

e-bulletin n°5
mars 2020

Un mot de votre bureau par Rawdha Cammoun-Claveria

Depuis l'émergence du COVID-19 qui affecte, aujourd'hui, la planète, les temps sont durs pour tout le monde mais les freelances sont particulièrement fragilisés par cette conjoncture anxieuse et inquiétante à plus d'un titre. Nous devons malgré tout nous efforcer de garder la tête froide. L'AIIC est sur le pied de guerre: Comité exécutif, Conseil consultatif, délégations de négociation, délégations professionnelles, Régions, Secrétariat, toutes les instances de notre Association sont mobilisées pour tenter de faire face, au mieux, à cette crise inédite et d'en tirer les enseignements pour l'avenir.

La tempête finira par s'estomper, L'AIIC est là pour durer.

Notre association, en dépit de ses failles et imperfections, malgré les critiques qu'on peut - et qu'on doit - lui adresser œuvre pour le bien de tous.

Ne l'oublions pas.

Prenez soin de vous et bonne lecture ...



aiic

Switzerland

ASSOCIATION INTERNATIONALE
DES INTERPRÈTES DE CONFÉRENCE

INTERNATIONAL ASSOCIATION
OF CONFERENCE INTERPRETERS

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Téléinterprétation à distance: tout ce que vous avez toujours voulu savoir sur l'interprétation à distance ... sans jamais oser le demander: **réflexion en deux temps.**

Récapitulatif: 2ème partie I GENEVE

Un mot du Bureau:

Ce qui a fait la richesse de ce séminaire a été, à en croire les retours que nous en avons eu, la diversité des points de vue sur ce thème qui alimente fantasmes, craintes et espoir. Grâce au travail ardu et silencieux de trois collègues AIIC et non-AIIC, nous avons le plaisir de vous proposer les excellents résumés qui reflètent la teneur de nos débats:

By Joshua Goldsmith :

Following November's [remote interpreting workshop in Bern](#), AIIC Switzerland hosted a Seminar on Remote Interpreting in Geneva on February 29, 2020.



The seminar featured Klaus Ziegler, coordinator of the [AIIC Technical and Health Committee](#), Professor [Kilian Seeber](#), Director of the [Interpreting Department at the University of Geneva](#), Amy Brady, staff interpreter at the United Nations Office at Geneva, and [Monica Varela-Garcia](#), Chief Interpreter at the International Labour Organization.

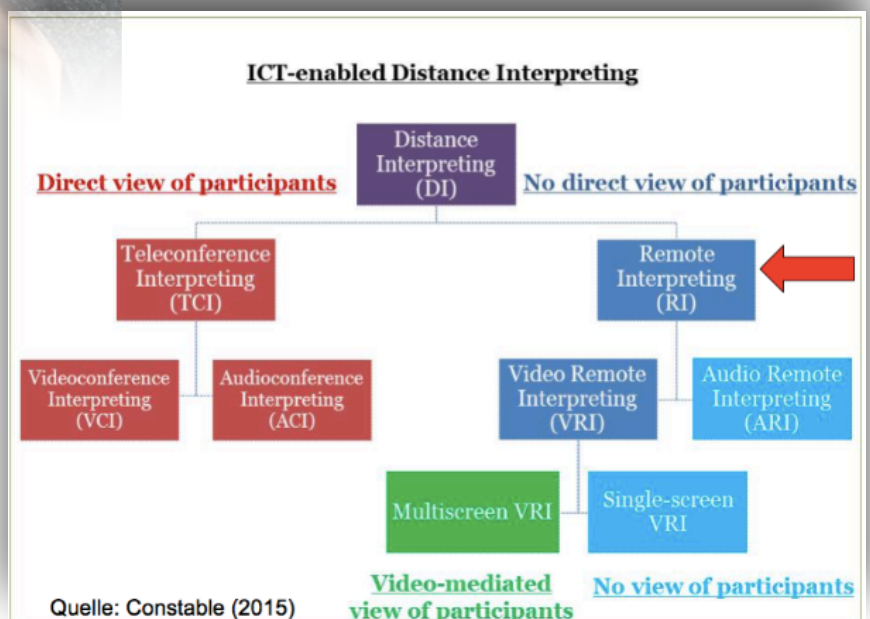
Introduction

AIIC Switzerland AB Representative [Rawdha Cammoun-Claveria](#) kicked off the seminar, welcoming participants from across Switzerland as well as guests from Spain, Belgium, Germany, England, Italy, and Puerto Rico.

She thanked participants for their interest and the high turnout and noted that the session will focus on the on the technical, research, and practical sides of Interpreting (RSI) market trends, and the future of remote and onsite interpreting.

Definitions and remote interpreting setups

AIIC defines distance interpreting as including both teleconference interpreting and remote interpreting. The difference lies in where the interpreter is located: if the interpreter is at the venue and has a direct view of participants, but one or more speakers connect from elsewhere, this is "teleconference interpreting." As soon as interpreters receive visual input via screens - even if they are onsite, such as in the room next door - this is "remote interpreting." (See figure below.)



According to [ISO Standard 20108](#), distance interpreting is defined as “interpreting of a speaker in a different location from that of the interpreter, enabled by information and communications technology (ICT).”

Digital systems allow for different setups, from the home office to the interpreting hub to the room next door. All stakeholders - including clients, technical providers, consultant interpreters, and interpreters - need to decide in advance which setup best suits the event and their communication needs (one-way communication vs. dialogue).

In the “gold standard” setup pioneered by the European Commission, interpreters work in another Commission building across the street from the conference venue, work shorter shifts, and see four different views of the conference room on their screens. On the private market, interpreters are more likely to be in the room next door. In both cases, interpreters are not in the conference room due to space limitations or aesthetic preferences. In the latter setup, interpreters usually work with a traditional hardware console and two screens showing a video feed of the speaker and the speaker’s presentation. According to Klaus Ziegler, several visual inputs may be difficult for interpreters to handle.

The home office setup is not yet addressed by ISO standards, which instead refer to the “work environment.” Home office setups are widely used in consecutive contexts in fields such as medical interpreting due to geographical constraints and language combinations. In such cases, the interpreter often selects their own equipment and responsibility shifts from the provider to the interpreter, who is unlikely to have an expensive business-quality internet connection, but may hold some responsibility - or even liability - for technical details despite having limited control over the technical environment.

At the moment, most interpreting hubs adopt hybrid solutions, combining “legacy” consoles with cloud-based solutions for transmission and distribution. Remote interpreting companies tend to market

these as “software as a service” (SaaS) options which do not require hardware consoles, and which may even run on mobile devices. ISO standards have yet to consider studio or hub settings in more detail.

Whatever the setup, three main factors influence audio quality. First, the equipment used by the speaker needs to offer a wide enough frequency band. Second, codecs used by platforms can modify signals significantly, cutting out certain frequencies when compressing audio. Finally, the interpreter’s personal devices and peripherals, including headphones and sound card, also affect audio quality. Interpreters may not necessarily have control over all of these factors, yet every part of the communicative event needs to be monitored for successful remote interpreting.

If using your own equipment for remote interpreting assignments, your device needs to have sufficient resources (available processing capacity). Bear in mind that you are granting the technical provider access to your equipment.

ISO Standards

Six different ISO standards are relevant for simultaneous interpreting and conference systems. [An AIIC Technical and Health Committee article](#) describes standards 2603 (permanent booths), 4043 (mobile booths), 20109 (simultaneous interpreting equipment), and 20108 (sound and image quality and transmission for simultaneous interpreting). [ISO Standard 22259](#), released in 2019, discusses conference systems.

[ISO PAS \(Publicly Available Specification\) 24019](#) is the first standard to address “simultaneous interpreting delivery platforms.” Published in January 2020, it discusses settings where the interpreters may or may not be in the same room as participants and speakers where these platforms are used. In conjunction with ISO Standard 20108, this document includes prerequisites for the quality and transmission of sound and image to and from interpreters and includes recommendations on configuring the interpreter’s working environment.

A Publicly Available Specification aims to provide recommendations for technologies where there is a market need and limited evidence base. ISO PAS 24019 is already been used by remote interpreting providers as the reference for this field, and is also already being reviewed. The full version of ISO Standard 24019 is expected to be published in early 2021.

In 2019, the AIIC Technical and Health Committee conducted a [technical study](#) on the transmission of sound and image through cloud-based systems for remote simultaneous interpreting. The study measured frequency response, lip synchronicity, latency, intelligibility, hearing protection and audio and video quality in six different RSI platforms. It concluded that no platforms were fully compliant with the relevant ISO standards. Since then, some platforms have continued to move toward compliance; ISO PAS 24019 is likely to have a continued positive impact. The AIIC Technical and Health Committee will continue to test RSI platforms in the upcoming months.

AIIC's work on distance interpreting

In January 2019, the AIIC Taskforce on Distance Interpreting (TFDI) published the first version of the [AIIC Guidelines for Distance Interpreting](#). This publicly available document is intended to be shared with clients and provide guidance to interpreters. Inter alia, it recommends that boothmates be in the same room or space, a conference technician be present on site during the event, booth and consoles be in line with ISO standards, interpreters be briefed on technical aspects of the platform and have access to meeting documents, and that confidentiality and data protection be observed. The guidelines also provide information on video and audio feeds, image quality, lip synchronization, and latency.

“Conference interpreting and simultaneous interpreting are a team effort, and many [aspects of successful interpreting] depend on direct interaction between boothmates.”

In September 2019, a working group composed of AIIC TFDI members began drafting the AIIC Working Conditions for Distance Interpreting. A draft will be sent to the AIIC Executive Committee, and will be discussed at the Advisory Board meeting in June 2020. Thereafter, it could be brought to the next AIIC Assembly. If adopted, the requirements would be included in the AIIC Professional Standards and would become binding on all AIIC members.

Finally, AIIC Canada and the Canadian Parliament's Translation Bureau have carried out tests of hearing protection devices to prevent [acoustic shock](#). In July 2019, AIIC's Advisory Board and Executive Committee tasked the Research Committee, Technical and Health Committee and Canada Region with working with Dr [Philippe Fournier](#) (Aix-Marseille University) to investigate acoustic shocks among conference interpreters. The preliminary findings of the project, released in December 2019, found that 47.1% of the 488 respondents had experienced acoustic shock in their work. The second phase of this research is underway.

In light of this risk, remote interpreting platforms should add acoustic shock protection; at least one reports that they recently did so. Interpreters should reconsider working with one headphone on their ear and one behind their ear, which may [aggravate the consequences of acoustic shock](#). Interpreters using hearing protection devices should also ensure that the reaction time is as short as possible: ISO standards call for reaction within 100 ms for peaks above 94 DSPL, and the 500 ms to peak for the model initially recommended by the Translation Bureau would already have a serious impact on your inner ear.

Remote Simultaneous Interpreting market trends

Bring your own device (BYOD) platforms allow participants to use their own devices as interpretation receivers during an event. BYOD is on the rise and regularly used by remote interpreting providers as a marketing tool.

We are also seeing an increasing number of remote interpreting providers. Most, however, offer consecutive remote interpreting (“dialogue interpreting”). The number of platforms offering

Remote Simultaneous Interpreting is growing very slowly. Instead, over the last 2-3 years, we have seen a consolidation of existing platforms, with some platforms disappearing. More and more hubs and studios are being established. Platforms are also promoting interpreting from your “home office.”

Many institutions are studying the possibility of using RSI. However, these institutions need solutions that are GDPR-compliant and respect their own internal IT guidelines.

Artificial Intelligence is now entering the RSI platform market. According to researchers, artificial intelligence is still far from comparable with human-level interpreting. Nevertheless, AI may be useful for very specific settings, and speech recognition and terminology-related technologies could benefit interpreters, serving as a complement to enhance our work. This topic will be discussed further at the AIIC United Kingdom and Ireland [event on Artificial Intelligence and the Interpreter](#) on March 21, 2020.

The coronavirus outbreak has also given a boost to RSI platforms. Providers have recently received many requests from institutions, companies and interpreters. While RSI may likely be the only way to prevent many of us - especially those working on the private market - from facing a slump, AIIC needs to adopt a strategy on RSI platforms and natural disasters. In doing so, it is important to be pragmatic, yet cautious, bearing in mind the long-term effects of today’s decisions.

“[We should not] drop the standards we have been defending for many years just to get a job today. Think about tomorrow. Everything adopted now as an emergency situation will be taken as a reference in the future.”

The future of remote and onsite interpreting: Four possible ten-year scenarios

Scenario	Onsite	Onsite and limited remote	Onsite and remote	Remote and limited onsite
Probability	none	low	high(est)	low/high (depending on region, market, global politics)
Consequences	Business as usual Observe, don't act AIIC: Keep her steady as she goes...	Mainly business as usual Be prepared "just in case" AIIC: Keep her steady as she drowns	New business and working models AIIC must adopt an adequate strategy	New business and working models AIIC must rethink and change its approach

Klaus Ziegler concluded by discussing four potential scenarios for the role of RSI in ten years’ time. These are summarized in this table.

RSI: Smoke, mirrors and snake oil? - Kilian G. Seeber

By Sebastian Longhurst

The Seminar's second talk aimed to provide research data to spark and enlighten the debate – as the provocative title shows. The academic vantage point offers a clear advantage on such a polarized issue: academics can ask questions active interpreters might often feel uncomfortable asking and see through the different agendas at play.



Different agendas play out in the field of Remote Simultaneous Interpreting (RSI): companies want to make money, so they create a demand that they then meet. Professional associations protect the interests of their members. Academic research looks for the “truth”, assuming such a thing exists. In other words, we are all somewhat biased.

Platform providers feed the “RSI craze” by telling us RSI is just like being there: highly qualified interpreters work from anywhere in the world from their computers while clients save money on travel and overhead. Is this true? We don't know much, but we do know a few things.

First, there are different DI modalities (see graph presented in Klaus Ziegler's talk), defined by the interpreter's view of the audience. However, we

Remote
Simultaneous
Interpreting
Smoke, mirrors and snakeoil?

Kilian G. Seeber
February 2020

UNIVERSITÉ DE GENÈVE

“I'm not saying anyone is misleading anyone, at least not on purpose, but every stakeholder in the situation comes to this with different objectives – or, to be provocative, agendas.”

should not forget that this is an interpreter-centric approach that may be different for other players.

Second, we have numbers. In 2018, AIIC surveyed the evolution in the use of distance interpreting between 2016 and 2017. Among the 664 respondents, Video Remote Interpreting (VRI) was used an average of three days per year, with a slight increase from 2016 to 2017. Staff interpreters

reported a 50/50 split between their institutions either “explicitly allowing this modality” or “making no mention of this modality”, while only 5% of institutions explicitly ruled it out. On the other hand, 70% of freelancers reported “always” or “often” having been informed in advance about the VRI use in their contracts (AIIC may wish to address this soon). It is worth noting that respondents in Switzerland do VRI less than in other markets: only 6 out of 66 had actually performed it in 2017.

Interpreters mostly worked from the conference venue (3 out of 4) or interpreting hubs (a third), while private locations (for example, homes) accounted for about 1 of every 5 events. Interpreters mostly worked from the same physical location as their boothmates (“colocation” – over 85%) and other teammates (65%). While around 70% “always” or “often” worked in soundproof environments, 38% reported non-soundproof environments: “perhaps a worrying fact that might be at odds with some of the recommendations that currently exist for provision of conference interpreting services” (K.G. Seeber). Respondents were generally provided one computer screen showing the speaker. While 80% worked mostly with traditional hardware consoles, 40% reported working via computer-based, “soft” consoles. “Wo-manning” strength remained the same 85% of the time, while the work day was the same or somewhat reduced, as was the availability of texts and documents.

Third, we have data about the interpreter’s experience. Three large studies have considered it. In the ITU (Moser Mercer, 1999) and European Parliament (Rosiner and Shlesinger, 2004) studies, both conducted in conference settings, self-reported fatigue was higher during VRI, while self-reported quality was lower. However, *measured* fatigue and quality were the same.

The industry’s reaction to these findings was quite obvious: as fatigue and quality are the same, we should just keep going! But is it really that simple? We know that simultaneous interpreting is one of the most complex language processing tasks. It relies on two pillars: an external constraint (an input signal that must be of sufficient quality and quantity) and an internal constraint (the human

brain’s capacity). The external constraint has evolved thanks to better signal quality (including ISO booths, lag and lead, and synchronicity) and the internal constraint is constantly pushed back by training interpreters to deal with speed, density, technicality, terminology, and more.

Still, cognitive strain cannot be ignored. As sleep tests have shown, it kicks in without us noticing; accumulation can have exponential effects on fatigue. While we have no exact data on cognitive strain for interpreters working in RSI, reasonable doubt should probably be applied to the long-term effects of sustained RSI work.

So, all in all, is RSI good or bad? The FIFA study (Seeber et al., 2019) considered interpreters working remotely for the 2014 FIFA World Cup from a hub equipped with a one-screen mobile booth. It showed that interpreters’ (sometimes contradictory) expectations about their own business, hunches and myths, and likes and dislikes - rather than hard scientific evidence – are also very important.

While respondents were “less than satisfied with the screen location, the distance to screen and the feeling of presence and immersion”, they also would “largely accept this setup for full working days”. Although RSI was “always more tiring” and “always more difficult”, they “would do their job just as well, of course”, but “would advise strongly against it”.

On the other hand, some felt “remote is actually less stressful” because even though “seeing the public is good, having the public look at you all the time and knock at our door to ask for headsets” can generate stress. Some respondents also highlighted the importance of providing interpreters with “cocoon-like” rest areas when working in a hub setup, rather than merely a place to sit down in an adjacent room.

Lastly, interpreters worried about technical quality and lack of technical support in RSI settings, and suffered from lack of control and limited visual input (“the faces and grins”). Research shows that if the vision angle offered by the screen is too small, interpreters feel less immersed in the conference, an issue that could be addressed through panoramic imaging.

These real concerns are at the heart of the working conditions AIIC is trying to shape.

A short version as well as a more comprehensive write-up of this interesting study are available online:

[Interpreting from the sidelines,](#)
by Prof. K. Seeber.

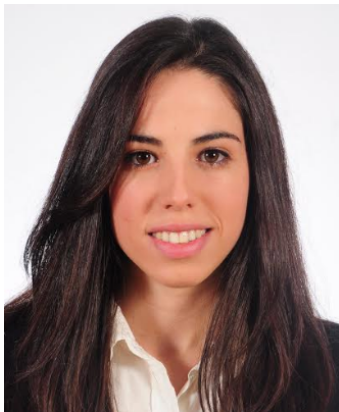
In conclusion, drawing on asbestos - thought to be the best thing since sliced bread until we learned it causes cancer - Prof. Seeber's message on RSI is *one of caution:*

“Every so often it takes a while to see the physical effects of something billed as amazing.”

Videoconferences with interpretation at UNOG - Amy Brady

By Jessica Ayala Tejedor

Amy Brady discussed the problems the United Nations faces with videoconferences, when interpreters are in the room but some of the speakers participate remotely. She shared the procedure adopted by the United Nations to deal with these situations. This is equally relevant for colleagues working outside the United Nations: 98 % of attendees at the 2019 meeting on RSI in Bern reported interpreting videoconferences.



In the past, UN interpreters only interpreted videos or remotely delivered speeches if a script was provided. However, the use of videos and video conferences and pressure to interpret them has increased in recent years, although quality has not improved. As a result, the UN drew upon guidelines prepared by SCIC to prepare suggestions to improve sound quality during videoconferences.

Several days before a meeting, interpreters share these guidelines with remote participants and run a sound test to assess compliance. After the test, an Assessment Report is written and sent to the team leader, who decides whether interpretation will be provided. If tests reveal poor sound quality, UN interpreters share suggestions with remote participants so that they can bring their setup into compliance. If remote participants decide not to follow the guidelines and sound quality remains poor, remote participation is not interpreted.

Should sound and video quality suffer on the day of the meeting, the team leader may also decide not to provide interpretation.

Remote participation at the United Nations

For UN meetings, remote participants either join from a meeting room or use a computer.

In the latter case, participants must:

- use a separate microphone, headset with a pivot-mounted flexible microphone or headphones such as Apple EarPods, which are commonly available and have a good built-in microphone. Laptop microphones pick up too much background noise.
- connect their computer using an ethernet cable, which provides better sound quality and a more stable connection than Wi-Fi.

Furthermore, remote participants should:

- only turn on one microphone at a time
- mute their microphones to avoid interference when other participants take the floor
- avoid touching or brushing the microphone to prevent crackling noises

- close doors and windows
- limit background noise
- be careful not to bang Apple EarPods against their shirts.

When participants are sitting in a meeting room, other challenges arise. UN meeting rooms feature an individual, unidirectional microphone for each participant, which helps to screen out background noise. However, a typical videoconference room has a single omnidirectional microphone in the middle of the table.



The microphone picks up the sound of rustling papers and cannot balance volume levels for participants sitting farther from the microphone or facing the screen rather than the microphone. A potential mitigation measure would be to place the microphone directly in front of the speaker and request that they avoid extraneous noises, including rustling paper.



Ceiling microphones are even worse: sound bounces off walls and generates echoes. One potential mitigation measure entails switching off the ceiling microphone and switching on a table microphone. Given the poor quality of ceiling microphones, the United Nations does not provide interpretation unless other microphones are available.



If a room has multiple tabletop microphones, only one should be on at a time. Technicians should be trained to switch off unused tabletop microphones.

Various mitigation measures can help improve the setup used by remote participants, including moving to a regular conference room with an internet connection and/or using a unidirectional microphone. However, interpreters face a difficult situation when they argue that the “videoconference room” is not suitable for interpreted videoconferences.

Various compromise solutions have been adopted at the UN:

- For brief conferences (10-15 min), staff try to help remote participants improve sound quality enough to interpret.
- For lengthy videoconferences (over 3 hours), remote participants are only interpreted if they are located in a proper room and use a unidirectional microphone. If sound quality is poor, the team leader may suspend interpretation.

- For mid-length meetings, staff encourage participants to use a unidirectional microphone. Reducing the number of meeting participants can also decrease extraneous noise and improve sound quality. Sitting back from the table and taking your hands off the table also contribute to better sound.

Finally, video input is key, and is a prerequisite for interpreting remote participants at United Nations meetings. Poor lighting, a poorly placed camera, and a broad camera angle can render a video feed worthless; the speaker should be well lit and centered, and the camera should zoom in so the speaker occupies most of the screen.

In conclusion, initial results are mixed. Five different departments have to be brought together for a sound test, making coordination difficult. At the moment, limited funds have led to a lack of audiovisual technicians. Finally, the whole procedure depends on the involvement of interpreters, and it is up to every team leader to close the gap to ensure progress. As everyone can be a team leader, everyone should take an interest in these new developments and try to become acquainted with the United Nations procedure and guidelines for remote participation.

Encore merci à **Joshua Goldsmith**, **Sébastien Longhusrt** et **Jéssica Ayala Tejedor** d'avoir accepté de rédiger ces articles détaillés et de s'être acquittés de cette tâche avec brio. Vous pouvez retrouver l'intégralité du compte-rendu [en cliquant sur ce lien.](#)

SMP en janvier 2020 - Les rendez-vous de l'interprétation à Lyon: par notre envoyée spéciale - Mélanie Klemm

By Melanie Klemm, AIIC Swiss contact point for PriMS - edited by Gillian Misener (AIIC-Canada)

**Thursday, January 23, Salon Bellevue,
09:00 - 12:30**

**Atelier de la voix by Hans-Werner Mühle -
AB Representative for AIIC France**



Most interpreters do not use their voice correctly, and many are not aware of voice issues. Most frequent voice related complaints include:

- trembling
- hoarseness
- cracky voice
- dry throat

Some interpreter training courses offer practice in articulation and pronunciation, but most do not teach interpreters how to use their voice effectively.

To illustrate that voice and posture go hand-in-hand, Hans asked the group to perform breathing and postures exercises. The natural position of the head should be forward and up, jaw

and neck muscles should be relaxed. When the neck is correctly aligned the muscles are in balance. In a booth setting, interpreters tend to bend forward and in doing so, restrict the normal flow of air through the larynx. To project their voice, opera singers use the thorax and the sinuses as resonating chambers. Certain consonants (P-T-K) force diaphragm recruitment. Interpreters should practice specific breathing exercises to mobilize the diaphragm and use the thorax as a resonating chamber.

Most people naturally organize their ideas so that ideas fit in one breath of air. This is also one of the reasons why interpreters chunk: longer strings of words must be organized to be expressed in one breath.

Thank you, Hans, for a rich session on such a relevant topic, where you skillfully combined theory, group and individual practice.

**Thursday, January 23, Salon Louis XV,
14:00 - 17:30**

Glossaries for Interpreters 2.0: Tech-savvy terminology management by Josh Goldsmith



Josh opened the half-day workshop by describing different online resources interpreters can use to find terminology. Participants discussed the pros and cons of digital terminology management tools: ideally, digital glossaries should be scalable, easy to share, import, and export, and be available both online and offline. Josh also described the advantages of including images in glossaries.

Participants had been asked to register for an InterpretersHelp trial subscription and to download an InterpretBank trial. During the workshop, participants had the opportunity to explore and compare the pros and cons of both technologies, discussing collaborative glossary-building, tech-supported translation suggestions, and self-translating glossaries

After exploring both glossary tools, Josh touched on extraction tools, manual and automatic terminology extraction from monolingual and multilingual documents, automatic glossary generation, vocabulary trainers, and the role of automatic speech recognition in digital terminology work.

Friday January 24, Salon Pauline (09:00-12:30 and 14:00-17:30)

Tablet Interpreting: A hands-on workshop by Josh Goldsmith

Josh's full-day workshop on tablet interpreting offered 15 AIIC interpreters - 7 of whom also worked as trainers - the opportunity to take a deep dive into how tablets can be used for interpreting.



The training covered iPads, Android tablets and the Windows Surface, a hybrid between tablets and

computers. Sessions focused on paperless assignment preparation, the use of tablets for consecutive interpreting, using tablets for Sim-Consec, digital terminology management, using tablets in the booth, and productivity tools.

In the afternoon, Josh was joined by a special guest, Techforword co-founder Alexander Drechsel, who helped participants practice using specific apps that are useful for both interpreters and interpreter trainers.

Friday, January 24, evening

Conference: Artificial Intelligence in Intellectual Settings

**By Salima Hassas, Head of the Master in Artificial Intelligence,
University of Lyon**

On Friday evening PRIMS participants had the opportunity to listen to an expert in the field of Artificial Intelligence (AI). Mrs. Hassas first focused on the evolution of AI, pointing out that "artificial intelligence" was first used in the 1940's and since then has been explored under different approaches and evolved in waves.



AI has always been compared to human intelligence (HI) or to the natural object it imitates. For example, the artificial neuron in computer systems copy neural interaction and apply it to computers. Deep Learning (DL) is the evolution of artificial neuron interaction. When Deep Learning is applied to image identification, a computer is exposed to different images of the same object and generates a statistical model between input and output, that defines the object. To do this, computers use one billion connections, each with a specific function. The same process that is used in

image analysis is also applied to deep learning for language processing. AI is extremely reliable in areas that require precision, analysis and logical decision making. In areas such as disease diagnosis and image analysis AI is competitive and can replace domain experts. The advantage of AI is that in contrast to humans AI does not fatigue.

AI and Language Processing

AI is capable of identifying grammar structures and vocal recognition under controlled conditions. However, as soon as other factors, such as, speed, accent, irony, and emotions are added AI performance decreases. AI needs a set of parameters to identify meaning in written and spoken communication. Furthermore, learning communication based on data may be biased and is influenced by culture and the environment. Because of these two factors AI may be difficult to control and to rely on.

Effective communication requires language comprehension, understanding of social behavior, and emotional intelligence. These are concepts robots can't reproduce. AI is competitive in routine and repetitive tasks, to develop strategy and to optimize processes, as long as emotional factors are kept out of the equation. Emotions, like empathy and compassion, characterize human interaction and communication. In certain areas that require both empathy and analysis, AI is being introduced as an additional tool to aid with the analysis component.

Will machines replace interpreters?

The essence of interpreting is to capture the essence of one language and deliver it in another language. As mentioned before, this requires strong analytical skills and additional components of communication, which AI cannot reproduce. Some researchers say that AI will not break the barrier of meaning. Nevertheless, other approaches are being used to understand communication. Humans learn languages from experience. The same approach is now being applied to Deep Learning in the domain of communication.

However, it is important to point, that this approach will take a long time to mature. The most likely and optimistic scenario is that interpreters will interact with AI to provide better services.

Note: We would like to thank the volunteer interpreters **Sebastien Longhurst** and **Merav Pinchassof** (English booth) and **Yuliya Tsaplina** (Russian booth).

AIIC PRIMS MEETING IN LYON, FRANCE
January 25th, 2020 – 09:30 – 12:30
Roundtable discussion: Confidentiality and professional ethics in the age of social media.

Saturday started with a roundtable discussion moderated by **Ms. Audrey Pulvar, journalist, TV and radio host**. Prior to the discussion, each of the speakers took the floor for a brief presentation.

Marco Scalvini, Lecturer in Media and Communication, Erasmus University Rotterdam

Mr. Scalvini introduced the topic of ethics by briefly touching on theoretical concepts, followed by an interactive session on ethical assessment of specific situations. The interactive Q&A, on the different situations presented, revealed a split audience and illustrated how difficult it is to draw the line between right and wrong. Ethics go beyond personal interest; they create social stability and promote moral values shared by a specific society. Nihilism and the questioning of reality occur when societies are no longer bound by ethical values, and individuals are no longer capable of distinguishing between good and bad decisions.

Mr. Scalvini emphasized that personal and professional ethics should go hand in hand. As individuals and as a professional association, we need to consider the effects of our actions and principles. Confidentiality, for example, is an ethical principle applied to interpreting, journalism, law, medicine and other professions. Nowadays, due to

the influence and the expansion of social media, the boundaries that define confidentiality are no longer clear-cut. Is it possible to generate social media content for self-marketing without breaching confidentiality? Why should interpreters market their services on social media? Mr. Scalvini prompted the audience to think about why clients hire interpreters: is it because of their marketing skills, or because of their interpreting skills and professional ethics?

Mr. Scalvini concluded by pointing out that professional ethics must be shared and, regardless of the profession, ethical professionals have a duty to provide the best service in their area of expertise.

Ms. Ghiliana Mikhailova, Director of the Center for International Protocol, Russian Presidential Academy of National Economy and Public Administration.

The word **respect** permeated Ms. Mikhailova's presentation. Respect lays the foundation for good and positive relationships, in both professional and personal settings. Interpreters who work in diplomatic settings must be aware of protocol rules and abide by them. Interpreters play a key role in diplomatic communication and must understand that in diplomatic settings they are part of a team that strives to achieve one common goal: to show respect. Ms. Mikhailova advised interpreters not to get involved in politics, because they might be asked to interpret for different political parties, and political involvement might result in a conflict of interest.

Ms. Mikhailova pointed out that despite the positive aspects of modern technology, there is also a negative aspect that few take into consideration. Mobile phones, for example, allow people to gain access to situations or places that would have been completely off-limits 10 years ago, so individuals

must know how and when to use technology, and understand the consequences thereof. For example, posting behind-the-scenes images of a political meeting on social media could have negative consequences.

Ms. Florence Agostino-Etchetto, CEO of Lyonbiopôle

Ms. Agostino-Etchetto emphasized the importance of confidentiality. Most communication in the pharmaceutical industry takes place in English, and interpreters are only hired for meetings when one of the participants is not fluent in English. During such meetings, interpreters could potentially learn about corporate decisions that have ethical implications, for example, by affecting drug development or public health, which in turn could have a global impact. The pharmaceutical industry constantly faces ethical decision making, so the R&D sector must strike a balance between finding answers to individual needs and global or interests.



Mr. Uroš Peterc, President of AIIC

Mr. Peterc highlighted that interpreters are **experts in multilingual communication**, and that despite the individualistic nature of the interpreting profession, 3.000 AIIC members worldwide follow the AIIC Code of Ethics. Mr. Peterc pointed out that certain decisions are difficult to make and that when in doubt, people should remember: "Treat others as you would like them to treat you".

Governments, international organizations, companies and other clients hire interpreters because we are experts in multilingual communication and abide by high professional standards, including confidentiality. Yet, nowadays, some have a different perception of confidentiality and argue that social media posts are

tantamount to an informal letter of recommendation. Is that indeed the case? Would the client necessarily agree? In the age of social media, the lines between professional and personal interests are increasingly blurred, and thus interpreters should not allow their personal interests to interfere with their professional lives. Interpreters should always ask themselves: Why have I been hired? The answer to that question brings us back to the AIIC President's message: we are experts in multilingual communication and abide by high professional standards.

After the presentations, members of the roundtable discussed different aspects of professional ethics in the age of social media, and also answered questions from the audience.

Note: we would like to thank the volunteer interpreters for ensuring seamless multilingual communication during this conference. Thanks go to **Julia Poger, Joshua Goldsmith, Benjamin Barclay** (English booth), **Odile Montpetit, Clémence Amat, Louise Brodie** (French booth), and **Yuliya Tsaplina, Violetta Tomalcheva,** and **Anton Klevansky** (Russian booth).

Encore merci à **Melanie Klemm**,
notre envoyée très spéciale, pour
son travail assidu et à **Gillian
Missener (AIIC Canada)** de lui
avoir prêté main forte. Tous ces
articles et plus encore sur notre
site: aiic.ch - Rubrique **Press
Archive**

Trois réunions régionales en 2020: mais pourquoi faire ?

Message du Bureau

L'année qui précède une Assemblée AIIC est toujours très chargée parce que c'est une année charnière qui exige une préparation particulière de la part des membres d'une Région.

Régionale n°1: cette Régionale **ordinaire** est prévue, pour le moment, [le samedi 23 mai](#). Elle a déjà été annoncée via un courriel adressé à la Région Suisse le 20 décembre 2019 pour vous permettre de réserver la date. Elle permet de passer en revue le budget et les comptes de la Région, de faire le bilan de l'année écoulée et d'étudier les projets soumis par des membres et/ou par le Bureau pour examen et éventuelle adoption par la Région, entre autre. Ces projets seront transmis aux membres en amont, dès réception et examen par le Bureau pour que vous ayez le temps de les étudier.

Un projet peut émaner du Bureau ou de membres de la Région. Il y a deux voies à suivre: soit l' (les) auteur(s) du projet souhaite(nt) faire adopter le projet par la Région auquel cas l'avant-projet doit être soumis au Bureau pour approbation puis soumis à la Régionale pour discussion et adoption. Soit les membres veulent mettre en oeuvre un projet sans l'aval de la Région auquel cas le Bureau peut les aider à diffuser l'information mais tous les arrangements logistiques, budgétaires etc demeurent à la charge des organisateurs du projet. Pour plus de détails, **merci de prendre connaissance des lignes directrices du Bureau ci-dessous**.

Régionale n°2: cette Régionale **statutaire** est prévue [le samedi 19 septembre](#). L'avant-projet d'ordre du jour de l'Assemblée est communiqué par le Comité exécutif 5 mois avant l'Assemblée, soit vers le 10 août. Toute demande de modification de l'avant-projet d'ordre du jour, ainsi que les propositions d'amendements, résolutions et élections doivent parvenir au Secrétariat au moins 100 jours avant le début de l'Assemblée (RIA 2 al1), soit au début du mois d'octobre. D'où la nécessité de nous réunir courant septembre. Par ailleurs cette Régionale est l'occasion d'élire les membres du Bureau, conformément au Règlement intérieur de la Région suisse: « *2.3. Une Réunion régionale statutaire doit se tenir au moins 110 jours avant l'Assemblée. La Réunion régionale statutaire désigne le représentant de la Région auprès du Conseil consultatif pour la Région en application des articles pertinents du Règlement intérieur de l'Assemblée. Lorsqu'il y a plus d'un candidat par poste à pourvoir, est déclaré élu le candidat ayant reçu le plus grand nombre de voix. Lorsqu'il n'y a qu'un seul candidat, celui-ci est déclaré élu s'il recueille la majorité des voix des membres présents et représentés. Elle élit le Secrétaire régional, le Trésorier régional et les autres membres du Bureau à la majorité simple. Elle se prononce sur les questions à l'ordre du jour de l'Assemblée* ». [Règlement intérieur de la Région suisse](#).

Régionale n°3: cette Régionale, prévue a priori en décembre n'est pas statutaire. Le bulletin pré-Assemblée est normalement disponible dès mi-novembre. Le délai statutaire (RIA 2 al.2) pour le projet d'ordre du jour est de 45 jours avant l'Assemblée, soit le 19 novembre. Cette Régionale a pour seul objectif de discuter des propositions des autres Régions sur la base du Bulletin de l'Assemblée.

[Réunion envisagée en décembre à la demande des membres.](#)

Guidelines on AIIC Switzerland Regional Events

These guidelines are intended to assist anyone wishing to organise an interpreting-related event in the Swiss Region with some level of involvement from AIIC Switzerland. Such events may fall into two distinct categories.

1. Official AIIC Switzerland events

Any member or group of members of the Swiss region may propose an official event; the Regional Bureau may also submit proposals of its own. Proposals should be sent in writing to the Regional Bureau (bureau@aiic.ch). These should include:

- the rationale for the event (the value it will bring to members)
- detailed proposal (speaker(s)/trainer(s), content, etc.)
- proposed budget

The Regional Bureau assesses the viability of each proposal received and decides whether to include it on the agenda of a forthcoming Regional Meeting. It may also suggest a realistic time frame for the proposed event based on the Region's events schedule and Bureau workload, or suggest that the proponent organise the event independently with support from AIIC Switzerland (see below).

The Regional Bureau amends and approves the proposal and budget, usually in consultation with the Region at a Regional Meeting. The Regional Bureau then:

- organises and manages logistics (room reservation, participant enrolment, catering)
- publicises the event
- takes payment from participants and pays all costs associated with the event, including speaker/trainer fees
- retains any profit/bears any loss made

The content of the event is agreed mutually with the speaker(s)/trainer(s).

2. Events supported and promoted by AIIC Switzerland

The organiser:

- negotiates any speaker/trainer fees
- sets participation fees
- organises and manages logistics (room reservation, participant enrolment, catering)
- takes payment from participants and pays all costs associated with the event, including speaker/trainer fees
- retains any profit/bears any loss made

The organiser(s) may not bill the event as an 'AIIC Switzerland event' or use AIIC branding in promotional material beyond mentioning the fact that they are member(s) of AIIC and the Swiss Region (if this is the case!).

Any AIIC member may request that the Region publicise an event in this way by submitting a request in writing to the Regional Secretary (regsec@aiic.ch). Requests should include the text to be forwarded to the Region and to all other AIIC Regional Secretaries, along with any attachments and details of any other support or assistance required from the Bureau. Please note that texts may be edited before dissemination.

The Swiss Regional Bureau:

- approves the request for assistance with promotion
- publicises the event via all available channels (regional mailing list, Regional Secretaries' mailing list, regional website, AIIC HQ channels)
- provides guidance on the organisation of the event where required

Bureau de la Région: du changement dans l'air ...

Composition du Bureau

par Rawdha Cammoun-Claveria

Il y va y avoir du changement: Peter Clayburn, secrétaire régional depuis 6 ans maintenant (deux mandats consécutifs) et moi-même, représentante de la Région suisse auprès du Conseil consultatif, ne renouvelerons pas nos mandats.

Il s'agit pour nous, aujourd'hui, de préparer la relève, de structurer au mieux les méthodes de travail du Bureau pour léguer à nos successeurs un cadre clair et bien délimité dans lequel ils pourront opérer efficacement au côté d'Angelika Eberhart, webmestre, de Pino Obregger, trésorier de la Région et de Melanie Klemm, point focal pour le SMP. Les élections se tiendront en septembre. La Région aura besoin de candidats.

Site web régional: appel à volontaires

par Angelika Eberhart, webmestre

Le site web a besoin de toi! Mets tes talents en matière de rédaction d'articles, de mise en page (ce n'est pas plus difficile que d'utiliser n'importe quelle appli), de relecture, de contrôle de liens/photos/articles au service de ton site! Il y a déjà un tout petit groupe qui adorerait coopérer avec toi pour faire vivre notre site. N'hésite pas et lance-toi. C'est enrichissant et convivial! Il y a aussi d'autres tâches ponctuelles qui cherchent preneur. Le seul prérequis est que tu aies envie de t'investir en faveur de notre site et donc de ton association.

A bon entendeur !

Le Bureau de l'AIIC Suisse tient à remercier les personnes suivantes pour la contribution inestimable qu'ils ont fournie en faveur de notre site:

Photos professionnelles: **Carolina Negel**

Traduction et relecture: **Alia Rahal, Kiersten Weeks, Phil Smith, Sarah Newton, Raffaella Morosoli, Raffaella Vanini, Romana Manzoni Agliati, Giovanna Planzi, Chiara Camoletto, Erika Burkia, Christina Mäder, Kilian Seeber, Fernanda Strasser.** Sans oublier tous celles

et ceux qui font vivre notre site en nous mettant à disposition des articles à lire sur

<https://aiic.ch/press/>

A vos agendas !

Réunions régionales printemps | automne 2020

samedi 23 mai 2020 | Genève | Maison des Associations - Plainpalais
1ère réunion régionale de 2020 (avant l'Assemblée)

Les inscriptions sont ouvertes !

samedi 19 septembre 2020 | Genève | Maison des Associations - Plainpalais
2ème réunion régionale de 2020 (avant l'Assemblée)

Les inscriptions sont ouvertes !

A photograph of a man with a dark beard and a black hat, looking upwards and to the right. The background is a soft, light-colored gradient.

Languages are the beauty of the world