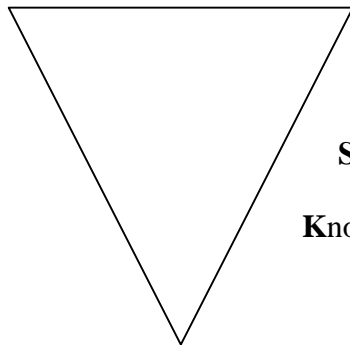


How to be all things to all people: ASK!

Presented by Carole Lazorisak & Lynne Eighinger

The Pyramid Model of Cultural Relationships



Attitudes/Values

Skills/Interests

Knowledge/Awareness

A

S

K

Patience

Building communication skills

Language(s)

Empathy

Listening

Culture(s)

Belief in individuals

Observing

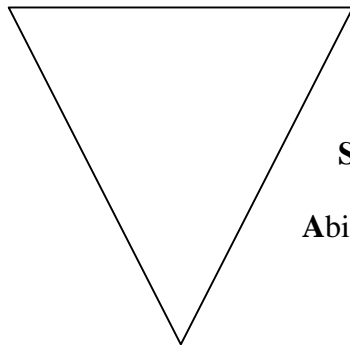
Issues within the Culture

Open minded

Working with individuals

Social/Political forces

Traditional Performance Assessment Indicators



Knowledge

Skills

Abilities

K

S

A

Pre-Service Education

Certification

Linguistic Competence

In-Service Training

License

Talent

Experiential Learning

ASL to English skills

Physically capable

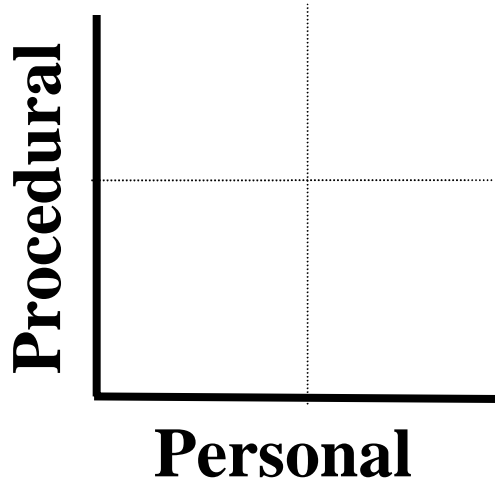
Erudition (Legislation, discipline specific)

English to ASL skills

Mental faculties

Quality Customer Service Exercise

List indicators that describe the nature of the service reflected from your business:



Are your services characteristics:

Procedural

Personal

Slow Inconsistent Disorganized Chaotic Inconvenient If so, you are sending a message to all of your customers that you do not care.	insensitive cold or impersonal apathetic aloof uninterested
--	---

Timely Efficient Uniform	insensitive apathetic aloof Uninterested If so, you are sending a message to your Hearing customers that they are your first priority. The Deaf community is likely to consider you one of those interpreters “just in it for the money.”
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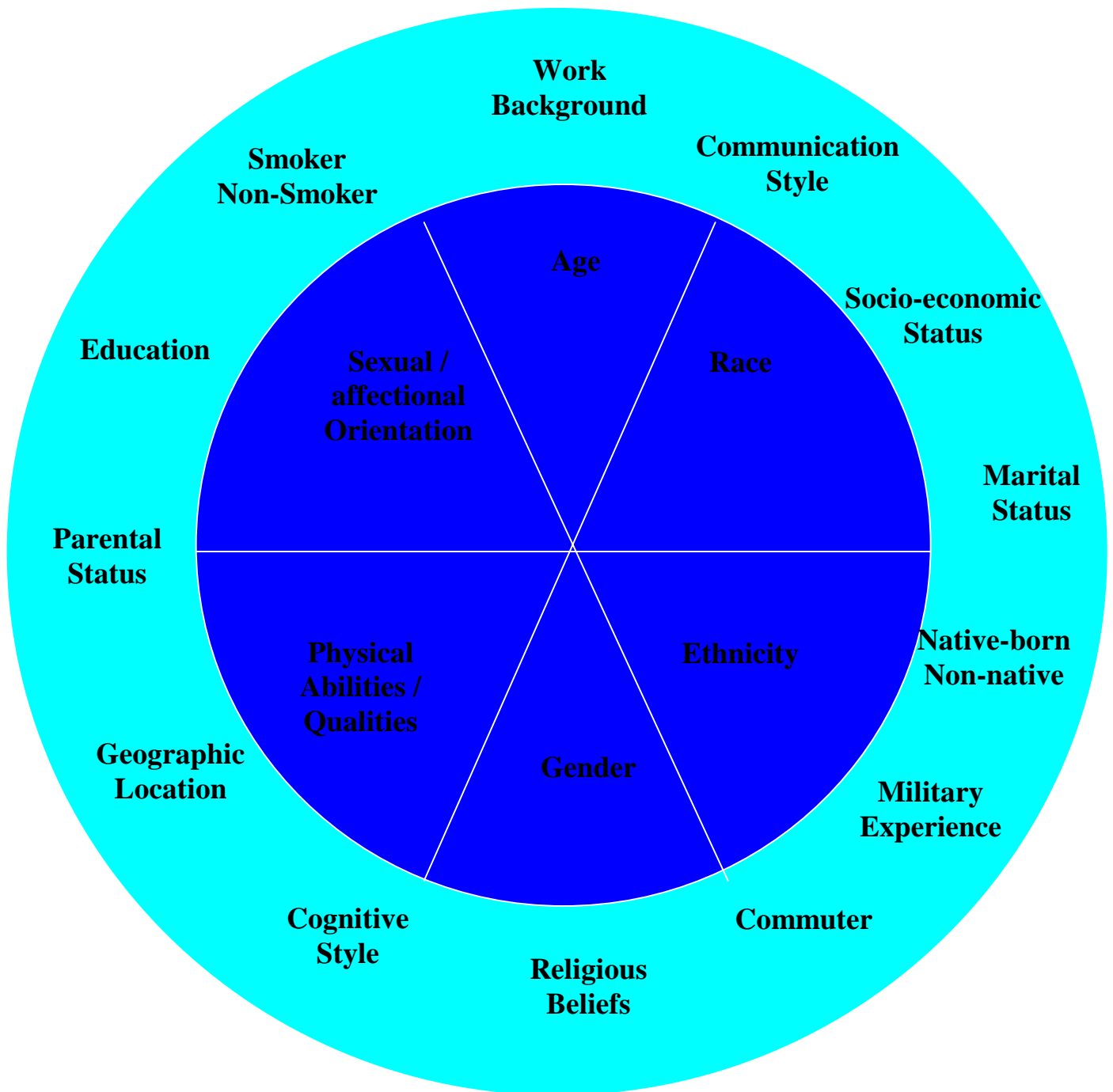
Slow Inconsistent Disorganized Chaotic You are sending a message to your Deaf consumers that you are most interested in serving the community; however, you might not be in business long to do that.	friendly personable interested tactful
---	---

Timely Efficient Uniform	friendly personable interested tactful Your message shows that you care about both customers and that you care, are interested in delivering a quality service at a reasonable price.
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Identifying the needs of your customers and consumers

Identify ways that you will know if you have met/satisfied the needs of the members of the triad (yourself, hearing customers, and Deaf consumers) in each of the categories below:

Human Needs – to:	Interpreter	Deaf Consumer	Hearing Customer
Feel welcome			
Receive timely service			
Feel comfortable			
Receive orderly service			
Be understood			
Understand			
Feel important (equal)			
Be appreciated			
Be recognized/remembered			
Be respected			



Dimensions of Diversity Primary & Secondary

PACE Plan

Skill Gap(s)	Position	Career	Strategies	Priority	Time To Narrow Gap	Comments (e.g., support needed)	
Interpreter's Signature			Date		Supervisor's Signature		Date

PACE Plan

Non-Technical Dimensions	Position	Career	Strategies	Priority	Time To Narrow Gap	Comments (e.g., support needed)							
Interpreter's Signature _____			Date _____				Supervisor's Signature _____			Date _____			

Professional Development Plan		Interim Review	
A. Knowledge, Skills and Abilities:		<input type="checkbox"/> Midcycle <input type="checkbox"/> Special <input type="checkbox"/> Quarterly Strengths/Weaknesses:	
B. Training and Education:		Supervisor's Comments:	
Supervisor's Responsibilities:	Interpreter's Responsibilities:	Interpreter's Comments:	
Interpreter's Signature:	Supervisor's Signature:	Interpreter's Signature:	Supervisor's Signature:
Date	Date	Date	Date

Overall Performance Summary

Summarize interpreter's overall job performance based on information for each skill gap:	
Supervisor's Comments:	Interpreter's Comments:
Interpreter's Signature:	Supervisor's Signature:
Date	Date

Professional Development Learning Contract

Name: _____

Office Location: _____

Title: _____

Contract Initiation: _____

Contract Completion: _____

Learning Objective	Achievement Strategy	Evidence of Achieved Objective

Remarks:

Interpreter Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Hitting a Customer Service Home Run:

