Part II

The Interface of Interpreter-Mediated Encounters and Training Opportunities in Public Service Interpreting
Introduction to Part Two

The second part of this book presents the current realities of practice and expectations in Public Service Interpreting (PSI), focusing on comparing theory and evidence-based practice. This section covers ethical dilemmas; defining interpreting competence; interpreting standards, quality and professionalism; dealing with tensions, conflicts, power and impotence in interpreter-mediated encounters; meeting training and development needs; educating versus training; and harnessing technology in interpreting provision.

Chapter 6 looks at interpreting as a multimodal activity and process, highlighting the meaningfulness of the concept of appropriateness in communication models. From the relevance of semantic components of linguistic utterances to the recourse to pragmatic mediation, the interpreter’s multidimensional approach can lead to working at cross-purposes while seeking to fulfil the aim of interpreter-mediated encounters. Through the analysis of self-reported practical and functional experiences of Public Service Interpreters (PSIs), this chapter explores when, why and how the interpreter works at such cross-purposes in PSI as it seeks to identify areas of ethical dilemmas that require particular attention when training PSIs.

In Chap. 7 the author argues that while interpreting has been essential for human communication and trade across boundaries since the earliest times, Business Negotiation Interpreting (BNI) has never been seen, examined or analysed as a separate, distinct type of interpretation within the field of interpreting studies. Interpreting in business negotiation settings is, indeed, distinctly different from other forms of liaison interpreting, in several ways, not least in matters of role and ethics. The chapter focuses on how this specific role conflicts with the traditional codes of conduct of interpreters; what the challenges faced and the opportunities given are; and what skills should the interpreter be equipped with in order to be able to respond to these challenges. By understanding both the complexities of the role of business negotiation interpreters and the needs of clients, the author identifies similarities between the BNI role and PSI, and also acknowledges the differences and complexities of this specific setting.
Chapter 8 then considers in detail court and police interpreting in Greece and looks at how the system there has coped with the large numbers of immigrants, often illegal, who have arrived in the country in recent times, especially since 2013. The authors report on the findings of a survey distributed to non-Greek-speaking prisoners, both men and women, in three penal institutions, which investigated their experiences with the police and in court settings.