NEWSLETTER

Week of October 4, 2026

Corporate Social Responsibility (CSR) training

Complete the mandatory 2026 CSR Training in Workday this week.

15 minutes paid: Complete the training outside your scheduled work hours, then email 33UL@kellyservices.com so your paid training time can be added.

Please complete it early—don't wait until the deadline.

Holiday Schedule Reduction

Due to reduced staffing needs for the holidays on October 12, adjustments have been made to some schedules. Please review your schedule in NiCE to confirm whether you are scheduled to work.

Remember, you will not be able to log in or work if you are not scheduled in NiCE.

Help Us Help You Faster: Put Your Name & ID in the Subject Line!

To help us identify you quickly and avoid delays, always include your Full Name and 6-digit Interpreter ID in the subject line. Use: [Topic] – Full Name – Interpreter ID Example: **Schedule Inquiry – Martina Lopez – 510123**

CMS Drills Worskshop

We completed another successful round of workshops. We hope those who assisted enjoyed it!

A recording of this month's workshop is available upon request.

Words of Wisdom From Our Experienced Interpreters

We asked experienced interpreters what advice they would give someone just starting out. Here are their top tips:

1. Accuracy over perfection — Pause, clarify, and never guess. One mistake does not define the whole call.
2. Listen for the message — Focus on the main idea and important details instead of every single word.
3. Ask when unsure — Repetition and clarification are always better than assuming.
4. Keep learning — Continue building your vocabulary and reviewing terminology, even after training.
5. Stay calm — Trust your training, take your time, and know that confidence comes with practice.
6. Do not take difficult calls personally — Stay neutral, friendly, and professional.
7. Use your resources — Ask questions, seek guidance, and use the tools available to you.
8. Find your note-taking style — Focus on key information, numbers, and main ideas.
9. Be patient with yourself — Every call is helping you improve your skills and confidence.
10. Remember your impact — Your work helps people communicate, understand each other, and feel heard.

THE BIGGEST TAKEAWAY?

Pause. Listen. Clarify. Stay calm. Keep learning.
Every call is a new opportunity to grow—and you get better with every call!

Keep going, keep learning, and trust yourself.
You've got this!

TEAM SPOTLIGHT: MEET BRIDGET CASSIANIS

Meet Bridget Cassianis, one of our dedicated Learning Coaches and Talent Advisors supporting Kelly US.
Bridget is always ready to answer questions, guide interpreters, and help the team succeed.

Her Kelly Journey
Bridget joined Kelly in 2023 as an L4 Spanish Interpreter. Her passion for mentoring led her to become a Learning Coach and later a Talent Advisor.

“I love being able to support and guide interpreters as they begin their careers and helping them feel successful from day one.”

Beyond Work
Bridget loves spending time with family, going to the beach, attending concerts and sporting events, and trying new restaurants, especially for fresh seafood.

Fun Fact
Halloween is her favorite holiday! She loves decorating, creative costumes, and everything from nostalgic Halloween movies to classic thrillers.

Thank you, Bridget, for the positivity, patience, and support you bring to the team every day!







Wells Fargo Call Monitoring & Recording Disclosures

Interpret the exact Spanish wording for the specific variation you hear. Do not paraphrase.

English	Approved Spanish
This call may be monitored or recorded.	Esta llamada puede ser monitoreada o grabada.
Calling on a recorded or monitored line.	Está llamando a una línea grabada o monitoreada.
This call may be monitored, recorded, or analyzed by Wells Fargo and its service providers.	Esta llamada puede ser monitoreada, grabada o analizada por Wells Fargo y sus proveedores de servicios.
This call may be monitored, recorded, or analyzed by the Company and its service providers.	Esta llamada puede ser monitoreada, grabada o analizada por la compañía y sus proveedores de servicios.
Wells Fargo may use multiple service providers to assist with training, quality assurance, or security purposes.	Wells Fargo puede utilizar múltiples proveedores de servicios para ayudar con entrenamiento, para asegurar la calidad o con propósitos de seguridad.
The Company may use multiple service providers to assist with training, quality assurance, or security purposes.	La Compañía puede utilizar múltiples proveedores de servicios para ayudar con fines de capacitación, para asegurar la calidad o con propósitos de seguridad.

Important: "service providers" must be interpreted as "proveedores de servicios." Any other interpretation will be considered a fail.

These disclosures are also available in the Scripts tab for Wells Fargo accounts.

This Week's Activity

Tell Us Your Funniest Interpreter Story



Interpreting comes with some unforgettable moments, and this week we want the stories that made you laugh, caught you off guard, or left you thinking, 'Well… that was a new one.'

Share your funniest interpreter story, awkward terminology moment, unexpected call, or anything that still makes you laugh when you think about it.

PHI Reminder

Please protect PHI: do not include names, dates of birth, addresses, account numbers, or any details that could identify the people involved.

My Example

One time, I had an ILEP who was very upset when I interpreted:

"We are going to need a sputum sample."

In Spanish: '**Vamos a necesitar una muestra de esputo.**'

'Esputo' means sputum/phlegm that is coughed up from the respiratory tract for testing.

The interpretation was completely correct… but apparently 'esputo' was not the word they wanted to hear that day.

Interpreter life: sometimes the vocabulary is the funniest part of the call.



Submit your story by Thursday
for a chance to be featured in next week's newsletter and receive a scheduled **15-minute paid break.**

After you submit, watch for a follow-up email from us asking when you would like your paid break scheduled.