



Important Announcements

Juneteenth — Thursday, June 19

To align staffing levels with anticipated call volume during the Juneteenth holiday, schedule reductions were necessary for June 19, 2026.

- Shift reductions were determined solely based on staffing requirements for specific hours.
- Affected shifts were selected randomly.
- Review your NiCE schedule carefully.
- Interpreters without a scheduled shift in NiCE will not be able to log in to Interpreter Connect.

Important Reminders

- ✓ Additional leave requests will not be approved for June 19 at this time.
- ✓ If you need the day off, please offer your shift through the Job Board.
- ✓ If your shift was removed and you would like to work, check the Available Shifts Board for open opportunities.
- ✉ Questions? Contact INTscheduling

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Annual Compliance Training

Required for All Interpreters — Due by June 30, 2026

Course Information

Course: LLS 2026 Annual Compliance

Platform: workday.languageline.com

Duration: Approximately 3.5 hours

Deadline: June 30, 2026

How to Access:

Website: workday.languageline.com

Recommended Browser: Google Chrome

Username: Your 6-digit Interpreter ID

Password: Your current password

Navigation Steps:

Click Personal

Select Learning

Click My Learning

Launch assigned course

⚠ Important Reminders

- ✓ Complete training during offline time only.
- ✓ Do not take calls while completing the course.
- ✓ Email 33UL@kellyservices.com after completion.
- ✓ Compensation for 3.5 hours will be processed after completion is verified.

Need help? Reach out to compliancetraining@languageline.com



Interpreter Success Tips

This Week's Focus: Staying Neutral

As interpreters, maintaining neutrality is key to building trust.

- Interpret everything said — don't filter or summarize
- Avoid giving personal opinions during sessions
- Use third person when clarifying your role
- If unsure, ask for clarification rather than guessing
- Take notes to stay accurate during long exchanges



Uplifting Voices

Your Voice Matters

Every interpreter has a story worth sharing. Whether it's a challenge you overcame, words of encouragement, or a moment that reminded you why this work matters — we'd love to hear from you.

Share Your Story

Tell us about:

- A meaningful interaction
- A professional accomplishment
- A lesson learned
- Encouragement for fellow interpreters
- A moment that made you proud

Submit to 33UL!

 Wellness Corner**This Week: Managing Stress Between Sessions**

Interpreting can be emotionally demanding. Here are quick resets:

- Take 3 deep breaths between calls
- Step outside for fresh air when possible
- Keep water nearby and stay hydrated
- Stretch your neck and shoulders hourly
- Write down one positive moment each day

Remember: taking care of yourself helps you take care of others.

 Interpreter Challenge**Medical Terminology Match**

1. Tachycardia — Rapid heart rate
2. Hypertension — High blood pressure
3. Bilateral — Affecting both sides
4. Prognosis — Expected outcome of a condition

Fun Fact: The word 'interpreter' comes from the Latin 'interpres,' meaning agent or negotiator.