

Working Effectively with Language Interpreters

An informative and interactive session for LYPFT staff which focuses on working effectively with language interpreters to ensure a person centred approach to supporting individuals accessing Trust services.

Training content includes:

- Exploring barriers and fears around using interpreters
- The role of the interpreter – breaking down some myths
- Language and culture
- Process for booking an appropriate interpreter
- Working with an interpreter - practical information and demonstration
- Understanding the needs of the interpreter.

The session will be taught using a variety of methods from discussion to demonstration. It will include lots of opportunity to ask questions and participate, giving you the chance to ask the questions you have always wanted to, to give you more confidence in using interpreters effectively, sharing best practice and securing successful outcomes for service users and carers.

The session will be facilitated by Suzy Hansford, Interpreting Services Manager at Leeds Language

Link who provides our Trust with interpreting services. Suzy has a wealth of experience working with interpreters and incorporating good practice on communication and culture.

Dates & Venues:

- **10 June 2014 - 1.30pm - 4pm**
The Exchange, Moving & Handling Room, 471 Stanningley Road, Bramley, Leeds, LS13 4AP
- **10 September 2014 - 1.30pm - 4pm**, Bootham Park Hospital, Learning & Resource Room, Bootham Park, Bootham, York, YO30 7BY
- **4 November 2014 - 1.30pm - 4pm**
The Exchange, Moving & Handling Room, 471 Stanningley Road, Bramley, Leeds, LS13 4AP

All sessions commence at 1.30pm – 4.00pm and refreshments will be provided.

Places are limited, therefore to book please e-mail diversity.lypft@nhs.net or call **0113 29 52401** for further information.



Agenda

- Background
- Update and disc
- Key issues
- Key action points
- Any other busines