INTR 405-900 Supervision of Interpreting Systems

Fall Semester 2018

**Instructor Information:** Kellie L. Stewart

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**Office Hours:** TBD and posted in Canvas.

**Class Times and Locations (follow the Course Map in your class for specific dates/times):**

This class is conducted: Online beginning August 20 – December 7, 2018.

**Canvas:** We will be using Canvas for this class. You can access it at this address [http://canvas.unco.edu](http://canvas.unco.edu). Your log in is the same as you use for BearMail. Be sure to check both regularly. All of your homework assignments, quizzes, and tests are submitted in Canvas.

**Course Description:** This course focuses on supervision of interpreting systems. Students examine core skills shared by supervisors and analyze strategies that promote effective communication and resolve conflict in the workplace.

**Course Purpose:** The purpose of this course is to explore the notion of interpreting systems as learning organizations, to examine the core skills shared by supervisors in such a system, to investigate the competencies of effective communication, and to discuss conflict styles and methods for resolving conflict in the workplace.

**Pre-Requisites:** INTR 311: Community and Identity and INTR 112: Theory and Practice of Interpreting.

**Course Objectives:** Upon the completion of this course, students will be able to do the following:

- Describe and discuss the nature and form of interpreting systems.
- Identify and discuss models of supervision.
- Discuss and apply principles and practices of effective supervision to various interpreting systems.
- Create performance goals for interpreters.
- Assess performance goals for interpreters.
• Demonstrate active listening skills.
• Describe models of workplace communication.
• Assess workplace communication styles.
• Identify the source of conflict in a variety of workplace case studies.
• Apply principles of conflict resolution to a variety of workplace case studies.

Entry-to-Practice Competencies

2.1 Demonstrate collegiality by showing respect and courtesy to colleagues, consumers and employers, and taking responsibility for one’s work.

2.2 Advocate for conditions of employment that safeguard the rights and welfare of consumers and interpreters.

2.3 Demonstrate respect for ASL, English and contact varieties of ASL by using cultural norms appropriate to each language while conversing and interpreting.

2.4 Recognize and respect cultural differences among individuals by demonstrating appropriate behavioral and communicative strategies both while conversing and while interpreting.

2.5 Collaborate with participants and team members in a manner that reflects appropriate cultural norms and professional standards during all phases of assignments and implement changes where appropriate and feasible.

2.6 Demonstrate an understanding of professional boundaries by following generally accepted practices as defined by the code of ethical conduct.

5.3 Demonstrate self-awareness and discretion by monitoring and managing personal and professional behaviors and applying professional conflict resolution strategies when appropriate.

5.4 Demonstrate professional integrity by avoiding conflicts of interest, adhering to the code of ethical conduct, and applying standard professional business practices.

5.5 Demonstrate commitment to the interpreting profession by becoming a member of and participating in professional organizations and activities.

5.6 Demonstrate commitment to the D/deaf Community by supporting and contributing to D/deaf-related organizations and activities.

5.7 Demonstrate awareness of community resources by identifying organizations and agencies that could or do serve D/deaf people.

5.8 Discuss state and national interpreter certification and/or licensure and the implications of these systems on the employment of interpreters.

5.9 Identify and discuss the scope and authority of state and federal laws impacting D/deaf people and interpreters.
Required Materials:

Textbooks

Readings (eReserves)

Course Requirements: This is a brief overview; full instructions are posted in your online class.

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<tr>
<th>Assignment</th>
<th>Description</th>
<th>Points</th>
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<td>Assignment 1</td>
<td><strong>Online Discussions</strong>: Generate 12 original responses to study questions relating to the course readings and activities. Respond to at least 12 postings by online peers. Additional postings are encouraged to foster the greatest degree of learning and participation possible. Each posting is worth 1 point. (You may drop the lowest score for 2 original and 2 response postings leaving 10 original and 10 response postings counting towards your final Assignment 1 grade.)</td>
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<td><strong>Note</strong>: There are four required postings:</td>
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<td>• Lesson 2 Part B Credo Memo</td>
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<td>• Lesson 3 Panel Discussion</td>
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<td>• Lesson 4 Communication Skills Assessment</td>
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<td>• Lesson 5 Guest Speaker</td>
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<td>Assignment 2</td>
<td><strong>Research Project</strong>: Investigate an interpreter system and report findings related to the nature and form of the system, the organizational values that drive the system, an analysis of evidence pointing to the existence of a learning organization and an assessment of communication within the system. This assignment has four parts:</td>
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<td>1. Part 1: Identify examples of Interpreting Systems (3 pts)</td>
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<td>2. Part 2: Research Organizational Values (3 pts)</td>
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<td>3. Part 3: Supervisor Interview (4 pts)</td>
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<td>4. Part 4: Complete final report, submit to the Assignment Tool. (15 pts)</td>
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<td>Assignment 3</td>
<td>Profile of an Ideal Supervisor: Examine information that came out of activity 3.2, 3.5 and class materials to create a profile of qualities, skills and attitudes for effective supervision in an interpreting system. Special emphasis should be placed on those qualities, skills and attitudes that promote the creation and maintenance of a learning organization as well as the skills necessary for effective conflict management. Assess your own qualities, skills and attitudes in relationship to the profile by utilizing the assessments completed throughout the course and identify and discuss remaining professional development needs that exist. Submit to the Assignment Tool.</td>
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<td>Assignment 4</td>
<td>Case Study Analysis: Prepare a critical analysis of the conflict management case study presented at the end of the Assignment 4 instructions. Discuss the nature of the conflict, the interests of the conflict parties, the conflict styles of those involved and recommendations for resolving or negotiating the conflict. Submit to the Assignment Tool.</td>
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**Total score: 100 points**

**Evaluation Method:** The points for all the assignments in a course will add up to 100 points and letter grades are assigned as follows for UNDERGRADUATE classes:

- **A** = 100 - 91 superior achievement of course objectives
- **B** = 90 - 81 above average achievement of objectives
  
  *(Reminder: you must maintain at least a “B” per class to meet graduation requirements)*

- **C/D** = 80 - 61 below average achievement of course objectives
- 60 or below is considered not passing.
University Policies

Student Code of Conduct: You are expected to practice academic honesty in every aspect of this course. Make sure you know and understand the pillars of the UNC Honor Code: Honesty, Trust, Responsibility, Respect, and Fairness. Become familiar with the Student Code of Conduct, especially the section on acts of dishonesty. Students who engage in academic misconduct are subject to grading consequences with regard to this course and/or university disciplinary procedures through the office of Student Rights and Responsibilities. If you have any questions, please refer to the Student Code of Conduct found at Student Conduct Code.

Sexual Misconduct/Title IX Statement: The University of Northern Colorado prohibits and will not tolerate sexual misconduct or gender-based discrimination of any kind. UNC is legally obligated to investigate sexual misconduct (including, but not limited to sexual assault, sexual harassment, stalking, and intimate partner violence). If you disclose an incident of sexual misconduct to a faculty member, they have an obligation to report it to UNC’s Title IX Coordinator. “Disclosure” may include communication in-person, via email/phone/text message, or through in/out of class assignments. If you wish to speak confidentially about an incident of sexual misconduct, please contact the UNC Counseling Center (970-351-2496) or the Assault Survivors Advocacy Program (970-351-4040).

If you would like to learn more about sexual misconduct or report an incident, please visit www.unco.edu/sexualmisconduct.

Equity and Inclusion Statement: The University of Northern Colorado embraces the diversity of students, faculty, and staff, honors the inherent dignity of each individual, and welcomes their unique perspectives, behaviors, and worldviews. In this course, people of all races, religions, national origins, sexual orientations, ethnicities, genders and gender identities, cognitive, physical, and behavioral abilities, socioeconomic backgrounds, regions, immigrant statuses, military or veteran statuses, size and/or shapes are strongly encouraged to share their rich array of perspectives and experiences. Course content and campus discussions will heighten your awareness to each other’s individual and intersecting identities.

The Office of Student Rights & Responsibilities (located in Decker Hall) serves as resource to anyone seeking support or with questions about equity and inclusion at the University of Northern Colorado (UNC). If you are a witness to or experience acts of bias at UNC and would like to learn more about bias response or report a bias incident, please visit: www.unco.edu/dean-of-students/shareaconcern/.