



Pierce County FAST Teams  
Monthly Team Meeting



## Agenda

February 10, 2015

Call in Option: (805) 360-1000 Pin: 803 665

1. Introductions/Announcements
2. Communication with ESL Speakers, Anna Owens, Pierce County Community Connections
3. Scenario Based Discussion
4. Adjourn

**Next meeting:**

**Topic - TBD**

**March 10, 2015** 1:30-3:30 pm

Pierce County DEM

2501 South 35<sup>th</sup> Street, Suite D

Tacoma, WA 98409

# Communication with ESL Speakers

2015



# General Suggestions

- Be Human
  - Respectful
  - Clear
  - Empathetic
  - Put Yourself in their Position
  - Take Action



# General Suggestions

- Be Culturally Aware
  - Know the Culture
  - Learn and Pronounce their Name Correctly



# General Suggestions

- Be Versatile
  - Adapt to the person's speaking style



# General Suggestions

- Be Patient and Listen
  - Do Not Interrupt
  - Ask kindly for them to repeat, if you do not understand



# General Suggestions

- Don't Be Fancy
  - Get the Point Across
  - Avoid difficult words
- Look for Feedback
  - Pay Attention to Facial Expressions
  - Read nonverbal clues



# General Suggestions

- Do Not Talk Down to the Person
  - Talk to them as an equal
  - Do not blame them for not understanding
  - Do not yell





# Specific Techniques

- **Slow Down Your Speech**
  - Speak at an appropriate pace in order for them to understand more of the conversation
- **Enunciate Clearly and Use Voice Intonation**
  - Pronounce fully
  - Remember to pause between sentences or subject matters

# Specific Techniques

- Use Body Language
  - Hand gestures help give context
  - Check your stance and posture
  - Check the position of your arms
  - Make eye contact



# Specific Techniques

- Re-Word Your Sentence
  - If the person is not understanding, try using simpler words
  - Repeating the sentence loudly is not helpful
- Use Appropriate Vocabulary
  - Avoid using complex terms or phrases
  - Avoid acronyms and slang terms

# Specific Techniques

- Use Examples
  - Try showing them what you are trying to say
  - Especially when explaining a process with multiple steps
- Attempt to Find a Common Language
  - Second language can give a common denominator

# Specific Techniques

- Use What You Have
  - Use English words, such as medical and anatomical terms
  - This may sound similar to other languages and can aid in the understanding what is being said
  - In addition, use appropriate gestures

# Resources

- Universal language Services <http://www.ulsonline.net/>
- Tacoma Community House  
1314 S L St, Tacoma, WA 98405  
(253) 383-3951
- Effective January 1, 2014, Language Bank services is provided for by Dynamic Language, a language industry leader in the Puget Sound region.
- To request an interpreter or translator for services on or after 01/01/2014: call (206) 244-6709 or toll-free (800) 682-8242, or e-mail [info@dynamiclanguage.com](mailto:info@dynamiclanguage.com).

# Questions

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Thank you!





## Pierce County FAST Teams Communications with ESL Speakers Scenarios



Due to large scale flooding a community shelter has been opened on South Hill in Puyallup. The shelter has been operating for 4 hours. FAST members were requested immediately because of the anticipated number of people arriving at the shelter. FAST Members arrived at the shelter two hours ago and have begun to work with clients. The FAST Unit Leader is contacted by shelter registration to assist with an individual that recently arrived at the shelter. Registration has been unable to obtain information from this individual based on communication challenges due to language differences. You are asked to approach the client and begin the process for providing assistance.

Your goal is to:

1. Begin communications
2. Identify spoken language
3. Decipher any immediate needs
4. Communicate that you will attempt to get an interpreter

Pick a partner and take turns role playing the FAST member and client. Each person will receive a role to act out.

Be creative in your attempts to communicate. How would you go about getting enough information to assist the client in getting an interpreter or providing basic needs?

Refer to roles (handed out separately)

Have fun!

Debrief:

1. What went well?

2. What was most difficult?

3. What other information or tools would have been helpful?

Role 1:

You are a man/woman or Russian descent,  
Arrived at the shelter alone, by foot,  
You speak no English, only Russian,  
Your home was flooded and is inhabitable,  
You have not eaten in 10 hours and did not bring anything with you.

Role 2:

You are a man/woman of Asian descent  
You arrived at the shelter with a small child.  
Your primary language is Korean, you speak very limited English  
Your home was flooded and is inhabitable  
You were separated from your significant other.

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You were separated from your significant other.