

**Volume 2
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Culturesmart's Interactive Train-the-Trainer Courses

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Finding Culturesmart

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Upcoming Training

Franciscan Hospital for Children, Brighton, MA

Saturdays, 9 a.m.-2 p.m., January 31, 2009, through April 4, 2009.

Languages: Haitian Creole, Portuguese, Russian, and Spanish. Others may be offered based on demand, so please ask if your language isn't listed!

Culturesmart's summer 2008 train-the-trainer sessions in Boston, Mass., prepared 11 interpreters for presenting *The Essential Piece* courses for medical interpreters at their home institutions.



The training group represented three languages — Spanish, Portuguese, and Chinese — and the majority of participants learned to present both the foundation *TEP* course plus language coaching.

All trainees learned methodology and material necessary for offering Culturesmart's highly interactive *TEP* courses. Interactivity was a big draw for Eliana Lobo, interpreter services coordinator at Harborview Medical Center in Seattle, Wash. Lobo, an experi-

enced interpreter who speaks Portuguese, Spanish, and English says "the material is wonderful, but you're not just being lectured at."

Practicing techniques in class, says Lobo, is a useful way for interpreters to internalize behaviors, and feedback from fellow trainees is helpful when interpreters finish courses and go back into action.

"Whatever it is, you have that feedback echoing. Your fellow participants help like an internal governor," says Lobo. She firmly believes "your betterment comes that much quicker when you are given the opportunity to practice."

Lobo also enjoyed the chance to learn from short films, trainers, fellow trainees, and "fantastic" guest speakers.

Culturesmart knows trainees make difficult decisions when they choose between our courses and competitors', such as Bridging the Gap. Our *Essential Piece* programs have always distinguished themselves with high-quality, interactive courses that provide interpreters with the vocabulary, ethical standards, and methodology they need to begin careers in medical interpreting. We are also proud of our up-to-date materials: Culturesmart's training manual, in its fifth edition, includes revisions and new vocabulary lists that reflect changes in medical technologies and specialties.

Culturesmart offers *The Essential Piece* train-the-trainer courses under licensing agreements with reasonable pricing and no annual fees. Culturesmart also customizes courses to meet client needs.

Do you have questions about training? Please contact Culturesmart at 617-890-1111 or info@culturesmart.org

Free Advanced Interpreter Training... in Exchange for Feedback!

Are you yearning for advanced interpreter training but wondering how to afford a course? Perhaps Culturesmart can help.

Culturesmart is recruiting volunteers to take online, interactive courses developed by two well-known educational publishers. Topics include interpreting skills and medical vocabulary. In return for taking

courses at no cost, we will ask volunteers to provide feedback and evaluate the courses.

To qualify, interpreters must:

- have completed at least 40 hours of interpreter training, preferably a Culturesmart program;
- sign a confidentiality/nondisclosure agreement;
- take online courses of varying

lengths and degrees of difficulty; -provide weekly feedback of progress while reading materials or taking the course; and -be willing to devote time to both learning the course content and providing feedback to Culturesmart.

To learn more about courses, please contact Culturesmart at 617-890-1111 or info@culturesmart.org

All in a Day's Work: Culturesmart News

Culturesmart Loves New York: City University of New York Collaboration

A new collaboration with the City University of New York (CUNY) is bringing Culturesmart's *The Essential Piece* healthcare interpreter training curriculum to several CUNY campuses in 2009.



Hostos Community College in Bronx, New York, began offering a healthcare interpreter certificate program for Spanish

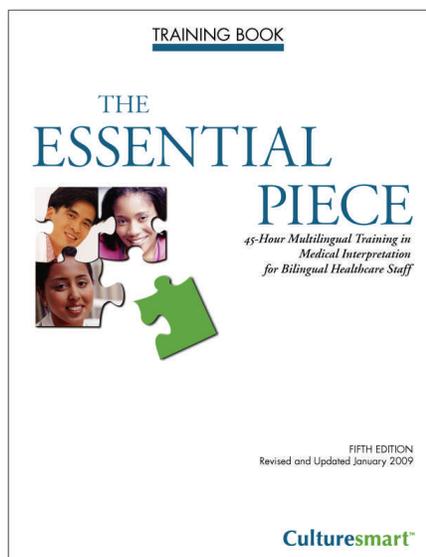
interpreters in January with an introductory course, and York College, in Jamaica, NY, will begin training for Spanish and Bengali interpreters in February. Medgar Evers College, in Brooklyn, will present the course for Spanish-speaking interpreters, starting in March.

Additional courses are planned for Queens College in Flushing, NY, for summer 2009, and at LaGuardia Community College in Long Island City, NY, for fall 2009.

Culturesmart's Fifth: An Updated *The Essential Piece* Manual!

Culturesmart is pleased to announce publication of the fifth edition of our *The Essential Piece* training manual. We have updated many sections of the book, making revisions that reflect new medical technologies and specialties, such as complementary medicine, pain terminology and rheumatology, and responding to requests for additional vocabulary lists.

Thanks to high demand, we are now selling *Essential Piece* books separate from the full *TEP* training course; the cost for the book is \$50.00. To order a new, fifth-edition manual for yourself or a colleague, please contact Culturesmart by phone or email. In the near future, we will post a page on our website enabling online orders of our training materials.



Out and About: Medical Interpreter Training Programs

- ♦ An open-enrollment winter session of *The Essential Piece* training will begin on January 31, 2009, at Franciscan Hospital for Children, 30 Warren Street in Brighton, Mass. The program will run from 9 a.m.-2 p.m. on Saturdays, January 31-April 4, 2009. Languages: Haitian Creole, Portuguese, Spanish, and Russian. Registration fee is \$595.00. Please visit www.culturesmart.org for information or to register.

- ♦ Culturesmart offered *The Essential Piece* training at Union Hospital-NSMC in Lynn, Mass., in fall 2008. Interpreters of Italian, Japanese, Khmer, Portuguese, and Spanish attended the program.

- ♦ Culturesmart is offering a 5-day Train-the-Trainer Institute this coming summer. Please contact Greg Figaro at greg@culturesmart.org if you and/or your organization is interested in licensing the Culturesmart curriculum.

For information about training events, please contact Culturesmart at 617-890-1111 or visit Culturesmart.org.

Conferences for 2009

Culturesmart hopes to see you at an upcoming conference:

- ♦ The **National Council on Interpreting in Health Care** will hold its third membership meeting in Las Vegas, Nev., May 28-29, 2009. For information, please visit: <http://www.ncihc.org/mc/page.do?sitePageId=79346&orgId=ncihc>

- ♦ The **International Medical Interpreters Association (IMIA)** conference will take place October 9-11, 2009.

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