

ALVERNO INTERPRETER INSTITUTE

Stay Sharp: Communication and Memory Skills

Saturday, September 24, 2016

8:00 a.m. – 4:30 p.m.

Bucyrus Conference Center



Interpreters facilitate communication between people who speak different languages, and in doing so, they rely on an arsenal that includes a strong command of their working languages, sharp memory and recall skills, and the ability to listen and communicate effectively while also managing the flow of conversation despite their frequent presence in distraction-ridden or highly-emotional situations. Thus, interpreters are required to juggle multiple tasks at once, and to be successful, they must possess sharp skills. In this workshop, participants will deepen their understanding of the cognitive processes involved with second language acquisition and the transfer of meaning from one language to another, in addition to learning and applying strategies for communicating accurately and effectively in challenging situations while improving concentration and memory retention.

PROGRAM AGENDA

8:00-9:00	Registration/Continental Breakfast
9:00-9:15	Opening Remarks by Jennifer Flamboe (Alverno College)
9:15-10:45	“Neuroplasticity and our Brain” by Dr. Dave Donarski M.D. (retired)
10:45-11:00	Morning break
11:00-12:00	“Emotional Intelligence when Interpreting” by Bruce Kestelman (WCTC)
12:00-12:30	Speed Networking by Suzanne Couture (ProHealth Care)
12:30-1:30	Lunch (provided) and small-group discussion
1:30-2:00	Memory Exercise by Daniel Dickover (Alverno College)
2:00-2:15	Afternoon Break
2:15-4:15	Concurrent Sessions—interactive exercises
4:15-4:30	Closing Remarks & Certificates

Program Cost: \$75

CEUs Approved by CCHI: 6.5 total (2.5 are performance-based)

The Alverno Interpreter Institute (AII) was founded in 2013 by medical interpreters as a forum to disseminate information on topics of interest to practicing interpreters in all language pairs. The Institute fosters skill-building and continuing education through interactive workshops and enrichment sessions as a means of professional development for those at all levels of the profession.

To Register:
By Phone: (414) 382-6087
By Fax: (414) 382-6088
www.alverno.edu/aai



FEATURED SPEAKERS



Suzanne Couture is a Certified Healthcare Interpreter™ and ATA-certified Spanish to English translator with fifteen years of experience in healthcare and translation and interpretation. In addition to freelancing and program supervision, Suzanne has taught Spanish to English medical translation for New York University and healthcare interpreting at Waukesha County Technical College. As an advocate of life-long learning and professional growth, she served as Assistant Administrator and Interim Editor of *Caduceus* for the ATA Medical Division from 2009-2011 and was Secretary and Editor of *inforMATIon* for MATI from 2006-2009. Suzanne has a Bachelor of Arts in Spanish and a Master of Education in Instructional Design. She currently designs and facilitates face-to-face and virtual courses for leadership development at ProHealth Care.



Dan Dickover has been a medical interpreter for seventeen years and an interpreter trainer for twelve. He has worked as an interpreter at Aurora Healthcare in Milwaukee, Wheaton Franciscan Healthcare in Southeastern Wisconsin and as an instructor at Waukesha County Technical College and Alverno College. He is currently teaching interpreting courses at Alverno College and works full time as a surgical technologist at the Clement J. Zablocki VA Medical Center in Milwaukee. He loves the minutiae of medical terminology and the use of technology to improve learning for his students.



Dr. Dave Donarski, M.D. obtained his medical degree from Marquette Medical School (now Medical College of Wisconsin), completed his residency in psychiatry at Warren Sate Hospital in Warren, Pennsylvania, and held a private practice in psychiatry for 29 years in Green Bay, Wisconsin, until he retired in 1995. He was Assistant Professor of psychiatry at Michigan State University for 12 years and has been a psychiatric consultant for several non-profit agencies in the Green Bay area throughout his years in practice. In his retirement, Dave has been involved with the Bellin Hospital Ethics committee in Green Bay and is quite active with the Aging and Disability Resource Center in Brown County and the Lifelong Learning Institute at UW-Green Bay where he has been a volunteer, board member, and speaker addressing topics such as fall prevention, neuroplasticity, and healthy aging.



Jennifer M. Flamboe is Chair of the World Languages department at Alverno College where she is also Associate Professor of Spanish and director of the Spanish/English Healthcare Interpretation program. She holds an M.A. in Foreign Language and Literature from the University of Wisconsin-Milwaukee with concentrations in Spanish linguistics and translation. In addition to being a nationally-certified Spanish interpreter through the Certification Commission for Healthcare Interpreters (CCHI), Jennifer has over 12 years of experience translating and interpreting in a variety of settings and has presented to groups at the local, regional, and national level on various topics relevant to her field.



Trained as an educational psychologist with a focus on learning and teacher effectiveness, **Bruce Kestelman** has developed an interest and expertise in organization development, employee and leadership development, and talent management. He has completed the coursework for the Ph.D. degree in educational psychology, and has been awarded a master's degree in education and a bachelor's degree in psychology. Bruce draws upon his more than 30 years of innovative practice and achievement of exceptional results in health care and education and has been featured in *Training Magazine*. He has also been recognized for creating an inclusive environment and for leading an organization on the journey of becoming one of the top 100 Best Places to Work in Health Care.



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