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# **The growing role of the Interpreter as a Mediator in Negotiation**

## **Die verstärkte Rolle des Dolmetschers als Mediator bei Verhandlungen**

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# SKILLS required for a ...(?)

**Oral/written comprehension** - Listen/Read AND understand  
information /ideas

**Oral/written expression** - Ability to transmit information /ideas

**Speech clarity** - so that other can understand you

**Inductive reasoning** - Ability to combine information /  
find relationship among them  
(B.A., University of Missouri-St. Louis, M.I.L.R., Cornell  
University, Ph.D., University of Oklahoma)

**Active Listening** - Giving full attention to what other  
says and not just the content of the words; Demonstrating  
that you are listening by reflecting back what you hear  
and asking questions to clarify or get more information  
as needed  
Assistant Professor of Public Policy and Administration;  
Human Resource Management, Organizational Behavior,  
Labor Management Relations, Conflict Resolution, Ethics

**Active learning** - Understand implications of new information  
in Government, Research Methods

**Information ordering** - ability to arrange things/information in pattern

**Memorisation** - ability to remember

**Social perceptiveness** - being aware of others' reactions  
and understanding why

**Negotiation skill** - bringing others together



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# Mediation vs. Interpreting

## **Mediation** =

*kooperative Verhandlung zwischen versch. Beteiligteninteressen*

the cooperative negotiation between different interests of the parties

<http://arbeitsblaetter.stangl-taller.at/>

[KOMMUNIKATION/mediation-psychologisch.shtml](http://arbeitsblaetter.stangl-taller.at/KOMMUNIKATION/mediation-psychologisch.shtml)

*mehrstufiges, streng strukturiertes Konfliktregelungsverfahren /*

rigorously , in several segment structured process to conflict solution

<http://www.oebm.at/cms/index.php?id=62>

is a form of alternative dispute resolution (ADR)

<http://en.wikipedia.org/wiki/Mediation>

Officially since the 1970ies,  
burst out in the 1990ies

## **Interpreting** / =

the facilitating of communication

<http://en.wikipedia.org/wiki/Interpreting>

to enable people (with different languages) to communicate

with each other by conveying the **ideas** which they express

[http://scic.ec.europa.eu/europa/icms/c\\_5012/](http://scic.ec.europa.eu/europa/icms/c_5012/)

„Dolmetschen“ < "dilmaç" =

**mediator** between 2 parties

Officially ever since people  
(different cultures) communicate



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# The Harvard Concept

**Create a relationship:** create the stress-less atmosphere,  
give comfy, comfortable, secure feeling.

**Be aware what's going on:** Get the point and be able to  
transmit gathered information /ideas

**Ruling the play:** clear rules > fair play; administrator, not player

**Summarise results:** Ability to combine information, find  
relationship among them, forward them  
without prejudice/comments (objectively)

~~Neutral – do not take part~~

**Be “beyond the things”:** practitioner has no advisory role,  
has to be impartial (all-partial),  
dispassionated



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# Who does it best?

**Building bridges** - being connecting link

**Managing the process** - by giving  
communication rhythm,  
note down partial results,

**Leading to consent** - not compromising,  
but win-win result

**Command of language** - appropriate use  
of terminology, idiomatic,  
registers

**Neutralise killer phrases** - distension  
strategy

The Interpreter's **PLUS**

**Concentration skills**  
drilled in multitasking

**Non monocultural knowledge**  
i.e. awareness of traditions,  
social practice and structure...

**Professional command of  
languages**

- on various levels/registers
- in different cultural fields
- ability of rapid paraphrasing



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# Mediation vs. Interpreting

## Legal definition / protection ?

### Mediation:

Directive [2008/52/EC](#)

Bundesgesetz über Mediation in  
Zivilrechtssachen  
(ZivMediatG, BGBl. I Nr. 29/2003)

Verordnung des Bundesministers für  
Justiz über die Ausbildung zum  
eingetragenen Mediator  
(ZivMediat-AV, BGBl. II Nr. 47/2004)

<http://www.mediatorenliste.justiz.gv.at>

### Interpreting

(gener. Language mediation):

**NO** legislation /directives (EU)

Only „indirectly“ mentioned /  
required in other context (i.e.  
criminal law, asylum, etc.)

**NO** registered profession  
(except for some field, like Court)

**NO** unified curricula for  
training / teaching



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# Summarising....

## INTERPRETER

vs.

## MEDIATOR

Required Skills communication

listening/summarising

connecting people

memorisation...

communication

listening/summarising

connecting people

memorisation....

Profession exists ever since

no univoque definition

ever since

definied profile (profession)  
in the '70ies

**Operational  
fields**

several  
always multicultural

**Conflict /Dispute**  
usually monocultural



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## INTERPRETER vs. MEDIATOR

### Training / curriculum

ca. 180/240 ECTS  
**3-4 years**  
(different approaches  
due to different training theories)

**200 /220 h.** (=80/90 ECTS)  
basically consistent (Harvard)  
monitored by law

### Social Recognition

**Not really**

**YES**

### Profess. Recognition/ Protection

**NO**

**YES** (A, since 2004)

### Remuneration

ca. € 600,-/day

**1.200,- /day**

**= unjustified discrimination**





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## **Next steps to professional advancement**

**BE AWARE** about your role, tasks and abilities,  
and **RESPONSIBILITY** as an interpreter

**Spread information** about the required abilities, skills  
and essential role of interpreters

**Awake awareness** about the differences between  
“professional”(trained and qualified) and “other”  
(forget false shyness and humility)

**Integrate/perfect curricula** with some special courses /  
training units on Mediation (Harvard Concept)  
> emphasize professional qualities



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Erfolg besteht darin, dass man genau die Fähigkeiten hat, die im Moment gefragt sind.

*Success is to have the skills and abilities just in time, when they are required.*

Henry Ford

... and endorse and point them out clearly!

Anna Maria Valle

GRAZIE - THANK YOU - OBRIGADA  
for your attention