



*Multi-Languages Corporation Conference 2009*  
*Memorial Hall—North York Civic Centre*  
*Toronto, Ontario, Canada*  
*Saturday, December 12th, 2009*



8:30 – 8:50

Registration - Free gift for first 10 people to register

9:00 – 10:30

**THE LANGUAGE OF JUSTICE**  
**Legal Interpreting in Community Settings**

**INTERPRETATION**

**Marjory Bancroft, MA**

Around the world, community interpreters seek guidance on legal interpreting in community settings. Interpreters want to learn the specific skills and strategies for non-courtroom legal interpreting, including procedures and protocols, ethical requirements, legal terminology used outside the courtroom and skills for handling communication barriers or difficult questions (such as “Do you think my client is mentally competent?”)



**THE LANGUAGE OF JUSTICE** project, based in Washington, D.C., led to the creation of a three-day training program designed to address these needs. The project involved national legal interpreting experts, attorneys, a legal interpreter bank director, nonprofit legal services, community-based organizations, two professors of law and a community interpreter service.

The rich, dynamic program has been delivered six times. Its first train-the trainers program was delivered in June 2009 to a group of interpreters from 11 states. As the project director, and one of four authors of the manual and trainer’s guide, Marjory Bancroft will share lessons learned from **THE LANGUAGE OF JUSTICE** and offer clear guidance, tools and strategies for community interpreters.

A bilingual Canadian living near Washington, D.C., Marjory Bancroft is a national U.S. leader in the development of training programs for community interpreters. She has lived in eight countries and speaks five languages. Ms. Bancroft holds a BA and MA in French linguistics from Quebec City and advanced language certificates from Spain, Germany, and Jordan. Her experience includes teaching of translation or English and French as second languages for two universities, two immigrant schools in Quebec, continuing education programs and the Canadian Embassy in Washington, D.C. She also performed years of community interpreting in the U.S., where she managed a non-profit language bank of 200 interpreters and translators.

Today she directs Cross-Cultural Communications, a training and technical assistance agency devoted to community interpreting. Her programs have trained thousands of interpreters across the U.S., where she runs a national corps of community and legal interpreter trainers. A past Board member of National Council on Interpreting in Health Care (NCIHC), she has authored numerous publications, including the NCIHC’s environmental scan of standards of practice for interpreters and several trainer’s manuals. She is also co-author of the manual and trainer’s guide for **THE COMMUNITY INTERPRETER**, the only national program in the U.S. for community interpreters, and **THE LANGUAGE OF JUSTICE**, a national legal interpreting program for community interpreters.

10:30

Coffee Break

10:45 – 11:45

## Specialization

### Betty Cohen

PricewaterhouseCoopers  
Canada



Do we choose to specialize, or does specialization follow naturally as our career progresses? When we start in a field we like, don't we tend to stay there, primarily because it interests us, and also because the work becomes easier and easier?

But how do we specialize? How do we enter a new field and begin to understand it? What tools are available to us?

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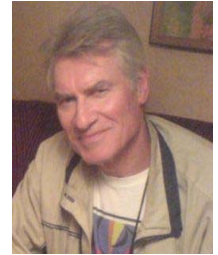
Betty Cohen is the associate partner in charge of Linguistic Services at PricewaterhouseCoopers Canada. A translator specializing in finance, she is the author of *Lexique des cooccurrents – Bourse et conjoncture économique*, a lexicon on securities markets and economics phraseology and one of the first lexicons of its kind. Throughout her career, Betty Cohen has been very active in professional translator associations. As President of la Société des traducteurs du Québec [Quebec translators' association] from 1990 to 1992, she played a significant role in obtaining the professional titles of certified translator, certified terminologist and certified interpreter in Quebec and in the creation of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ). She then moved on to the international level, as treasurer, then president, of the International Federation of Translators from 1996 to 2005. In the past few years, she was involved in the establishment of quality standards for translation in Canada and she is currently working on an OTTIAQ project aiming at getting the government to make the translation of certain official documents by certified translators mandatory.

11:45 – 12:45

## Revision

### Jacques Roland

Roland Translations Inc.



Self-revision can be an important part of the translation process. One should however be careful to determine in what circumstances a translator should be expected, allowed or required to self-revise. In some cases, self-revision will do more harm than good (just as revision performed by an unqualified intervener will). This presentation will attempt to offer a few suggestions and ideas on the procedures to be applied by translators, project managers and other stakeholders when deciding whether self-revision is required, appropriate and cost-productive, depending on a translator's qualifications and other parameters such as deadline, nature of the source document (incl. complexity and technicality), stylistic attributes (clarity, consistency), and end-user expectations.

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Jacques Roland is a graduate of the Institut Supérieur de Traducteurs et d'Interprètes in Brussels, where he studied English and German as majors. His mother tongue is French and he has a working knowledge of Dutch and Spanish. He has worked as a full-time translator and conference interpreter for the United Nations in New York and Bangkok, Thailand, from 1967 to 1973. He has continued working for the UN as a contractual reviser since then. He has taught translation at Woodsworth College, the University of Toronto, and has been a certified member of the Association of Translators and Interpreters of Ontario since 1967. He currently owns and manages Roland Translations Inc., a company that specializes in medical translation and provides services in most major European and Asian languages. **Contact: [info@rolandtranslations.com](mailto:info@rolandtranslations.com)**

TRANSLATION

Lunch 12:45 – 1:40

1:45

## MC for the afternoon

### Calvin Strachan

Director Toronto Power Group  
Actor



2:00 – 3:00

### Physiology/Body Language for success

#### Marina Toledo

Only 7% of communication is perceived by the words we use (what we say); 38% by the tonality of our voice (how we say it) and 55% by our body language.



This interactive presentation will introduce the importance of body language and how it can be used to bring excellence to interpretation, communication and other areas of our life.

By doing fun exercises based in NLP (Neurolinguistic programming), we will experience how it feels to be at our peak mental state and how to access it whenever we need it, including in the following situations:

- ⇒ Interpreting
- ⇒ Making important decisions in our life
- ⇒ Facing challenges, fears and uncomfortable situations
- ⇒ Communicating with others
- ⇒ Accessing the courage to do what we have always wanted to do
- ⇒ Dealing with change or disruption

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Marina has more than 15 years experience in interpreting, corporate training, adult education and public speaking in three countries and has designed and facilitated numerous training

programs and professional development workshops. She has also trained franchises across Canada on corporate policies; corporate members and management on soft skills and Japanese educators on enhancing learning through the use of games. She is committed to facilitating trainings for interpreters, who have a special place in her heart, in order for them to achieve excellence in interpretation and to fully enjoy this important profession.

She holds a B.A. Honours degree in Mass Communications and Political Science from York University, as well as certificates in Language and Culture from the University of Madrid, Teaching Adults from the Ministry of Labour in Spain and Business Development from the Ontario Government. In addition, she is a CILISAT tested, trained interpreter and has a Medical Terminology certificate from George Brown College. Marina recently founded Goldmine Language Solutions, a company specializing in both of her passions: translation and interpretation as well as business transformational training.

## INTERPRETATION AND PERSONAL DEVELOPMENT

3:00 Coffee Break

**Date:** Saturday **December 12th**  
**Location:** Memorial Hall  
**Time:** 9:00 am - 5:30 pm  
**Fee:** \$25 per person, advance registration is required, fee to be collected at the door.

Multi-Languages will donate 100% of the money collected to 2 non-profit organizations working in the field of interpreting/translation (50/50):

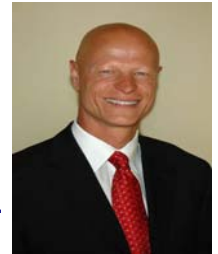
- ⇒ Healthcare Interpretation Network - HIN
- ⇒ Association of Professional Language Interpreters - APLI

A light lunch and coffee breaks will be provided. Space is limited, registrations will be accepted on a first come first served basis, **only** registered guests will be able to attend

For registration and further information, please contact:  
Mayte Morelos [mayte@multi-languages.com](mailto:mayte@multi-languages.com)

**Make it happen, overcome any obstacle... no matter what!****LIVE with Rock Thomas!**

Whether you like it or not, obstacles happen. How you choose to react will determine your future. Successful people understand this principle and apply it to their daily lives. You can learn to do the same, learn Rocks' secret weapons to never fail again...



What you will learn:

- 1) How to **decide** on what you want and commit to its obtainment.
- 2) The WHY (**reasons**) which that gives each person personal power to "ACT" on their goals.
- 3) Creating an **action plan**, **Saying Yes** to opportunity, and **Asking** for what will get you what you want.
- 4) Tools and Strategies to **overcome adversity** and use it to stay on course.
- 5) How to become and stay **MOTIVATED** until your goal is achieved.

*Rock Thomas is an expert in "Making it Happen, no matter what". Perhaps best known for **17 years** of increasing sales and revenue while in the field of Real Estate, Rock travels the world to help empower the lives of tens of thousands of people through his seminars, books, and audio CD's.*

[www.rockthomas.com](http://www.rockthomas.com)

Award presentation

### Award Recipients 2009

Andree Andrieu	French
Martin Boyd	Spanish
Marcela Brown	Spanish
Filomena Germano	Portuguese
Karl Marx	Russian
Judy Tsai	Chinese

Certificates of participation will be issued to those attending the full day

This conference has been approved in advance for 7 CE American Translators Association—ATA Points