

 **ENVIRONMENT**

- Call from a line with a stable connection
- Try to avoid areas with excessive background noise

 **BRIEFING THE INTERPRETER**

- Whenever possible, briefly explain the purpose of the call & provide the interpreter with other essential information

 **ADDRESSING THE NON-ENGLISH SPEAKER**

- After introductions, address the LEP client directly
- Avoid saying “Tell him/her”, “Explain to him/her”, etc.

 **VOLUME & TONE OF VOICE**

- Enunciate clearly using normal speaking voice
- Remember, your tone and volume are non-verbal cues

 **SPEED & LENGTH OF SPEECH**

- Speak at a reasonable pace (not too fast & not too slow)
- Pause for interpretation after each segment of meaning

 **VOCABULARY**

- Use “plain English”, minimize use of technical terms
- Avoid jargon, ambiguity, idioms, and cultural references

 **SIDE CONVERSATIONS**

- Remember, everything you say will be interpreted
- Avoid side conversations or multiple concurrent speakers

 **INTERRUPTIONS**

- Allow the interpreter to complete rendition with no interruptions before proceeding to the next segment

 **CLARIFICATIONS**

- Allow the interpreter to ask clarifying questions
- If needed, rephrase the unclear segment using other terms