

Demand-Control Schema

Based on the Demand-Control Schema for Interpreting developed by
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Outline for discussing challenging situations

Demands

Challenges the interpreter has to meet.

- Linguistic
- Environmental
- Interpersonal
- Intrapersonal

All interpreters meet the same demands.

The demands simply are. In other settings they would be called requirements, specifications...

Controls: they result in new demands!

The interpreter's

- Skills, knowledge, experience
- Decisions and actions
- Tools

Characteristics:

- Range from liberal to conservative
- There are many good controls for each demand.

Timing:

- Pre-assignment
- During the assignment
- Post-assignment

Questions:

- How does this control affect the goal of the session?
- What new demands does this control create?
- Is this control consistent with the goal of the environment?

Pre-assignment Controls	Environmental Demands	Interpersonal Demands	Assignment Controls
<i>Controls that are employed before or in the preparation for the formal assignment</i>	<ul style="list-style-type: none"> ➤ Physical surroundings (room temp., chemicals and odors, seating arrangements/sight lines, lighting quality, visual distractions, background noise, space – people, furniture, equipment) ➤ Goal/Purpose of setting ➤ Terminology ➤ Personnel/Clientele (Who’s present?) ➤ SAFETY 	<ul style="list-style-type: none"> ➤ Power & personal dynamics ➤ Communication style and goals ➤ Emotional tone or mood ➤ Role & cultural differences ➤ Communication flow (turn-taking, etc...) ➤ Relationship nuances (new, familiar, intimate, tension, power, etc...) ➤ “thought worlds” 	<i>Controls that are employed during the interpreting assignment</i>
<ul style="list-style-type: none"> ➤ Education <ul style="list-style-type: none"> Formal (ITP) Informal ➤ Experience <ul style="list-style-type: none"> Work-related Personal 	<p style="text-align: center;">Paralinguistic Demands</p> <ul style="list-style-type: none"> ➤ Idiosyncrasies of speaking/signing ➤ Volume/Sign Space ➤ Pace ➤ Accents/Regional Signs ➤ Clarity of speech/signs ➤ Physical position ➤ Physical or cognitive limitations 	<p style="text-align: center;">Intrapersonal Demands</p> <ul style="list-style-type: none"> ➤ Feelings or ruminations one may have about own safety, interpreting performance, liability, the people and the dynamics, the environment ➤ Physiological distractions ➤ Psychological responses or distractions ➤ Availability of supervision and support ➤ Anonymity and isolation 	<ul style="list-style-type: none"> ➤ Acknowledgments ➤ Self-talk ➤ Direct Interventions ➤ Adjusted Translations ➤ Prior Relationships ➤ Code of Ethics ➤ Role Metaphors
<ul style="list-style-type: none"> ➤ Direct Preparation for the assignment <ul style="list-style-type: none"> Contacts Team Interpreter Consumers Materials/Readings 			

Post-Assignment Controls

Controls that are employed after the assignment

- Debriefing/Venting with support system
- Self-Care
- Follow-up with people involved, with further education, with referring party
- Supervision: Formal with supervisor; Informal with colleagues

Context for discussion

This is just a framework for interpreters to have discussions about issues that come up in interpreting settings.

Using this framework helps keep the focus on learning from the situation without breaking confidentiality.

All participants must be committed to confidentiality, respecting all parties (those present and those being talked about).

This discussion happens within the framework of the ethical canons and standards of practice of our profession.