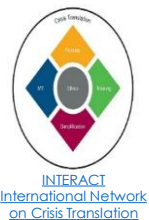


Training Needs of Translators Involved in Crisis Communication Scenarios

Dr. Patrick Cadwell, Dr. Federico Federici, Dr. Sharon O'Brien

INTERACT -
The International Network on Crisis Translation



[@CrisisTrans](https://twitter.com/CrisisTrans)

This project has received funding from the European Union's Horizon 2020 Research and Innovation programme under the Marie Skłodowska-Curie grant agreement No 734211.

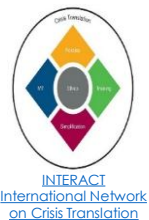


Presentation Overview

- EU-funded research network INTERACT
- Establish who uses crisis translation, who acts as a crisis translator, and crisis translation training needs via:
 - Survey of communities in a crisis-prone location
 - Survey of users of crisis translation
 - Survey of crisis translators
- Impact of preliminary findings on future work

An EU-Funded Research Network

- EU's Horizon 2020
- RISE – Research and Innovation Staff Exchange
- Marie Curie Mobility (through secondments)
- Academic, NGO, and industry partners across the globe
- 36 months
- Commenced 01 April 2017



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Objectives and Main Themes

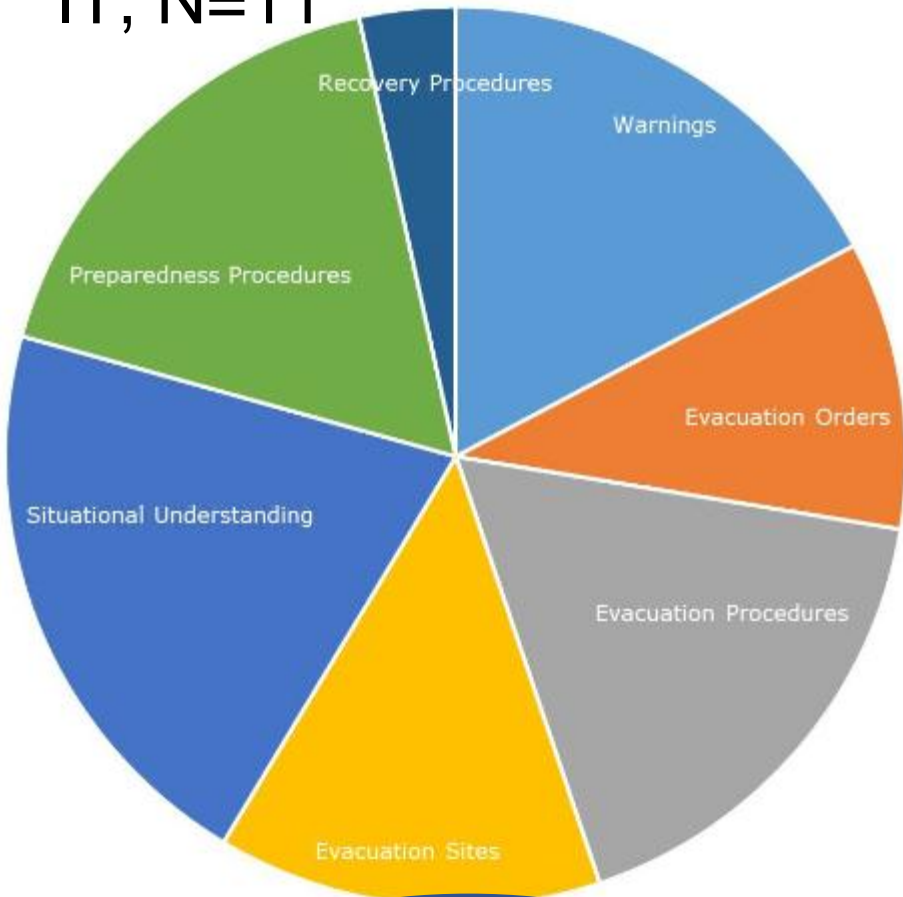
- Contribute to knowledge, policies, expertise, training, and technology in the field of translation in crisis settings
- WP2 – Crisis Translation Policy
- WP3 – Simplification of Health Content
- WP4 – Crisis Machine Translation
- WP5 – Training Citizen Translators
- WP6 – Ethics

Survey: Crisis-Prone Communities

- Italian and Japanese long-term residents and recent arrivals in New Zealand
- Communities chosen because of the languages that we speak
- Small scale survey of (N=29)
- Goal not representativeness, but to understand some informational and translational needs and build up categories to consider about crisis translation

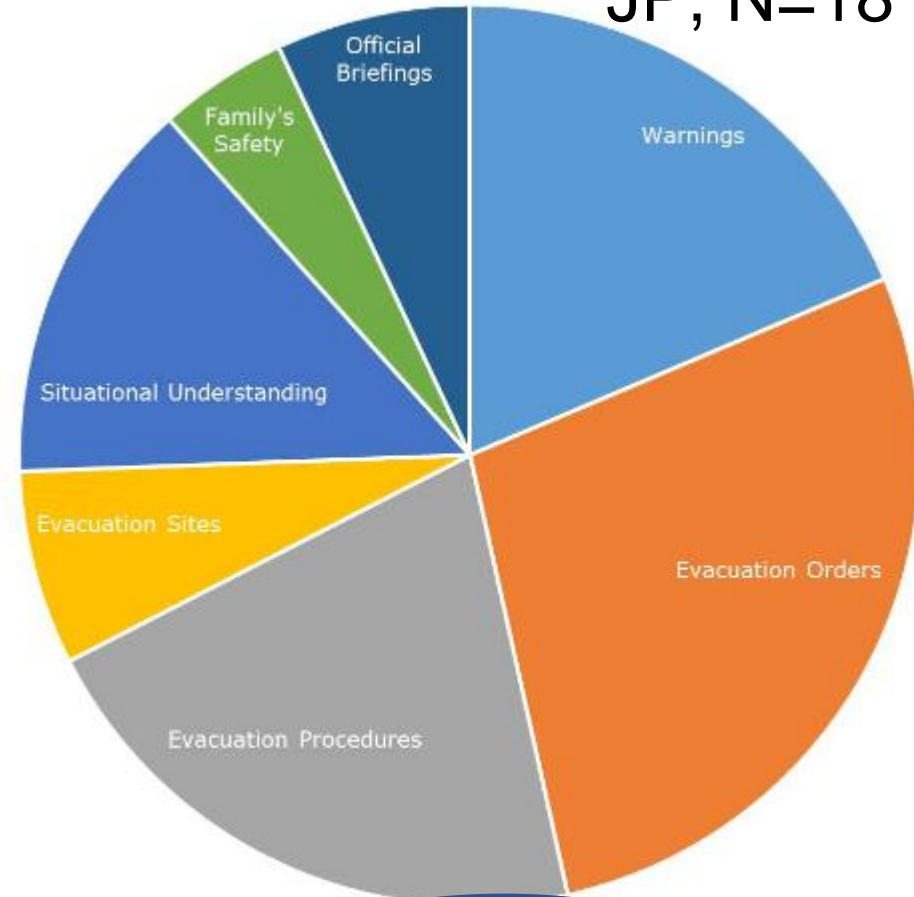
Information Needs in a Crisis

IT, N=11



- Warnings
- Evacuation Orders
- Evacuation Procedures
- Evacuation Sites
- Situational Understanding
- Preparedness Procedures
- Recovery Procedures

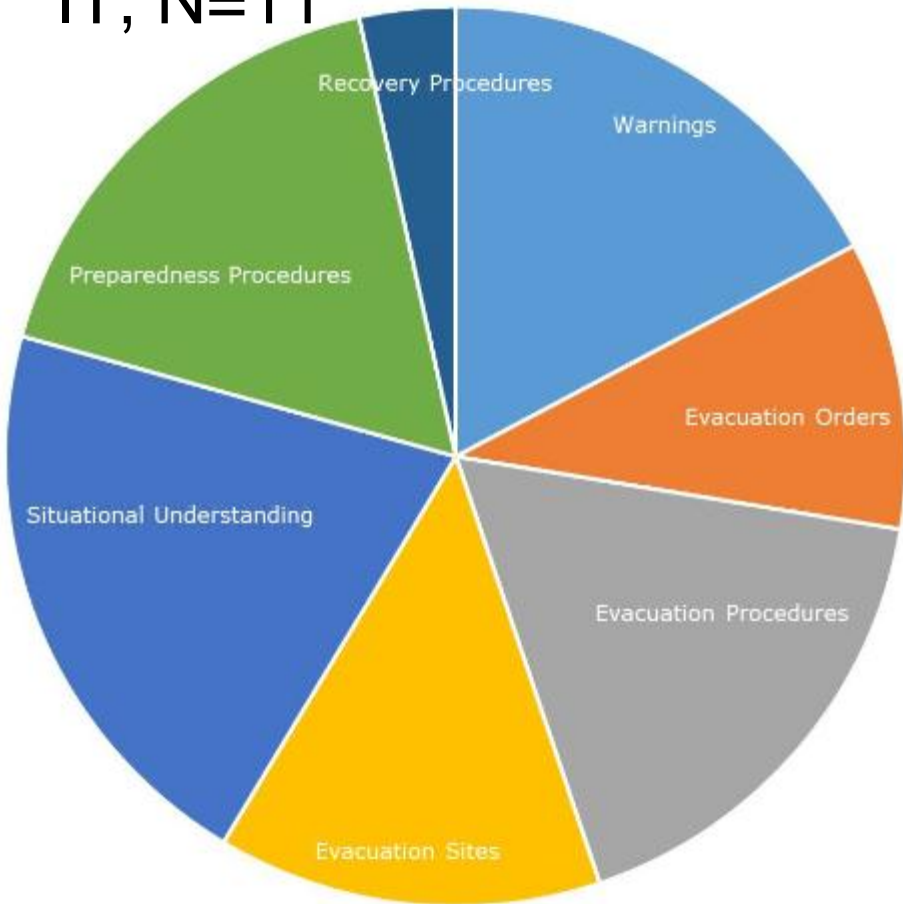
JP, N=18



- Warnings
- Evacuation Orders
- Evacuation Procedures
- Evacuation Sites
- Situational Understanding
- Family's Safety
- Official Briefings

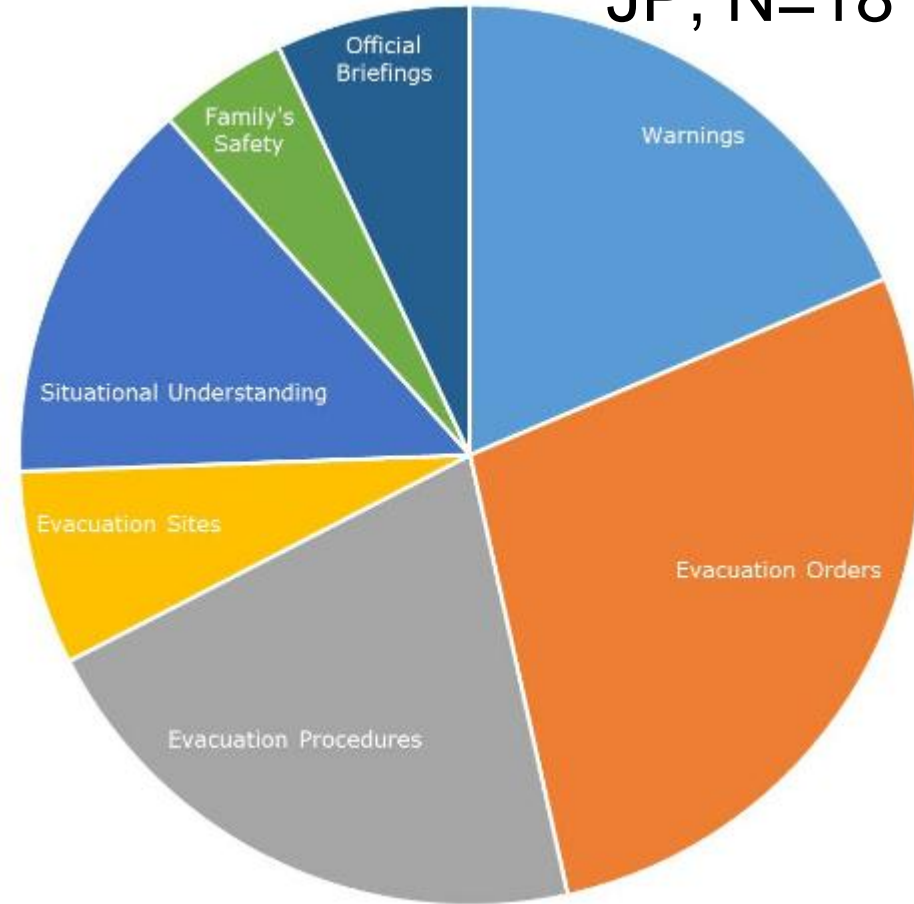
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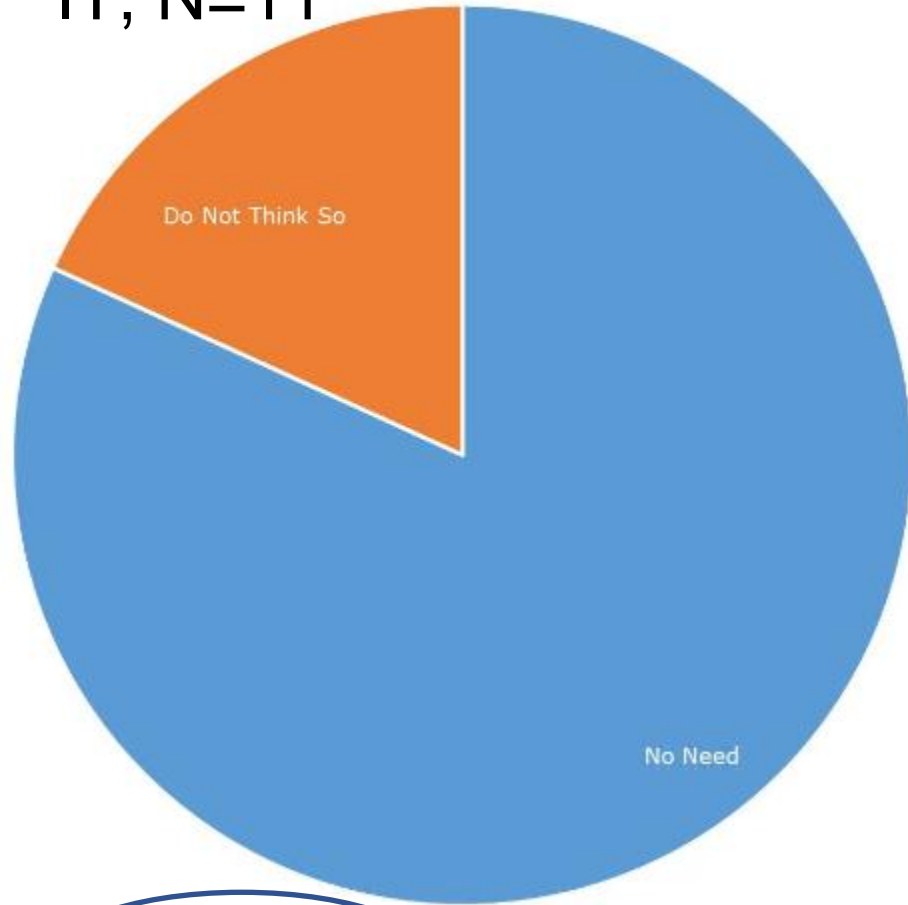


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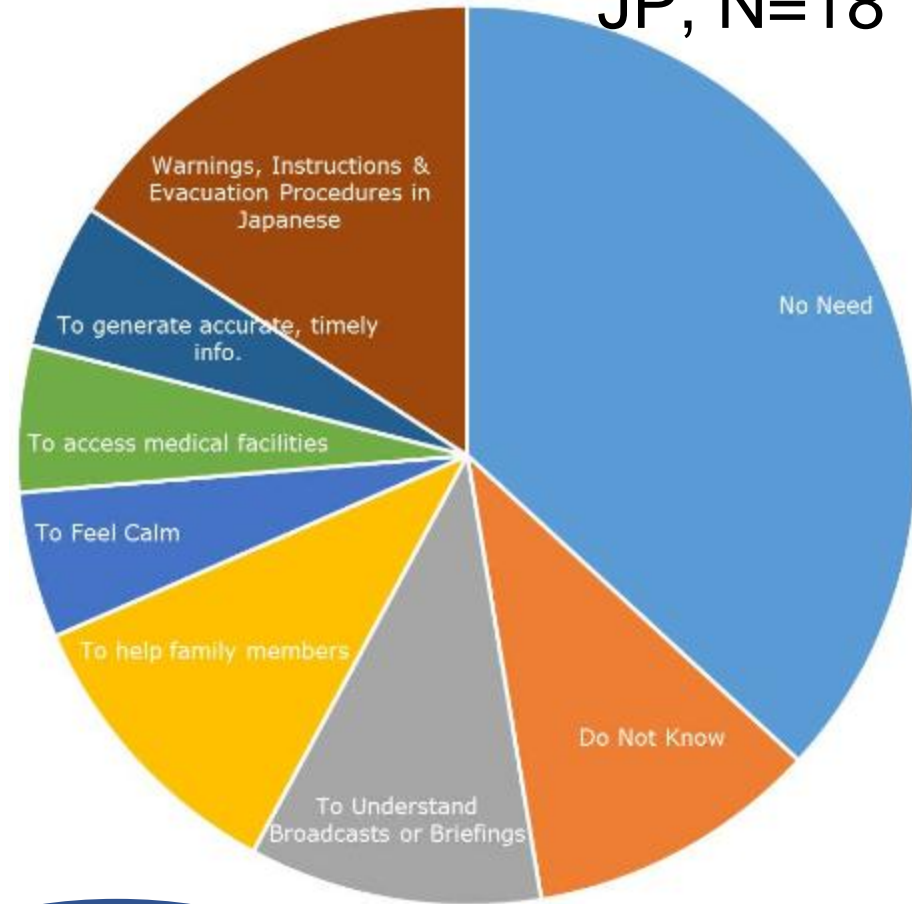
Translation Needs in a Crisis

IT, N=11

JP, N=18



- No Need
- Do Not Think So

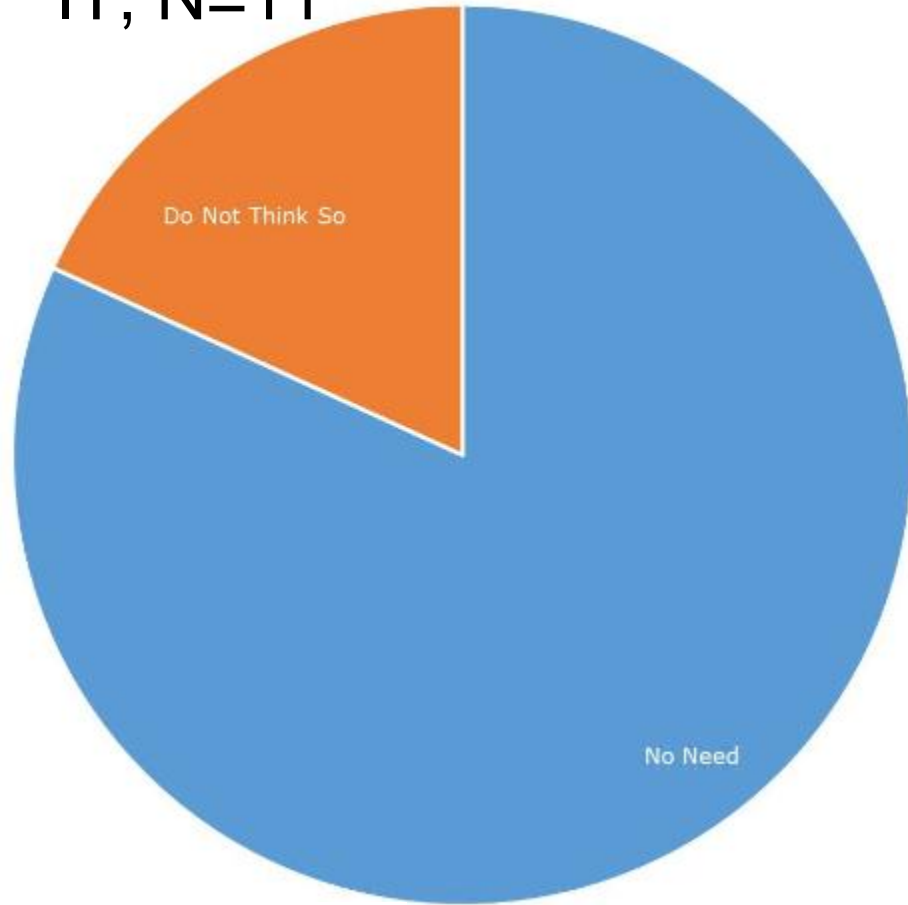


- No Need
- Do Not Know
- To Understand Broadcasts or Briefings
- To help family members
- To Feel Calm
- To access medical facilities
- To generate accurate, timely info.
- Warnings, Instructions & Evacuation Procedures in JA

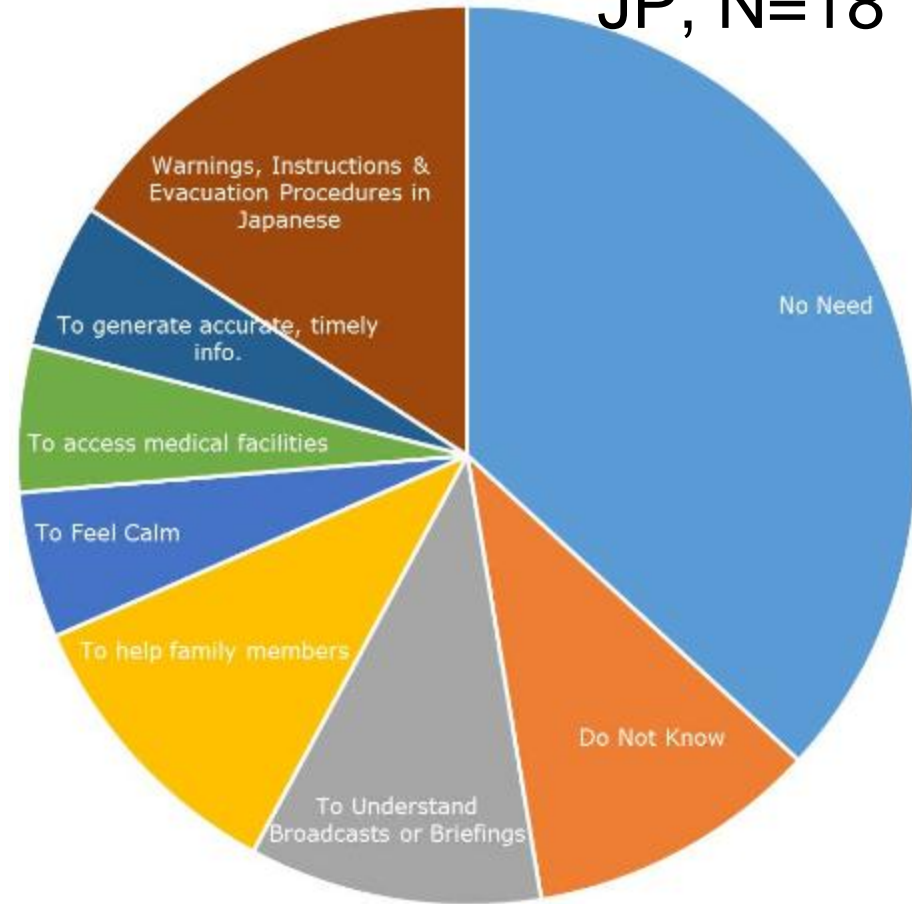
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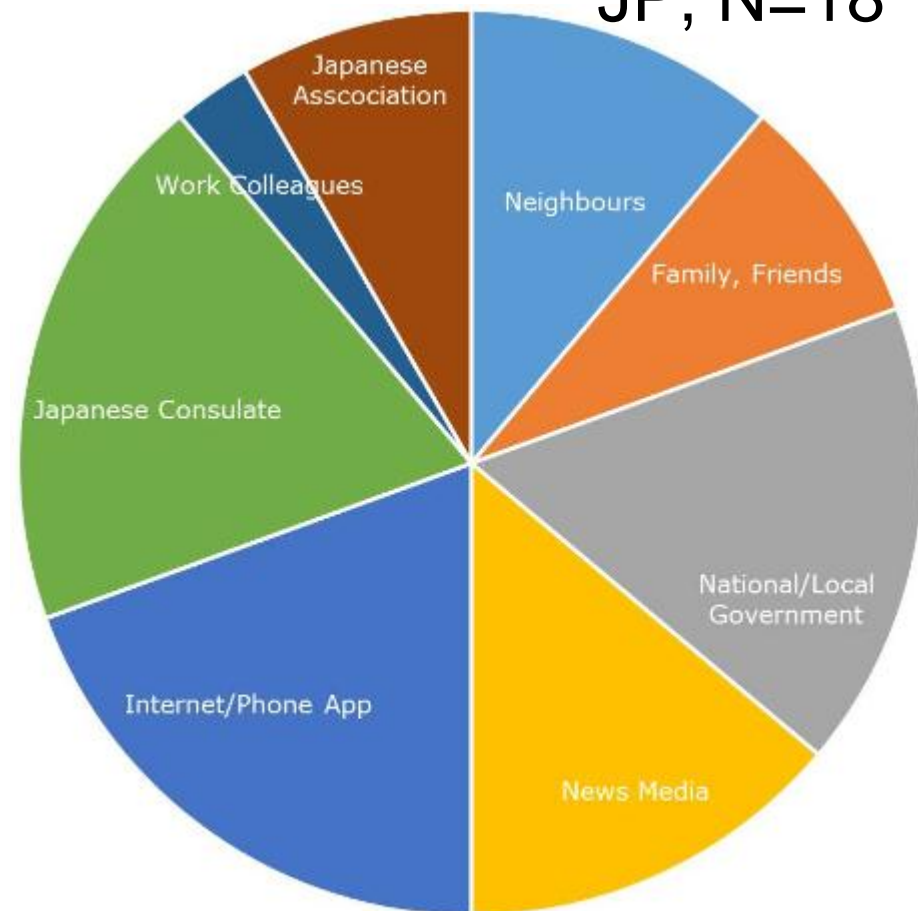
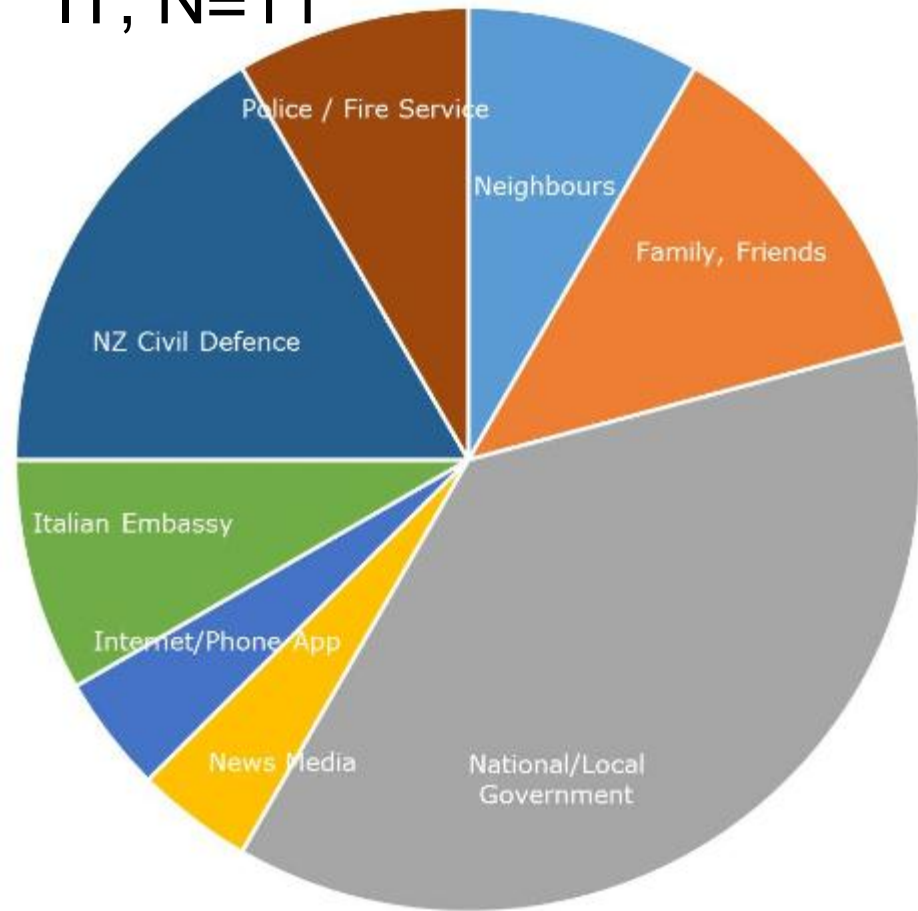


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Trusted Support & Info. Sources

IT, N=11

JP, N=18



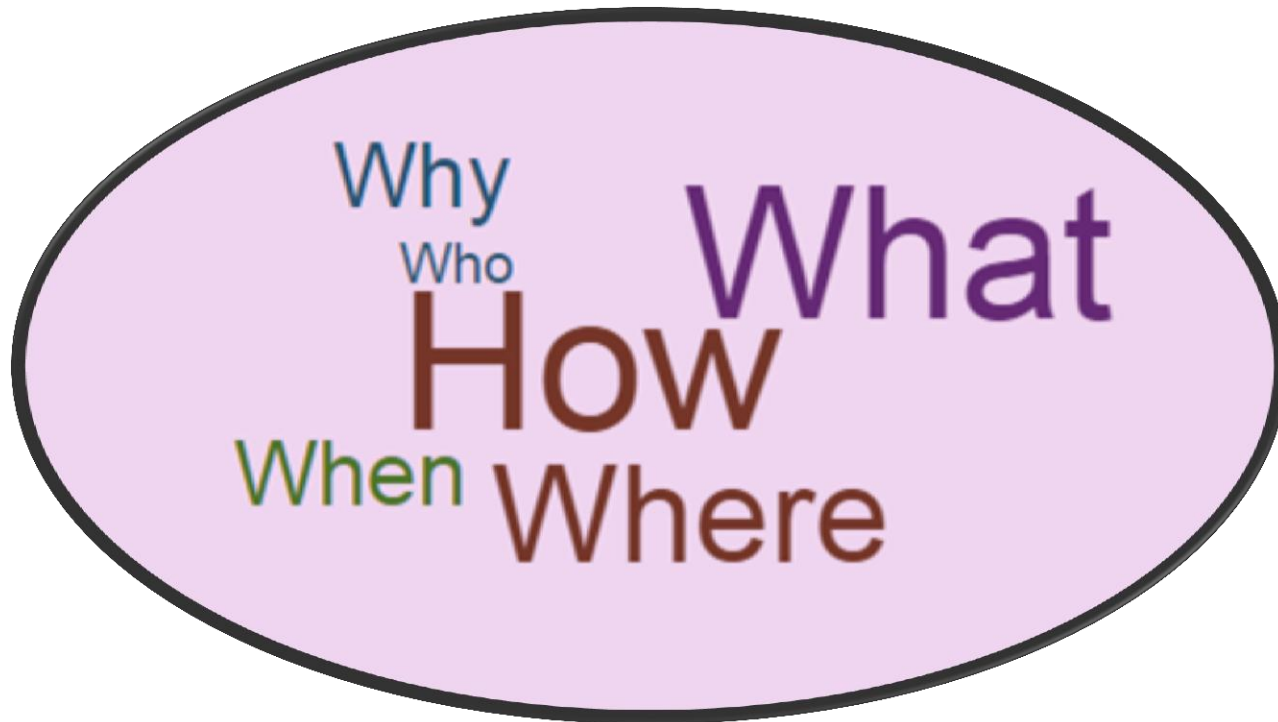
- Neighbours
- Family, Friends
- National/Local Government
- News Media
- Internet/Phone App
- Italian Embassy
- NZ Civil Defence
- Police / Fire Service

- Neighbours
- Family, Friends
- National/Local Government
- News Media
- Internet/Phone App
- Japanese Consulate
- Work Colleagues
- Japanese Association

Survey: Crisis Translators and Users of Crisis Translation

- Establish training needs
- Online, approx. 30 questions
- Run for approx. two years
- Supplement with interviews and focus groups
- To date: crisis translators (14) and users of crisis translation (9)
- Sent via gatekeepers to 30+ organisations last month

Crisis Translators



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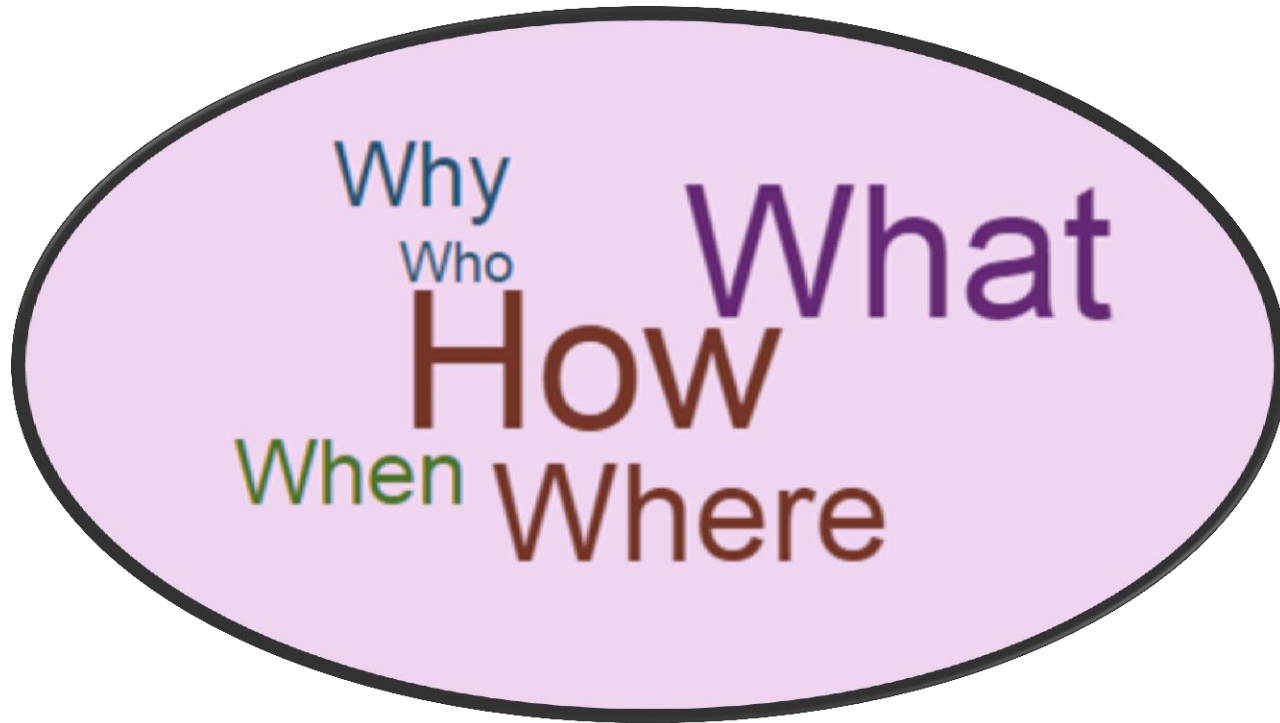
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Crisis Translators: Training

- All participants felt qualified for the task
- But
- All reported facing issues (practical, linguistic, emotional, and managerial)
- A majority interested in receiving face-to-face, long-term training
- But
- One third mentioned practice and learning by doing

Users of Crisis Translation



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Users of Crisis Translation: Training

- Concerns (accuracy, fidelity, ethics, gender)
- Also, professionalism and service above-and-beyond translation
- Training in accuracy, fidelity, technical/legal language
- Also, safety and security, child protection, gender, codes of conduct
- Very limited time for training

Conclusions

- Communities as beneficiaries of and resource for crisis translation
- Beyond linguistic training (conceptual, philosophical, and professional training)
- Resolve mismatch in ideal amount and type of training through modular, blended training and train-the-trainer
- Importance for us of partnering with community organisations





Thank You

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[INTERACT
International Network
on Crisis Translation](https://www.interact-network.eu/)



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