Kelly NEWSLETTER
November 2026

11/26 and 11/27 Holiday Schedule Reminder

Due to reduced staffing needs for the holidays on November 26th and 27th, adjustments have been made to some schedules. Please review your schedule in NiCE before November 26th to confirm whether you are scheduled to work for either of these days.

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

🛠️ What to Do If You Have a Technical Issue

- Run the LLS speed test first. Save your results in case you need to share them.
- If your results are okay and the issue continues, call the LLS Interpreter Help Desk at 1-800-874-0271. Tell them when the issue started, what you've tried, and whether you saw an error message. Save your ticket number. language-line-solutions-kelly.multiscreensite.com
- If the issue affects your shift, email 33UL@kellyservices.com right away. Include when the issue started and share your ticket number once you have it. language-line-solutions-kelly.multiscreensite.com
- Request UTO in NICE for any scheduled time you expect to miss.
- Once you're back online, follow up with 33UL. Let them know what time you were able to start taking calls again.

WEEKLY NEWSLETTER

Stay Sharp, Stay Ready

As interpreters, our voice, listening skills, and concentration are our most important tools. Whether you're working a busy daytime shift or a late-night schedule, staying mentally prepared can help you deliver accurate, confident interpretations every time.
Here are a few simple tips to help you stay at your best:

- Start each shift with a quick mental reset. Take a few deep breaths, clear distractions, and review any terminology you may encounter frequently.
- Stay hydrated. Drinking water throughout your shift helps maintain vocal quality and concentration.
- Use your breaks wisely. Even a short stretch, a brief walk, or stepping away from your screen for a few minutes can help reduce mental fatigue.
- Practice active listening. Focus fully on the speaker and avoid multitasking. Strong listening skills improve accuracy and reduce the need for repetition.
- Keep a personal glossary. Add new terms, industry vocabulary, and challenging phrases to a reference list you can review regularly.
- Monitor your energy level. If you notice your attention drifting, take a moment to reset your posture, stretch your hands and shoulders, and refocus before the next call.
- Prioritize rest between shifts. Adequate sleep is one of the most effective ways to maintain concentration, memory, and decision-making skills.

Falling Into Connection: A Season of Gratitude and Gentle Reminders

This fall, thank you for the care and professionalism you bring to every call. Whether you're helping a patient understand their care or a family navigate services, your work helps people feel heard and understood when it matters most.

🍁 A Few Friendly Fall Reminders

- Check your setup. Test your headset, microphone, and internet connection before your shift.
- Listen actively. Even on busy days, give each speaker your full attention so you can interpret accurately.
- Lead with empathy. A calm, professional presence can make a difference during a difficult conversation.
- Protect confidentiality. Keep your workspace secure and follow privacy guidelines.
- Take care of yourself. Stay hydrated and use your breaks to recharge.

We're grateful for the skill and dedication you bring to the people you serve and to our team. Happy fall! 🍂

A Little Fall Gratitude

Think of a call that reminded you why you do this work, or a teammate who made a busy day a little easier. Take a moment to give them a shout-out or give yourself credit for a job well done. Small moments like these are worth celebrating.

THANKSGIVING PHOTO CALL

Share Your *Thanksgiving Dinner!*

Next week, we're inviting everyone to send in pictures of their Thanksgiving dinner food!

Everyone who participates will receive an added 15-minute break as a thank you for sharing.

1. Send your photos to 33UL
2. Wait for confirmation
3. Enjoy your extra 15-minute break

We can't wait to see what's on your table.

