

IN THIS ISSUE

1. New Workshop: Navigating Difficult Interactions
2. Celebrating Excellence: Client Commendations Spotlight
3. This Is Your Why: Second Job Edition
4. Breaks & Lunch Guidelines: Quick Reference

CELEBRATING EXCELLENCE: CLIENT COMMENDATIONS SPOTLIGHT

Team, we have exciting news to share. Our lines continue to receive positive feedback from clients, and we want to recognize several Spanish interpreters who recently received formal commendations for their outstanding service.

Charles Lopez

Charles received exceptional praise from a client who highlighted his professionalism, warmth, and patience.

"Charles was undoubtedly the best interpreter I have ever used with your services. His tone was professional yet cheerful, warm and engaging. He was extremely polite and patient, and I really feel like both the customer and myself had a better experience as a result of his service. I truly wish I could have him for every LanguageLine call I make. He is an absolute gem and exceptional at his job. Thank you so much, Charles."

Thank you, Charles, for setting such a strong example of service excellence.

Rebbekkah Espinoza

A client who is a fluent Spanish speaker shared how impressed they were with Rebbekkah's professionalism, accuracy, and attention to detail during a recent session.

"I was extremely impressed with this interpreter's service. They were extremely polite with the LEP, and also scrupulous about including all the information I had provided, and requesting clarification or repetition when needed. I would be delighted to have this interpreter again."

Rebbekkah, thank you for demonstrating the importance of clarity, precision, and professionalism on every call.

Andrea Banuelos

Andrea also received wonderful feedback for her kindness, patience, and thorough communication with a member.

"I'm giving the interpreter praise for her kindness and thoroughness with the member. She explained everything and made sure the member understood exactly what I was explaining. She did an excellent job."

Andrea, thank you for ensuring each member feels supported, informed, and understood.

NEW WORKSHOP: NAVIGATING DIFFICULT INTERACTIONS

Hey Team!

Dealing with high-stress situations or intense over-the-phone clients can be a lot to balance. We are launching a brand-new workshop designed specifically to give you the practical tools, strategies, and mindset shifts needed to navigate difficult interactions smoothly and protect your peace of mind. Remember that attendance is voluntary and please join the workshops OUTSIDE of your work hours.

We have two different sessions available, so please choose and save the link for the one that best fits your schedule:

Option 1: Wednesday, June 24th (AM Session) 8:30am PST

Sign up here: <https://www.signupgenius.com/go/10C0448A9A92DA7FAC43-64327399-howdowe>

Option 2: Thursday, June 25th (PM Session) 4:30PM PST

Sign up here: <https://www.signupgenius.com/go/10C0448A9A92DA7FAC43-64327399-howdowe>

Make sure to block out your calendar for the session you choose. Can't wait to see you all there and work through these strategies together!

Reminder: Attendance is voluntary. Please attend OUTSIDE of your work hours.

NEW WORKSHOP!

How Do We Handle Difficult Calls?

Join us for a brand-new workshop designed to give you practical tools, strategies, and mindset shifts to navigate challenging interactions and protect your peace of mind.

Stay Calm in High-Stress Situations

Handle Difficult Interactions

Protect Your Peace of Mind

Gain Practical Strategies & Tools

Stay Calm in High-Stress Situations

Handle Difficult Interactions

Protect Your Peace of Mind

Breathe. Focus. You've got this.

One call. One person. One impact.

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OPTION 2
Thursday, June 25th
 (PM SESSION)
4:30PM PST
 Sign up here:
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Attendance is voluntary. Please join the workshop OUTSIDE of your work hours.

Let's learn, grow, and support each other! ✨

WE ARE SO PROUD OF YOU

Charles, Rebbekkah, and Andrea embody what it means to be trusted guides on the lines. Their work reflects accuracy, professionalism, patience, and genuine care.

Our work is more than interpreting words. It is about bridging communities, empowering individuals, and making a difference.

Do you want to see your name in the next spotlight? Keep focusing on empathy, clarity, and precision on every call. Our clients are noticing.

THIS IS YOUR WHY: "SECOND JOB" EDITION

For this edition of the This Is Your Why campaign, we are highlighting a deeply relatable and inspiring story from one of our dedicated evening interpreters.

Balancing multiple roles takes incredible dedication, but for many team members, the motivation behind the work is personal and powerful.

"I work a full daytime job, but I needed extra income to support my household. This position has been an absolute godsend because it allows me to work just a few hours at night right from home. I feel so blessed to have this job, especially because I have two small children who depend on me.

There are nights when fatigue sets in after a long day, but my family is my motor. To anyone else pulling double duty: keep it up even when you feel like you can't. Every call we take is helping someone while building a better future for our own kids."

This story is a reminder of the strength within our team. Balancing family, another job, and interpreting requires dedication, resilience, and purpose.

The This Is Your Why campaign celebrates the personal reasons behind choosing this profession and reconnects us to the purpose of our work: bridging communication gaps, empowering communities, and supporting our loved ones.

Would you like to share your why? Email 33UL@kellyservices.com with your story.

BREAKS & LUNCH GUIDELINES: QUICK REFERENCE

To help ensure consistency, accuracy, and proper adherence tracking in Interpreter Connect, please review the following reminders about break usage during your shift.

Scheduled Breaks

- Your scheduled lunch break is 30 minutes and should not exceed this time.
- Your scheduled paid break is 15 minutes and should not exceed this time.
- Please make every effort to take your breaks and lunch at the scheduled times shown in NiCE whenever possible.

Using the Break Button

The Break button should be used for:

- Scheduled paid breaks
- Very short unscheduled breaks, generally under 5 minutes

If you know you will be away for more than 5 minutes, please log out of Interpreter Connect completely instead of remaining on Break.

As a general guideline, more than 3 short unscheduled breaks per shift should not be necessary. If additional time away is needed, please log out accordingly.

Using the Lunch Button

The Lunch button should only be used for your scheduled 30-minute lunch break.

Key Takeaway

- Break = short interruptions only, generally under 5 minutes
- Lunch = scheduled 30-minute lunch break only
- Longer absences = log out of Interpreter Connect

Thank you for your cooperation in helping maintain accurate system tracking and smooth operations.

Thank you for everything you do each day. Your professionalism, empathy, and commitment make a difference on every call.