



Interactional Management Review Sheet CPI Test

How to use this form

Use this sheet to review example performances in the Interactional Management skill area.

We recommend you listen to the performance the whole way through once without stopping to get an overall impression. That way you will have a clearer idea of the impact of the interactional management on the overall flow.

After this, listen a second time to identify specific examples. Enter your examples and reflections in the tables below.

Skill C: Interactional Management

What is it?

Managing the interaction includes:

- **being polite and efficient** when asking a speaker to pause, repeat or explain something
- making sure **people speak in turn and to each other**
- **correcting interpreting mistakes**
- **keeping everyone informed** of what is happening.

What do I need to do to pass in this skill?

To receive a **Band 2** in this skill, you need to **mostly** manage the communication politely and efficiently and **maintain the flow** of the interaction. You can receive a **Band 3** in this skill (show **some** ability to manage the interaction) and still pass the task, as long as all other skills receive a Band 2 or above.

Cutting in (if applicable)

Considering how they asked the speaker to pause, were they polite, clear and brief?	<input type="checkbox"/> Yes/mostly <input type="checkbox"/> Sometimes <input type="checkbox"/> Never/rarely Comment:
Considering when they cut in, was it at appropriate moments (i.e. when the role-player had finished the thought)?	<input type="checkbox"/> Yes/mostly <input type="checkbox"/> Sometimes <input type="checkbox"/> Never/rarely Comment:
Did they ask the role-player to continue after interpreting the segment?	<input type="checkbox"/> Yes/mostly <input type="checkbox"/> Sometimes <input type="checkbox"/> Never/rarely Comment:
Did the frequency and/or timing of the cut-ins (requests to pause or repeat) disrupt the flow of the conversation?	<input type="checkbox"/> No/minimally <input type="checkbox"/> Somewhat <input type="checkbox"/> Yes Comment:

Repetitions (if applicable)

<p>Considering how they asked the role-player to repeat, were they polite, brief and specific (able to identify which part needed to be repeated)?</p> <p>Was the remembered content (before the repetition request) interpreted first, before asking for a repetition?</p>	<div> <input type="checkbox"/> Yes/Mostly <input type="checkbox"/> Sometimes <input type="checkbox"/> Never/rarely </div> <p>Comment:</p>
<p>How many times did they need a repetition?</p> <p>If more than a few times, why? (e.g. let the role-player continue for too long, loss of concentration, too much note taking and not listening, content very dense, etc.)</p>	<div> <input type="checkbox"/> None/a few <input type="checkbox"/> Some <input type="checkbox"/> Frequently </div> <p>Comment:</p>
<p>Did they inform the other participant of what was happening when asking for a repetition?</p>	<div> <input type="checkbox"/> Yes/mostly <input type="checkbox"/> Sometimes <input type="checkbox"/> Never/rarely </div> <p>Comment:</p>
<p>Did the frequency and/or timing of the cut-ins (requests to pause or repeat) disrupt the flow of the conversation?</p>	<div> <input type="checkbox"/> No/minimally <input type="checkbox"/> Somewhat <input type="checkbox"/> Yes </div> <p>Comment:</p>

Clarifications (if applicable)

<p>Were there terms the interpreter needed to clarify?</p> <p>If more than a few, why? (e.g. unfamiliar/unknown vocabulary, role-players not clear, lack of concentration, content very complex, etc.)</p>	<div> <input type="checkbox"/> None/a few <input type="checkbox"/> Some <input type="checkbox"/> Many </div> <p>Comment</p>
--	--

Responding to asides (if applicable)

<p>Did either of the role-players try to initiate a conversation with the interpreter? (e.g. <i>ask them for an opinion, ask them not to interpret something, ask them to tell the other person something indirectly</i>)</p> <p>If so, how did they respond?</p>	<input type="checkbox"/> Informed the role-player of their role Comment:	<input type="checkbox"/> Informed the other role-player of what happened Comment:	<input type="checkbox"/> N/A Comment:
--	--	---	---

Self-corrections (if applicable)

<p>Did they need to self-correct at any time when interpreting?</p>	<input type="checkbox"/> Never/rarely Comment:	<input type="checkbox"/> Sometimes Comment:	<input type="checkbox"/> Yes/frequently Comment:
<p>Did they inform the participants of the error and the correction?</p>	<input type="checkbox"/> Yes/mostly Comment:	<input type="checkbox"/> Sometimes Comment:	<input type="checkbox"/> Never/rarely Comment:

Over/under-management

<p>Overall, would you say they over-managed or under-managed this interaction? Why?</p>	<input type="checkbox"/> Over-managed Comment:	<input type="checkbox"/> Under-managed Comment:	<input type="checkbox"/> Neither Comment:
<p>If you interpreted in this situation, what would you have done differently in your preparation or performance?</p>	Comment:		