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🌟 REFERRAL TIME! 🌟

We're looking for amazing Spanish interpreters to join our remote team! Know someone? Send their info to 33uL:

- ✓ \$100 when they complete training & Go Live
- ✓ Another \$100 after 90 days of interpreting

That's \$200 for helping us grow!

SCHEDULING REMINDERS

Please remember to request a leave in NiCE if you know in advance you will be missing your shift so your attendance and adherence is protected. If the leave can be excused, hours will be credited back to you.

If you pick up additional hours and need a break added, or request a partial leave that needs a different break or break removed, you must email INTScheduling@kellyservices.com

Schedule Changes:

If you need a day off that has already been posted to your schedule, you will need to request the time off through a "schedule change." For example, you woke up sick 10 minutes before your shift.

Time Off Manager:

Should be used for future days off that have not been posted to your schedule yet. For example, you have an appointment in one month.

REFERRAL DETAILS

Here's how you can help:

- 1 Think about your network — friends, family, former coworkers.
- 2 Know someone who speaks Spanish and would love a remote interpreting role?
- 3 Send their info to 33uL with: Name, Phone number, Email, Language (Spanish)

A member of our Talent Care team will forward the referral to Recruiting to follow up.

Let's bring in some rockstars together! 🤝

NEW WORKSHOP: Navigating Difficult Interactions

Two sessions available: June 24 (AM) & June 25 (PM). Full details on page 2!



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.

**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>

 Attendance is voluntary. Please join the workshop OUTSIDE of your work hours.

 Let's learn, grow, and support each other! <3

FROM LLS: WIRE TRANSFER FRAUD VERIFICATION (CITI BANK DISCLOSURE)

ENGLISH:

"Citi believes it is important to ensure that our client has confirmed the validity of all wire payment requests. A Fraudster can intercept business communications and send altered payment instructions to you via email. The altered instruction may appear to come from an email account that looks the same or close to the email address of the original requester. If those payment instructions are followed, your wire may be sent to the fraudsters' account. To protect your account, I need to ask you additional questions about how you received and confirmed the wiring instructions."

SPANISH:

"Citi considera importante asegurar que nuestro cliente haya confirmado la validez de todas las solicitudes de pagos electrónicos bancarios. Un estafador puede interceptar las comunicaciones comerciales y enviarle instrucciones de pago alteradas por correo electrónico. Las instrucciones modificadas pueden parecer provenientes de una cuenta de correo electrónico que luce igual o similar a la dirección de correo electrónico del solicitante original. Si se siguen dichas instrucciones de pago, su transferencia electrónica podría enviarse a la cuenta del estafador. Para proteger su cuenta, necesito hacerle preguntas adicionales sobre cómo usted recibió y confirmó las instrucciones de la transferencia electrónica."

📌 This Week's Focus: Refrain from Direct Interactions with the ILEP

Maintaining proper interpreter positioning ensures accuracy, neutrality, and professionalism. See page 3 for the full breakdown with Do's and Don'ts.



INTERPRET THE CONVERSATION. DON'T JOIN IT.



Comic by Clara

Thank you for your dedication. Have a wonderful week!

TRENDS OF THE WEEK

"Refrain from Direct Interactions with the LEP"

This week's focus highlights an important interpreting best practice: refraining from direct interaction with the Limited English Proficient (ILEP/LEP) speaker. Maintaining proper interpreter positioning ensures accuracy, neutrality, and professionalism during every call.

1. Stay in the Role of Conduit

Your primary responsibility is to faithfully render everything exactly as spoken.

Do:

- Interpret everything exactly as it is said
- Maintain full accuracy and completeness

Don't:

- Summarize or explain meaning
- Add personal interpretation or clarification

Wrong: "What they're trying to say is..."

Right: Render the message word-for-word

Tip: Think "microphone, not filter."

2. Avoid Direct Interaction with the LEP

Interpreters should not engage directly with the LEP as if they are part of the conversation.

Do:

- Speak in third person when needed
- Request clarification in third person:
"Interpreter requests repetition of date of birth."

Don't:

- Address the LEP directly as the agent

Wrong: "Caballero, me repite?"

Right: "Interpreter requests repetition."

3. Never Take Over the Call

Your role is to facilitate communication only, not to participate in decision-making or provide support beyond interpreting.

Do: Remain neutral and transparent | Interpret all sides of the conversation accurately

Don't: Answer questions for either party | Provide advice or personal input | Attempt to resolve the issue yourself

Key Takeaway: You are the voice bridge, not part of the conversation. Maintaining strict adherence to the interpreter role ensures clarity, professionalism, and compliance in every interaction.



LANGUAGE FUN FACTS

Spanish

The longest commonly used Spanish word recognized by the RAE is: "Electroencefalografista" (electroencephalograph technician).

ASL

ASL is not universal. Different countries have their own sign languages, and even American Sign Language and British Sign Language are completely different languages.

Portuguese

The word "saudade" has no perfect English equivalent. It describes a deep emotional longing for someone or something absent.

RECOGNITION CORNER

Recognition Challenge

Have a coworker or a member of our Kelly team who helped you recently? Send us a quick shout-out and we may feature them in next week's newsletter!

UPLIFTING VOICES

In honor of the Uplifting Voices initiative, take a moment to reflect:

Finish This Sentence:

"One thing I've learned as an interpreter that has helped me in everyday life is..."

Examples:

- Being a better listener
- Staying calm under pressure
- Understanding different perspectives
- Communicating with empathy

Interested in sharing your story? Submit to your leadership team for a chance to be featured in a future edition!



"Don't mind me—I'm just here to interpret."



UPLIFTING VOICES
YOUR MOMENTS, YOUR IMPACT

Send your story to:
33UL@kellyservices.com

THE MINDSET MINUTE

Your Brain Has a Built-In "Language Control Center"

Did you know that bilingual and multilingual people constantly use a part of the brain responsible for attention, decision-making, and task switching?

The Fact: Every time you choose the correct word, switch between languages, or stop one language from interfering with another, your brain is exercising its executive control system—the same system used for focus, problem-solving, and adapting to new situations.

The Takeaway: Interpreting is much more than knowing two languages. Every call strengthens your ability to think quickly, stay focused under pressure, and adapt to unexpected situations. Those skills don't just help you at work—they benefit you in everyday life as well.

You are not only connecting people through language; you are training your brain to perform at an incredibly high level every day.

By Adriana Maldonado

This Week's Trivia:

Which language is spoken in the largest number of countries worldwide?

- A. English
- B. Spanish
- C. French
- D. Arabic

INTERPRETER BRAIN BOOST

Unscramble the Words

PREINRETERT → _____

CABULARYOV → _____

LUTUREC → _____

MEANIGN → _____

Answers: Interpreter, Vocabulary, Culture, Meaning

Trivia Answer: C. French 🌍

French is an official language in 29 countries across multiple continents, making it the language with official status in the most countries worldwide.

Keep learning, keep growing, keep connecting!