some cultures, or be omitted all together.

Tips for Using an Interpreter

The following tips will help make the interpretation process run more smoothly and make communication easier.

- Speak slowly and in a normal tone of voice. Be sure to pause after each complete thought to allow for the interpretation.
- Speak in short, clear phrases.
- At times an interpreter may need clarification of a term. At that point he/she will address you directly.
- Avoid slang or jargon whenever possible.
- Make eye contact and speak in the first person, using "I." Professional interpreters will also respond in "I", not "he/she says."

- If common acronyms are used, clarify each one the first time that you say it to ensure that the person understands.
- Ask only one question at a time and wait for the interpreter to finish giving the answer before you ask the next question.
- Don't say anything you don't want interpreted. The interpreter is required to interpret everything said, including side conversations and "irrelevant" chat.
- Confirm understanding by asking for important information to be repeated back. Be aware that a smile or nod may not indicate total agreement or understanding
- Many people understand some English, so some answers may be in English

Time Considerations

Since most interpreting situations that the State of Indiana needs will be delivered consecutively, adequate time must be given to cover all topics within the allotted period. Generally, a meeting will last twice as long when an interpreter is involved. This does not apply to American Sign Language, which is interpreted simultaneously.

Scheduling an Interpreter

To schedule an interpreter or inquire about our other language services, please visit our website or call the number below.

(800) 695-8772

(M-F 8:00 A.M. - 5:30 P.M.)

After-hours Emergency (317) 775-2867

or schedule online at

www.indytranslations.com/indiana

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