



Integrated Logistics Support Services

Since 1987, Tech Research Group, Inc. (TRG) has assisted industry in satisfying the logistics data requirements of federal contracts. TRG is an experienced provider of Integrated Logistics Services to Government agencies and manufacturers of Department of Defense materiel and equipment.

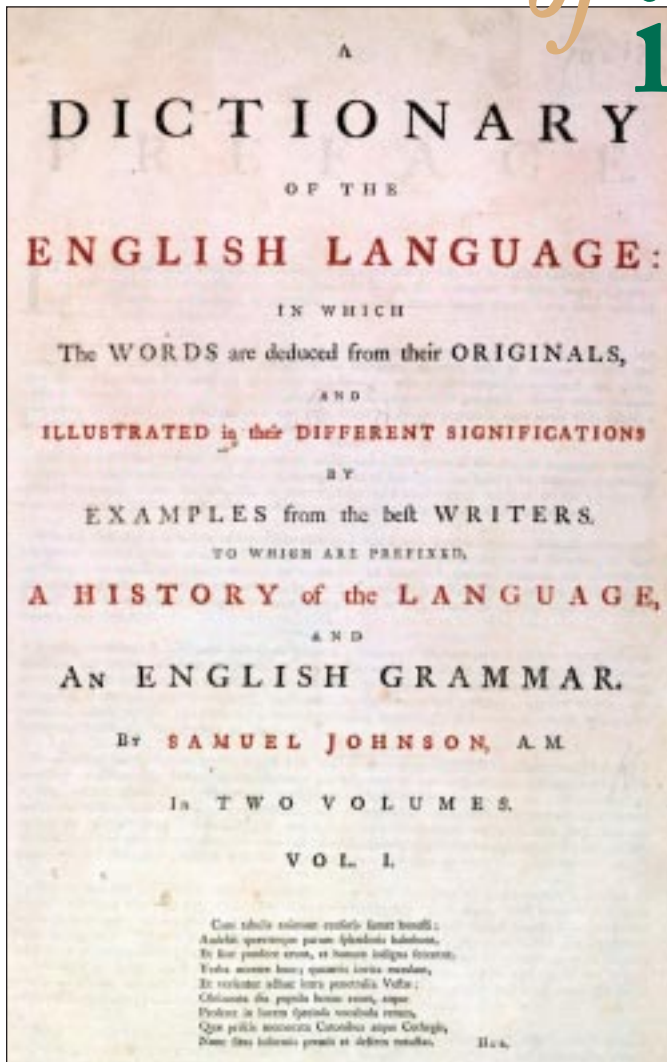
TRG has prepared logistics documentation for developmental and manufacturing programs that required rapid assimilation of diverse technologies. We are familiar with federal and commercial regulations and standards governing the preparation of logistics data products.

TRG is firmly established as a source of reliable, dependable technical documentation and engineering services. Additional information regarding TRG and its capabilities can be found at <http://www.techresearchgroup.com>

- Military Publications (MIL-STD-38784 And MIL-STD-40051)
- Repair Parts And Special Tools Lists (RPSTL)
- Maintenance Allocation Charts (MAC)
- Engineering and Isometric Drawing Packages
- Training Packages (Program Of Instruction)(Student Guides/Lesson Plans)
- Training Support Materials (Slides/Charts/Illustrations/Handouts)
- Videotape And DVD Production
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- Provisioning (PPL, EDFP, Screening)
- Reliability Prediction, Maintainability & Producibility Analyses
- Safety & Health Hazard Assessments



the language *of* interpretation



by Tammy Lindsley and Emily LeDuc

“The use of **multiple languages** in international concourse is not an impediment to **communication**, but an essential part of it. It is precisely to **promote understanding** that **our world** linguistic heritage must be promoted and preserved.”

In 1919, at the urging of President Wilson and British Premier David Lloyd, and as the result of the growing number of international proceedings, a group of key organizations adopted English as their second official language in addition to French. These organizations included the League of Nations, the Permanent Court of International Justice, and the International Labor Office (ILO). The Paris Peace conference in 1919 was the first international event to offer both French and English as official languages, thus generating a need for skilled interpreters, and the profession of interpretation was born.



In the early years of the profession, interpretation for international proceedings was consecutive, meaning that interpreters would stand with the speaker and deliver the speech whole, or in parts, speaking in the other language. This kind of visibility led to the elevation of the position of professional interpreter that resulted in much higher wages than that of a professional translator who dealt only in written texts. Although consecutive interpretation was widely used from 1920 through the 1940's, simultaneous interpretation was in existence and being used as early as 1925.

Simultaneous interpretation involves interpreting the speaker's speech as they are giving it. The first system to accommodate this type of interpretation was developed by Edward Filene in 1928. The

“Language is the living expression of human culture and the various languages of our planet give voice to the diversity of human experience.”

system was designed to allow those who did not speak English or French access to interpreters and to allow full participation in international proceedings. It was not until the Nuremburg Trials that simultaneous interpretation developed into a more accepted technique for international proceedings.

Simultaneous interpretation demands skills that are completely different than those of consecutive interpretation, thus, finding those with the appropriate skill set for the Nuremburg Trials was a

challenge. A much larger percentage of women possessed the ability to simultaneously interpret, and thus the field opened opportunities for women that were previously not available in the male dominated consecutive interpreting field. Many consecutive interpreters were unwilling to even apply for the positions because it meant having to be in a much lower profile position. While consecutive interpreters were highly visible, standing on the podium with the speaker, simultaneous interpreters required the use of an isolation booth, a headset, and a microphone to reach the audience. This was not a popular idea for those who were used to speaking in the spotlight.

The UN used consecutive interpretation exclusively until 1946 when a test was held to evaluate the benefits of simultaneous interpretation. Benefits of using the simultaneous method included dramatic time savings. With the consecutive method, the audience attending a one-hour speech given by a foreign dignitary required three hours. One hour for the initial speech, one hour for the translation, and one hour for rebuttal. Simultaneous interpretation promised to reduce this time by two-thirds. The UN adopted simultaneous interpretation as its primary method in 1947, and it is still used today.

As global communications expanded beyond the diplomatic arena into the corporate community and private sector, the need for interpreters has also expanded. Sales calls, labor negotiations, meetings for international corporations, legal proceedings, training sessions, and technical discussions can all require skilled interpreters. Liaison interpreters may also be required to accompany clients and guests during non-business activities, such as greeting visitors at airports and accompanying them to hotels, dining, city tours, and social events.



Teleconference and videoconference interpreting is another aspect of the profession which can be undertaken either virtually or at the client location. The level of interpretation skills required depends entirely on each individual case. A basic sales call requires a different level of skill than if senior engineers want to discuss specific technical issues, or if the telephone or videoconference serves the purpose of high-level negotiations. Each case requires a different skill-set for the interpreter, both in regard to the technical background knowledge and the diplomatic skills that may be required in such a setting. Teleconference interpreting can be kept low-cost if it is handled virtually, over the phone. It can get more expensive if the interpreter has to travel on-site and spend a large part of the day with a client.

professionalism, diplomacy and cultural awareness

The International Association of Conference Interpreters (AIIC) promotes diversity in language and acts as an international resource for professional interpreters. Members have access to nearly unlimited language resources including a comprehensive list of glossaries containing terminology specific to any existing profession or discipline – economics, sciences, business, education, and Latin and Greek usages in the English language etc. There are very specific glossaries for particular professions such as abbreviations for the oil industry or botanical and horticultural glossaries.

Interpretation is a highly specialized and complex responsibility. The profession is guided by an uncompromising code of ethics demanding the highest levels of integrity, professionalism, and the strictest confidentiality. Professional interpreters are bound by this code, and cannot use any information they acquire through the performance of their official duties for personal benefit, or divulge any information revealed through the process.

Interpreting requires much more than fluency in two or more languages. Interpreters must possess not just linguistic capability, but cultural insight and diplomacy for directing delicate and stressful situations. Medical and legal proceedings, insurance claims, and labor negotiations are just a few examples of the kind of situations in which interpreters must establish a calm and professional tone to foster productive communication. The interpreter must also remain sensitive to differences in social conventions in order to maintain the right atmosphere and avoid misunderstandings.

GSA makes available vendors on the Language Services Schedule that can provide professional interpreters for meetings, teleconferences, conferences, seminars, litigation proceedings, briefings, and escort services. Language Service vendors provide several types of interpretation including consecutive, liaison, simultaneous, and telephone or videoconference interpretation. For more information on GSA's Language Services Schedule, please contact:

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a vital workforce

GSA celebrates the Javits-Wagner-O'Day (JWOD) program during National Disability Employment Awareness Month

by Annmarie Hart-Bookbinder

"All of our citizens should have the opportunity to live and work with dignity and freedom. Every October, we observe National

Disability Employment Awareness Month, to recognize the talents, skills, and dedication of disabled Americans who are a vital part of our workforce."

— GEORGE W. BUSH

October is National Disability Employment Awareness Month, and a perfect time to celebrate the Javits-Wagner-O'Day (JWOD) Program. The Wagner-O'Day Act was originally passed in 1938 under President Franklin D. Roosevelt in order to provide employment opportunities for people who are blind by allowing them to manufacture mops and brooms to sell to the Federal government.

This unique Federal procurement program has come a long way since 1938, and now employs over 42,000 Americans who are blind or have other severe disabilities, enabling them to lead more productive and independent lives. The JWOD Program uses the purchasing power of the Federal government to buy quality products and services at a fair market price from participating, community-based, nonprofit agencies dedicated to training and employing individuals with disabilities.

Not only are people who are blind, or have other severe disabilities, a vital part of the American workforce, under the JWOD Program they are also essential suppliers of SKILCRAFT® and other JWOD products and services to the Federal government and U.S. Armed Forces. JWOD provides

office supplies, such as pens and notepads (available through GSA Global Supply and commercial distributors on GSA Schedules); military unique items, such as chemical protective suits and first aid kits; food items that support government international relief feeding programs; and services, such as janitorial/custodial (provided at many buildings managed by GSA's Public Buildings Service), food services, call center operations and digital imaging.

National Disability Employment Awareness month provides Federal employees with the opportunity to recognize those individuals within their agencies who support the JWOD Program, and to learn more about JWOD capabilities that meet their procurement needs.

There are a number of different activities Federal employees may consider in order to recognize the JWOD Program, both in October or any time throughout the year:

- Issue an announcement from your Secretary that recognizes the JWOD Program and National Disability Employment Awareness Month (examples of announcements issued by other agencies can be found on



Rewind operator Bob Moore, legally blind, winds toilet paper from the large 1 ton rolls onto 8 ft. long cardboard cores that will have 1,000 perforated tissue.

the Committee's website, www.jwod.gov). A Secretary's announcement expresses your high-level support for the JWOD Program to many Federal employees.

- Assist your Director or Commanding Officer in issuing a Memorandum of Support for the JWOD Program, which recognizes the program's value, reinforces your agency's commitment to the program and informs Federal personnel of their responsibility to shop JWOD first (examples of memoranda issued by other agencies can be found on the committee's website, www.jwod.gov).
- Hold a National Disability Employment Awareness Month event with the JWOD Program as one of the main participants. JWOD resources, including videos, literature and speakers, are all available free of charge (contact jwodworks@jwod.gov for more information). Offer Continuing Education Units to acquisition professionals who attend.
- Host a JWOD Vendor Fair or exhibit to showcase JWOD product and service capabilities. Invite your JWOD contractors and/or other local JWOD-participating

nonprofit agencies to attend and exhibit. Contact the JWOD Program at jwodworks@jwod.gov for assistance.

- Plan a "JWOD Appreciation Day" for your JWOD service crew (e.g., janitorial staff at Federal buildings, food service staff at military mess halls, administrative support services staff, etc.) Have your Secretary, Procurement Executive, Program Director or Commanding Officer present outstanding JWOD employees and participating nonprofits with certificates or plaques.
- Schedule a tour of a nearby JWOD-participating nonprofit agency for your agency's decision-makers and/or purchasing staff.

- Offer JWOD training for purchase card holders and acquisition professionals (training kits are available from the JWOD Program) or arrange time for purchase card holders and acquisition professionals to visit the Federal Acquisition Institute's Online University (www.faionline.com) to complete JWOD training for Continuing Education Units at their desks. Federal customers can also learn more about the JWOD Program in the Defense Acquisition University's (DAU) online Acquisition 101 course (visit www.dau.mil for more information). Training is also available from JWOD Program personnel—contact jwodworks@jwod.gov to make arrangements.
- Link your web site to the JWOD Program web site (www.jwod.gov) and/or design a page of your own listing ways your agency can support the JWOD Program.
- Hang posters and decorate bulletin boards with JWOD information.

Please contact the JWOD Program if you require any assistance in planning a JWOD celebration during National Disability Employment Awareness Month at jwodworks@jwod.gov or visit www.jwod.gov for more information.