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臺灣中英會議口譯員呈現之專業形象

Professional Image of

Chinese-English Conference Interpreters in Taiwan:

Self-representations vs. Perceptions

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Abstract
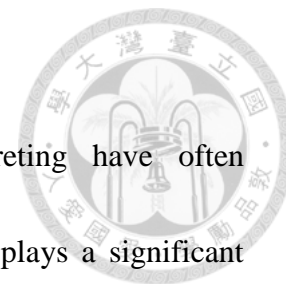
Researchers of professionalization of conference interpreting have often suggested that the professional image of conference interpreters plays a significant role in the process of professionalization. However, few studies have been done on the professional image of conference interpreters in Taiwan. Therefore, this study attempts to explore the professional image represented by conference interpreters in Taiwan. At Tsai Ing-Wen's 2016 international press conference, Vincent Chao, the Deputy Director of the Department of International Affairs of the Democratic Progressive Party, served in the capacity of consecutive interpreter. As a result, a wealth of commentaries on Chao's interpretation from parties inside and outside the T&I community emerged, through which different parties' perceptions of the professional image could be observed. This study seized the opportunity and conducted content analysis on conference interpreters' general self-portrayals, news media's commentaries on Chao's interpretation, and reactions to the commentaries from the interpreting community to present the self-representation of professional image by conference interpreters through the media. This study concludes that C-E conference interpreters in Taiwan represent conference interpreting as a full-fledged profession awaiting legal recognition.

Keywords: conference interpreting, professional image, self-representation

摘要

會議口譯專業化相關文獻指出，會議口譯員之專業形象在口譯專業化進程中扮演重要角色，然而，針對臺灣中英會議口譯員之專業形象相關研究仍為數不多。本研究主要探討臺灣中英會議口譯員呈現之專業形象。於 2016 年蔡英文國際勝選記者會上，民進黨國際部副主任趙怡翔提供逐步口譯服務，因而獲得「口譯哥」稱號，廣獲口筆譯圈內外之關注，並出現大量關於口譯員專業與形象之討論。本研究藉此機會，蒐集臺灣中英會議口譯員平時塑造專業形象之文本，再輔以「口譯哥」事件相關評論，透過內容分析法探討會議口譯員透過媒體所形塑之專業形象。根據研究結果，臺灣中英會議口譯員認為會議口譯已具專業事實，但仍未受法律規範。

關鍵字：會議口譯、專業形象、自我呈現

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Chapter One: Introduction

1.1 Research background and motivation

Recent years have seen increased attention being given to the professional image of interpreters in the field of interpreting studies. A number of studies have investigated the professional images of interpreters (Cronin, 2009; Diriker, 2004, 2009; Katan, 2009; Pöchhacker & Zwischenberger, 2010; Sela-Sheffy, 2008; Sela-Sheffy & Shlesinger, 2008; Setton & Guo, 2009; Song, 2016; Zwischenberger, 2009). However, little research has been done on the professional image of conference interpreters in Taiwan (Hung 2005; Lin 2015; Setton & Guo 2009). This study aimed to take up the baton to examine the professional images represented by Chinese-English (C-E) conference interpreters in Taiwan.

Conference interpreters in Taiwan have long been shaping their own professional image through interviews, books, or Facebook pages. These general self-representations by conference interpreters could be viewed as the ideal image that conference interpreters wish to represent to the public. Analyzing these self-representations may reveal the ideal professional image in the minds of C-E conference interpreters in Taiwan. Aside from the general representations, the Tsai Ing-Wen's 2016 international press conference, which an untrained interpreter was involved in, caught the researcher's eyes as an opportunity to learn about how the

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translation and interpreting (T&I) community represents conference interpreting. In this high-profile event, Vincent Chao, the Deputy Director of the Department of International Affairs of the Democratic Progressive Party, was asked to provide C-E consecutive interpreting at the press conference, and his interpretation was broadcast live on TV and online with the video uploaded to YouTube on the same day.
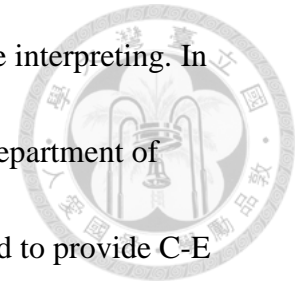
After this high-profile event, a wealth of commentaries on Vincent Chao's interpretation from the news media and the T&I community appeared. News media and the general public were fascinated by Chao's pleasant voice, impeccable pronunciation, and enunciation, and dubbed Chao 'Mr. Interpreter' (口譯哥), whereas the T&I community's views diverge on Chao's performance. Some applauded his interpretation, some criticized his non-fluency in the Q&A session, and others simply took the opportunity to raise public awareness of conference interpreting or discuss the professionalization of conference interpreting in Taiwan. How the T&I community reacted to the news media's commentaries were intriguing, leading the researcher to further compare their reactions with conference interpreters' general self-representations. To reveal the professional image of C-E conference interpreters represented by the interpreting community through printed and digital media in Taiwan, C-E conference interpreters' self-representations and the T&I community's reactions to the 'Mr. Interpreter' phenomenon are analyzed in this paper.

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1.2 Research objective and questions

This study aims to explore the professional image represented by C-E conference interpreters in Taiwan by analyzing their self-portrayals in printed and digital media. The researcher conducted a content analysis of a corpus of eight texts from Chinese-English professional conference interpreters in Taiwan, including one book, three articles, three Facebook pages and one video, and 47 texts related to a high-profile event involving an untrained interpreter, including 40 reports from members of the media and seven responses from the T&I community.

The research questions posed are as follows:

1. What is the general image represented by professional Chinese-English conference interpreters in Taiwan as revealed by their writings published in the printed and digital media?

2. How did the T&I community react to the news media's reports on a high-profile event involving an untrained interpreter, and how did these reactions reflect the professional image represented by conference interpreters?

By understanding how professional conference interpreters represent conference interpreting and interpreters in general, and how they react to media's perception of an untrained interpreter in particular, we hope to uncover the professional image projected by C-E conference interpreters in Taiwan.

1.3 Value of research

It is hoped that the results of this study may capture the professional image represented by conference interpreters in Taiwan through the analysis of their self-representations, thereby facilitating communication between professional conference interpreters and clients, and educating clients about conference interpreting. The results of this analysis may assist professional conference interpreters gain more respect in the public eye, and achieve professionalization of conference interpreting in Taiwan in the long run.

1.4 Thesis organization

The research is divided into five chapters. Chapter One states the research background and motivation, research objective and questions, research value and methodology, and thesis organization. Chapter Two provides literature review, from professionalization, professional image, to self-representations. Chapter Three describes the methodology, detailing corpus construction, analysis, and coding categories. Chapter Four presents results and discussions. Chapter Five concludes the research findings and points out research limitations and suggestions for future research.

Chapter Two: Literature review

2.1 Professionalization of conference interpreting

Professionalization of conference interpreting has long been one of the most significant goals of the community of conference interpreters. Professionalization is the process and efforts of an 'occupation' striving to become a 'profession' so as to acquire higher social status, better working conditions, and control market entry (Rudvin, 2007, pp. 52-53). The Oxford Living Dictionaries defines professionalization as the process of giving "(an occupation, activity, or group) professional qualities, typically by increasing training or raising required qualifications." Some key qualities of a profession might include the following: a practitioner in a "profession" receives professional training before entering the profession, possesses the expertise demanded for the profession, and is believed to be competent in both the eyes of the professional community and the general public. S/he would be financially rewarded for providing such a service; nevertheless, compensation would never be his/her sole purpose. Contribution to society should serve as the most critical motive, as Raschke (2014) defined the profession of doctor as "not just a career," but "a servant to others, not to ourselves" (Grbić, 2010; Raschke, 2014; Rudvin, 2007; Setton & Dawrant, 2016).

The process of professionalization of conference interpreting started in the 1950s.

Tseng (1992) proposed an ideal model of the professionalization of conference

interpreting in Taiwan, which also reflects the process of professionalization of

conference interpreting around the globe.
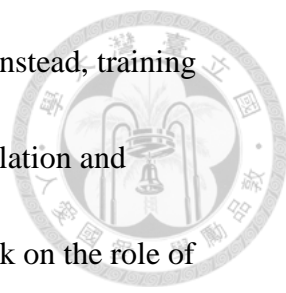
In Tseng's (1992) model, the process is divided into four phases. Phase I –

"Market Disorder": the interpreting industry is in a chaotic state. Performance of

interpreters and quality of training institutions vary extremely. Phase II – "Consensus

& Commitment": the number of well-trained interpreters from high-quality

institutions has accumulated to a point where clients start to realize the difference

between well-trained and poorly-trained interpreters. In this phase, consensus over

interpreting is gradually reached, and practitioners commit themselves to

professionalization of interpreting. Phase III – "Professional Association": the

establishment of a professional association, whose responsibilities include overseeing

parties inside and outside the interpreting community by defining professional

knowledge, regulating professional training, and standardizing working conditions,

marks the start of Phase III. A professional association also defines and represents the

professional image of interpreters to shape in what manner the public and clients

perceive interpreter as a profession. Phase IV – "Protection and Licensure

(Professional Autonomy)": when the professional image is deeply rooted in people's

minds, professional associations embark on political lobbying, requiring legal

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authorities to establish a professional examination of interpreting. With such an

examination, working without an official license would be against the law and would

bring about "occupational closure" (Setton & Dawrant, 2016, p. 358), thus completing

the process. However, it should be noted that the "occupational closure" of the

industry of interpreting is yet to be accomplished all around the world (Setton &

Dawrant, 2016, p. 359).
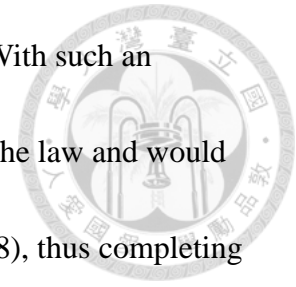
While Tseng's (1992) model seems comprehensive, the professionalization of

conference interpreting in Taiwan has taken a slightly different path. Simultaneous

interpreting was first seen in Taiwan in 1983. In 1988, the Graduate Institute of

Translation and Interpretation Studies (GITIS) was founded in the Fu Jen Catholic

University (FJU), which was the first training institution built in Taiwan. In 1994, the

GITIS founded the Association of Interpretation and Translation, which was

transformed to be the Taiwan Association of Translation and Interpretation (TATI) in

1997.

The establishment of the TATI marked the start of Phase III in Taiwan's

professionalization of conference interpreting (Tseng, 1992), but it was at this point

that Taiwan's development of professionalization diverged from Tseng's model. The

TATI, the professional association in Taiwan, has mainly focused on studies on

translation and interpreting, whereas the efforts to shape the professional image of

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interpreters and translators have been relatively limited (Ju, 2009). Instead, training

institutions, including the GITIS and the Graduate Institute of Translation and

Interpretation (GITI) in the National Taiwan Normal University, took on the role of

the professional association in Tseng's model via holding joint professional

examinations for students, which is basically a 'proficiency test' without a legal base

(Chang, 2008, p. 33). Students who pass the joint professional examination would be

referred to professional conference organizers or institutions that have demand for

professional interpreters. In 2007, lobbying by training institutions, professional

conference organizers, and the TATI pressured the Ministry of Education (MOE) to

hold the Translation and Interpretation Proficiency Test, which is the first certification

test on translation and interpreting organized by a governmental sector in Taiwan.

From 2007 to 2009, the MOE sponsored the test, and asked training institutions to

help grade participants. It should be noted that the MOE proficiency test is only a

'certification', not an official 'professional examination' (Chang, 2008, p. 31).

Therefore, the MOE proficiency test fails to regulate new entrants into the interpreting

market, leaving Taiwan's professionalization of interpreting stranded in Phase IV

(Tseng, 1992).

Regarding the abovementioned discrepancies between Tseng's model (1992) and

Taiwan's actual process of professionalization of conference interpreting, Ju (2009)

revised Tseng's model to reflect the reality in Taiwan. In Ju's revised model, professional conference organizers were added to Phase III as one of the main actors, and certification supported by official sectors and training institutions was added to Phase IV as one of the steps towards the final goal of 'protection and licensure' (Ju, 2009).
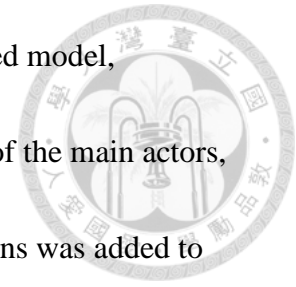
In 2010, within one year after Ju's (2009) model was proposed, the MOE proficiency test was commissioned to the Language Training and Testing Center (LTTC), and the proficiency test has been hosted by the LTTC and directed by the MOE since 2013 (LTTCtv, 2015). Joint professional examinations held by training institutions has since grown more robust after the Graduate Program in Translation and Interpretation (GPTI) in the National Taiwan University (NTU), established in 2012, joined the GITIS and the GITI holding the examination. As the number of examinees increases, the professional examination strengthens, and regulating entry into the interpreting market in Taiwan still remains a challenge without an official legally-binding professional examination in place.

At this stage of professionalization (Phase IV), the professional image of conference interpreters plays a significant role in moving forward because, as Tseng (1992) and Ju (2009) suggested, to successfully persuade legal authorities to regulate the profession of interpreting, a positive professional image must be created first so

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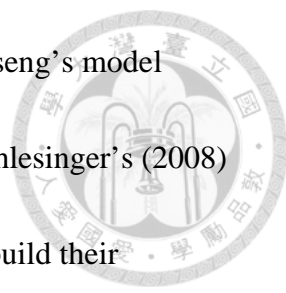
that the public perceives interpreters as professionals. This social momentum is

critical for lobbying. When the majority of the public perceives conference

interpreting as a profession, the time would be ripe for lobbying (Tseng, 1992). Given

that Taiwan is in Phase IV now, this research would potentially contribute to the

professionalization of conference interpreting in Taiwan.
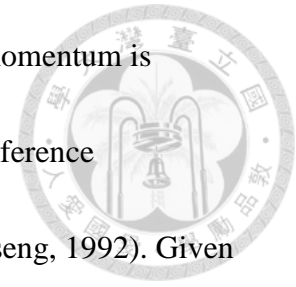
2.2 Professional image of conference interpreters

The professional image, as the Free Dictionary defines it, is "the constellation of

tangible or visible representations and/or perceptions resulting from a person's

conduct as a professional, linked to ethical behavior and competence ("professional

image", the Free dictionary), or as Simmons and Henderson (1964) (as quoted in

Hendel and Kagan (2011)) suggested, "[i]mage signifies a composite and stereotyped

representation of the personal and vocational characteristics of an identifiable

category of individuals, either as perceived by themselves or by relevant reference

groups" (p. 260). According to the above definitions, professional image is a type of

"representation." "Representation" is, as defined in Oxford Learner's Dictionaries,

"the act of presenting somebody/something in a particular way," and "represent", in

its verb form, means "to present or describe somebody/something in a particular way,

especially when this may not be fair," which is in line with Diriker's (2004) notion

that professional images are subjective and biased.

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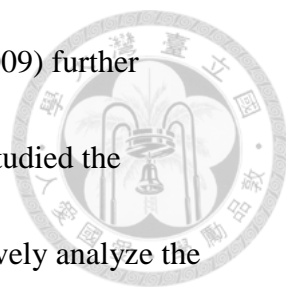
Sela-Sheffy and Shlesinger's (2008) research project echoed Tseng's model

regarding the significance of professional image. Sela-Sheffy and Shlesinger's (2008)

project aimed to examine how translators and interpreters in Israel build their

professional image to raise their social status. Translators and interpreters in Israel are

"marginalized" and lack social recognition (p. 80), which, Sela-Sheffy and Shlesinger

believe, makes it necessary for translators and interpreters to establish a professional

image in order to acquire higher occupational prestige. Sela-Sheffy (2008) analyzed

texts on Israeli literary translators from the printed media from the early 1980s to

2004, and concluded that translators who aim to create a professional image for

translators in Israel perceive the image as "important assets and expect to capitalize

on them [which] evidently also advances their power to bargain for the terms and

prices of their work" (Sela-Sheffy, 2008, p. 620). Her findings reflect that when

translators and interpreters represent their professional image, they might have a

specific purpose in mind. Sela-Sheffy and Shlesinger argued that the primary

objective is to gain occupational recognition and enhance the translator's social status,

especially in a society which fails to recognize translators and interpreters

(Sela-Sheffy & Shlesinger, 2008).

That being said, professional images are difficult to control by any single party

due to its "(meta-)discursive" nature. To explore the professional image of conference

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interpreting, Diriker (2009) analyzed the "meta-discourses" on simultaneous interpreting in Turkey. Diriker defined "meta-discourse" as the following: "[s]ince any meta-discourse will present a selected and hierarchised set of norms, certain norms are likely to be more prevalent than others in the general meta-discursive representation of a profession." To put it simply, a meta-discourse is a subjective interpretation, and being "meta-discursive" means being subjective or without an objective standard. As Diriker (2009) pointed out, every meta-discourse reflects unique expectations and demands for each profession, thus creating a wide diversity of meta-discursive representations of the professional image of any single profession. Conference interpreter as a profession is no exception. Different parties have their own meta-discourses for the following two reasons. Firstly, each party hopes to take care of its own interests and thus demands certain professions to act in certain ways so as to cater to their needs. Secondly, the subjectivity and complexity of language also adds to the multifariousness of meta-discourses. In other words, even when provided an exactly identical representation, every individual receiver gains his/her own subjective and unique perceptions, generating a diversity of meta-discourses which reflect different expectations for conference interpreters. Each representation competes against each other, casts influence over the public, and shapes "the general meta-discursive representation of interpreters" (Diriker, 2009, p. 71).

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Regarding the multifariousness of meta-discourses, Diriker (2009) further

categorized all related parties into outsiders and insiders, and then studied the

similarities and differences between their meta-discourses to effectively analyze the

meta-discourses on simultaneous interpreting. In Diriker's study, "outsiders" refer to

all parties *outside* the community of interpreting, including dictionaries, the

encyclopedia, and the Turkish media, while "insiders" are those *inside* the community

of interpreting, including professional organizations, the academia of interpreting, and

interpreters (via TV interviews or books).

Given that there exists no absolute professional image, this study intends to

capture the professional image represented by C-E conference interpreters in Taiwan

through careful analysis. To have a better understanding of the professional images

represented by insiders and also outsiders' perceptions, in section 2.2.1 and 2.2.2,

insiders' representations, outsiders' perceptions, and related studies are discussed.

2.2.1 Insiders' self-representations of their professional images

As stated earlier in 2.1, insiders' self-representations are basically their efforts to

enhance their professional image and social status and important means to finally

achieve professionalization (Sela-Sheffy & Shlesinger, 2008, p. 81). Insiders'

self-representations and related studies are reviewed in this section to get a clear

picture of the professional image represented by insiders. As studies have used

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"representation" and "perception" to discuss the professional image of conference

interpreters, their definitions and relationships will be detailed first.

According to the definitions by Oxford Learners' Dictionaries, perception means

"an idea, a belief or an image you have as a result of how you see or understand

something," while representation "the act of presenting somebody/something in a

particular way; something that shows or describes something." It seems that

representation and perception are closely connected. Zwischenberger's (2009) study

supported this concept. Zwischenberger discovered that the collective

self-representation by AIIC is capable of shaping AIIC interpreters' perceptions of

their roles. Her study found that most AIIC interpreters perceive themselves as

"assisting role - Facilitator/ enabler or helper." This resonates with the early collective

self-representation by AIIC, which is "an aid in communication, an intermediary, a

bridge or an actor." This finding reflects the strong interactions between

self-representations and self-perceptions (Zwischenberger, 2009, p. 131). Clearly,

self-perceptions shape self-representations, and self-representations influence

self-perceptions. That explains why a study by Pöchhacker and Zwischenberger (2010)

even treated self-representations and self-perceptions as two sides of the same coin.

However, when closely examined, the definitions of representation and perception are

still slightly different: representation is a purposeful product that portrays professional

image, while perception is the thought or feeling one holds through his/her experience.

In this light, a simplified process of forming professional image might be as follows:

insiders produce representations according to the perceptions of their own profession

to portray the professional image of conference interpreters, while outsiders gain

perceptions through insiders' representations. Self-representations of conference

interpreters will be discussed first in 2.2.1.1 and 2.2.1.2, and outsiders' perceptions in

2.2.2.

2.2.1.1 Studies on self-representations of conference interpreters

Self-representations/self-perceptions of professional images are ever subjective.

Even when given an identical environment or condition, every individual would have

unique perceptions of their roles and status because representations tend to be

purposeful and perceptions meta-discursive (Diriker, 2009, p. 71; Sela-Sheffy &

Shlesinger, 2008, p. 81). Studies have analyzed interpreters' perceptions or

representations of themselves, and the findings can be sorted into four categories:

their perceptions of social recognition, roles in communication, status compared to

other professions, and common traits.

Firstly, studies have examined interpreters' perceptions of social recognition, and

it has been shown that conference interpreters are unsatisfied with their social status.

Katan (2009) surveyed translators and interpreters worldwide to learn about their

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perceptions of job. More than 95% (955 out of 996) respondents believed that

interpreting and translation are "professions" (p. 70) because the act of interpreting or

translating requires expertise and skills, and the need for persistent learning. However,

41 respondents suggested that their jobs are not "professions" because amateurs can

enter the profession without any certification (certification was mentioned by 65% of

respondents) which is possibly counterproductive to acquiring social recognition.

Hung (2005) suggested that both parties inside and outside the T&I community

agree that interpreters and translators have relatively low social status. She conducted

a survey on parties outside and inside T&I community which were general college

students vs. students majoring in conference interpreting in graduate school in

National Taiwan Normal University. Hung realized that both "outsiders" and "insiders"

(Diriker, 2009, p. 73) acknowledged that interpreters are equipped with particular

expertise and skills, and require years of training and constant learning in the

profession. However, regardless of the abovementioned items, most people know little

about conference interpreting as a profession, and thus, the occupation prestige is low.

Chen (2008) administered a questionnaire survey to look at job satisfaction of

Taiwan's conference interpreters. Chen sent questionnaires to 96 interpreters based on

a roster provided by a professional conference organizer, and received 36. Chen found

that interpreters in Taiwan are satisfied with their job but not with their working

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conditions. A lack of professionalization is a likely cause. It might be safe to say that

the reasons behind unsatisfying working conditions is due to a lack of social

recognition. From these studies, it could be seen that a lack of professionalization has

led interpreters to perceive themselves as having lower social status than they would

otherwise have, inhibited market entry control, and created unsatisfying work

conditions. It is only natural that conference interpreters have sought to raise their

social recognition by representing their ideal professional image.

Secondly, interpreters have diverse representations of their roles in

communication, and the most prevalent self-representation is "facilitator." Pöchhacker

& Zwischenberger (2010) explored conference interpreters' perceptions of quality and

self-representations of roles utilizing the Survey on Quality and Role, a web-based

survey among AIIC members in 2008. From the 704 online questionnaires

Zwischenberger collected, self-representations could be sorted into the following

types:

A. facilitator/enabler of communication (21.2%) or aid/helper for communication

(8.9%)

B. mediator/intermediary (13.7%) or bridge/link (10.7%)

C. professionals rendering a communication service:

- communicator (11.5%)

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- expert/(communication-)service provider (2.1%)

- who makes communication work (5.6%).

Nearly one third of respondents represented themselves as type A, a facilitating role. Setton and Guo's (2009) findings echoed Pöchhacker & Zwichenberger's (2010) results. They also explored interpreters' and translators' attitudes to role, status, and professional identity through a questionnaire survey. The respondents included interpreters from Mainland China, translators from Taiwan, and part-time translator-interpreters. Again, multifarious self-representations of role and status can also be observed among interpreters/translators in the results. Most interpreters believed they facilitate cultural mediation, but, interestingly, eight respondents who added voluntary comments believe that little cultural mediation is involved and said they were just "facilitating communication" for "company operations and business development" (Setton & Guo, 2009, p.112). Be it cultural communication or business communication, it is clear that most conference interpreters represent themselves as facilitators of communication.

Thirdly, status compared to other professions. An effective way to understand the social status of the profession of conference interpreting is to compare it with other well-known professions. Hung (2005) realized that when compared with other professions in terms of social position, conference interpreters are lower than

professors, engineers, and nurses, only higher than journalists. Katan (2009) also

asked conference interpreters to rank their own social status, "teachers", "secretaries",

"journalist", and "consultants" are the most popular choices among conference

interpreters (Katan, 2009, p. 77), but they believed that they should enjoy higher

social status (Katan, 2009).

Finally, studies have suggested several characteristics expected to be seen in

professional conference interpreters and interpreting trainees, such as personality

traits which are counted as part of aptitude for interpreting. Traditionally, the majority

of research on the aptitude for interpreting has focused on "language proficiency,

comprehension of source language, and speed of comprehension" (Fan, 2012, pp.

140-143), or the ability to find synonyms (Russo, 2011; Pöchhacker, 2011). However,

personality traits are increasingly emphasized with regard to aptitude for interpreting.

For example, the ability to fight anxiety or even thrive under stress is upheld by

studies (Bontempo & Napier, 2011; Timarová & Salaets, 2011). Shaw (2011) also

suggested the importance of being an active learner and the capability to concentrate

on tasks. Rosiers, Eyckmans, & Bauwens (2011), along with these studies, all

advocate for the idea that personality traits should be considered in the admission tests

of T&I programs to penetrate examinees' aptitude for interpreting, reflecting that

personal traits have been receiving more attention in the area of aptitude for

19
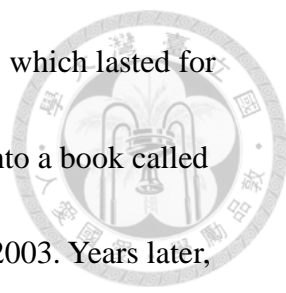
interpreting.

In sum, conference interpreters perceive that they are not socially recognized,

play a facilitating role in communication, and share similar social status with teachers

or journalists. Studies also have suggested that conference interpreters must be active

learners and function in a satisfactory manner under intense stress. However,

conference interpreters at large are not satisfied with the working conditions, and

welcome further professionalization. As stated earlier, the professional image

represented by conference interpreters is critical in the process of professionalization

(Ju, 2009; Tseng, 1992). Taiwan conference interpreters' self-representations will be

briefly reviewed in 2.2.1.2, and then further analyzed in Chapter Four.

2.2.1.2. Conference interpreters' self-representations of professional image

Nowadays, conference interpreters can represent their professional image

through access to channels other than news media to influence the public. Publishing

books and managing Facebook pages are some direct access via which conference

interpreters can share their work life and knowledge to shape their professional image.

Some self-representations by conference interpreters in Taiwan are discussed in the

following paragraphs.

Amy Chiang, a professional conference interpreter in Taiwan, has much to say

on the matter of self-representation. Starting from 2002, Chiang was invited by the
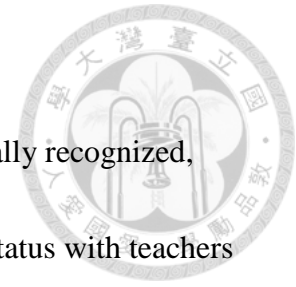
United Daily News to write a column about conference interpreting, which lasted for about one year, and the articles in the column were later compiled into a book called *About Interpreting: A Different Voice* (譯口同聲) and published in 2003. Years later, Chiang wrote another book on interpreting called *Please be Seated: 25 Lessons for Those Who Aspire to Become Interpreters* (來賓請入座：25 堂口譯必修課), which was published in 2012.In this book, she shares her work life and provides insights into her profession, shaping readers' perceptions of the conference interpreter's image.

In this day and age, social media is one of the most powerful media used to shape the public perception. Conference interpreters are aware of this fact.They are making good use of Facebook, the most popular social media platform, to promote themselves. Conference interpreters start and manage Facebook pages where they share their work life, interesting incidents, and reflections on interpreting, enlightening subscribers about the profession through interpreters' self-representations. *Howard Interprets* (浩爾的口筆譯日記), *Meet the Translators* (公平翻譯交易所), and *An Interpreter, Going Soho* (蘇活口譯 *An interpreter, going SOHO*) are among the most well-received Facebook pages managed by conference interpreters (Howard Interprets, and An Interpreter, Going Soho were translations by the researcher for the use of this study.). These pages are worth examining to explore the ideal professional image in conference interpreters' minds.

While reviewing self-representations of conference interpreters and related studies could provide critical vocabulary to facilitate exploring the professional image of conference interpreters in Taiwan, learning about outsiders' perceptions or misperceptions of interpreters could reflect the context or environment in which insiders represent their professional image. Outsiders' perceptions of interpreters will be discussed in 2.2.2.
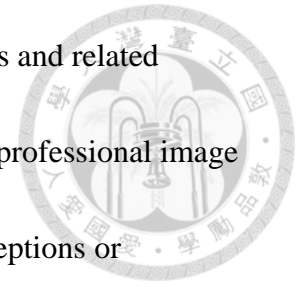
2.2.2 Outsiders' perceptions of interpreters

Outsiders being outsiders, when they express their perceptions about interpreters, they have the tendency to lump all types of interpreters together because most of them only have a vague understanding of the industry of interpreting. As a result, outsiders' perceptions of various types of interpreters, including conference interpreters, community interpreters, court interpreters, and untrained bilinguals are all included in 2.2.2 to capture outsiders' views. In this study, the purpose of reviewing outsiders' perceptions is not to reveal the image of conference interpreters in the minds of outsiders but to better comprehend the context under which conference interpreters represent their professional image.

When investigating outsiders' perceptions of interpreters, the media, with its wide-reaching scope, offers a vast selection of sources to analyze. Films, news, and printed media have revealed a variety of perceptions of interpreters. Three features

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can be observed in how these three mediums represent interpreters. Firstly, a

competent interpreter is compared to that of a "parrot", repeating speakers' words in

another language without any discrepancies. Secondly, there is a widely held

assumption that any bilinguals with the right language combination can carry out the

task of interpreting without professional training. Thirdly, interpreting is portrayed as

a low-key profession. The news media pays relatively little attention to the profession

of conference interpreting, and only shines the limelight on professional interpreters

when "big events, big money and big mistakes" are involved (Diriker, 2004, p. 40).
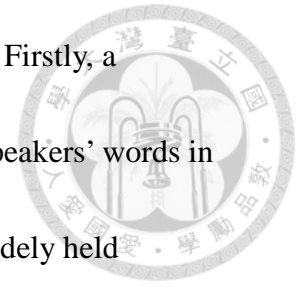
2.2.2.1. "Parrots"

Interpreters are often portrayed or expected to be "parrots" or translation machines.

Diriker (2009) analyzed the Turkish media's perceptions of SI conference interpreters

and discovered that the Turkish media believes interpreters should be loyal to every

single word uttered. A famous Turkish columnist was quoted in Diriker's study,

saying that what interpreters should do is "*interpret every sentence you say letter for*

letter" (Diriker, 2009, p. 80). As matter of fact, not only conference interpreters are

perceived as "parrots." In *Translation goes to the Movies* (2009), Cronin looked into

Hollywood films' perceptions of interpreters, including community interpreters and

escort interpreters, and discussed C-3PO in Star Wars (1977). Being an AI robot

diplomat-interpreter, C-3PO is once called a 'mindless philosopher', indicating that

interpreters are no more than translation machines (Cronin, 2009, p. 134). Song (2016) also found similar perceptions in 2000-2015 Hollywood films with characters as interpreters. She discovered that interpreters are perceived engaging in little mediation in communication. It can be observed these roles had little power in communication, and were treated as translation machines (Leanza, 2005).
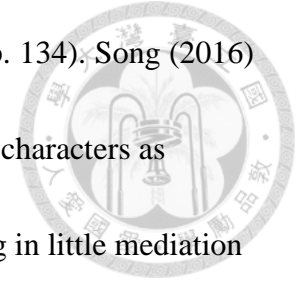
2.2.2.2. Untrained bilinguals

Apart from being seen as machines, it seems that the media sees any individual who speaks fluently in two languages as being qualified to be an interpreter. Taiwan's media may even perpetuate the use of untrained interpreters by applauding their interpreting performance. Take Lesley Ma, the daughter of Ma Ying-Jeou, the former president of the Republic of China. Lesley Ma interpreted consecutively for artist Cai Guo-Qiang in a press conference in 2008 because she worked for Cai and speaks fluent Chinese and English. The news media applauded her stage presence and performance, neglecting or tolerating her lack of formal training in interpreting. Vincent Chao is another typical example. As the Deputy Director of the Department of International Affairs of the DPP, Chao was assigned to serve as the interpreter in the Tsai Ing-Wen's international press conference. Without formal interpreter training, Chao made mistakes and stammered in the Q&A session; however, he was not grilled over his lack of qualifications. Instead, his mistakes were justifiable in the news'

media's eyes merely because he had never received training. This argument presented by the news media may strengthen the belief that training is not necessary for conference interpreters, for it suggests that untrained interpreters can still perform the task well, and that the public would be more tolerant of their mistakes than those of trained conference interpreters.
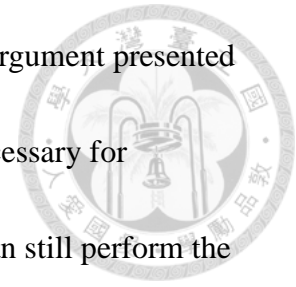
2.2.2.3 "Big events, big money and big mistakes"

Regardless of being trained or not, interpreters at large receive little attention from the news media. Only when "big events, big money and big mistakes" are involved does the media discuss interpreting (Diriker, 2004, p. 40). In "big events" like international summits and UN conferences, simultaneous interpreting would catch outsiders' eyes. The Turkish news media once invited its audience to imagine words being "interpreted into eight languages all at the same time" during an international event (Diriker, 2004, p.40).

A similar pattern can be observed in Taiwan's news. News media in Taiwan does not normally cover interpreting as a profession with the exception of big events. For example, as mentioned earlier, the interpretation at the Tsai-Ing-Wen's 2016 international press conference stimulated discussions about whether the use of an untrained interpreter was justifiable. This big event gave high exposure to the interpreter Vincent Chao. Another example is Zhang Lu, who is a Chinese diplomat

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who interprets for senior Chinese officials in high-level events such as Lianghui, "the annual plenary sessions of the national or local People's Congress" in mainland China (Lianghui, 2017). Having been working as the interpreter for Mainland China's premiers for years, Zhang Lu has received much attention from news media both in Mainland China and Taiwan, and the public has been amazed by her extraordinary stage presence and excellent consecutive interpretations of Chinese poems. Taiwan's broadcast of the US presidential debate in 2016 is yet another example of a big event that drew the news media's attention to interpreting. The US presidential debates were broadcasted by Taiwan's news channels in real time with simultaneous interpreting service. Thanks to the massive viewership of the presidential debates, simultaneous interpreting was also brought into the center of attention and subsequently triggered discussions pertaining to interpreting.

In regards to "big money," Diriker (2004) refers to the public media's belief that simultaneous interpreters earn high salaries or hourly pay. When Taiwan's news media interviewed interpreters, the allegedly high wages are also usually much emphasized as in *Professional Interpreters got highly paid for speaking*（口譯專家說出一口高薪）(The Economic Daily News, Sep. 2007, pp.118-120) and *All Walks of Life – Interpreter*（［360 行有錢賺］-口譯員）(USTV, 2016), to name a few. Conference interpreters' high wages are usually one of the selling points of these

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interviews, even though the news media do recognize that interpreting is extremely

stressful and requires special expertise.

"Big mistakes," unfortunately, also get interpreters excessive media exposure. As

Diriker (2009) described, in 1998, Helmut Kohl, the then Chancellor of Germany,

visited Turkey. An interpreter was blamed for erroneously interpreting the words of

Mesut Yılmaz, then Prime Minister of Turkey, in a conference attended by both the

Turkish and German press. The simultaneous interpreter was accused of interpreting

"Old friends cannot become enemies" into "Our old friend Kohl is our new enemy,"

and thus strongly criticized as "unacceptably tactless" and heightening tensions

between Turkey and Germany (Diriker, 2004, p.42). Taiwan's news media seldom

miss their chance to report on interpreters' mistakes. For example, Ai Fukuhara, a

Japanese table tennis player, was interviewed by a British journalist in Korea in 2010.

An untrained Chinese-English interpreter was asked to mediate the communication on

the spot. His interpretation ended up inaccurate and incomplete. The interview was

later uploaded to YouTube, reported by Taiwan's news media, and has accumulated

more than 1.3 million views. Obviously, "big mistakes" truly get interpreters high

exposure, but this type of exposure might be useless, if not detrimental, to the

professionalization of interpreting. Judging from the occasions in which outsiders pay

attention to interpreters, it might be safe to suggest that interpreters are closely

associated with "big events, big money and big mistakes" (Diriker, 2004, p.40).

To sum up, insiders to the T&I community have the ideal professional image of conference interpreters in their own minds, while outsiders form their perceptions or misperceptions of interpreters with or without considering the insider's perspective. In this light, the purpose of reviewing insiders' representations and outsiders' perceptions is to help the researcher capture what the ideal professional image of conference interpreters could be and, in turn, contribute to shaping outsiders' perceptions of conference interpreting as a profession.
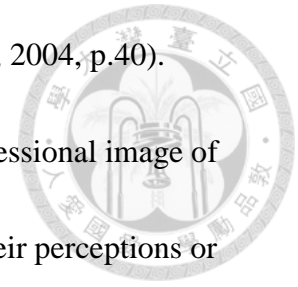
Chapter Three: Methods

Content analysis was performed to explore the professional image of Chinese-English conference interpreters in Taiwan. The data consist of eight general representations of conference interpreters in Taiwan and 47 commentaries on Vincent Chao's interpretation from electronic news media.

3.1 Corpus construction

A corpus was constructed to include texts that have been shaping the professional image of conference interpreters in Taiwan. Diriker (2004) collected texts from professional organizations, codes of ethics, dictionaries, encyclopedia, academia, the news media in Turkey, and a book by a professional interpreter to explore the "meta-discourse" on simultaneous interpreting. This study took a similar approach but on a smaller scale due to limitation on time and resources. To maximize the value of this study, only texts that "target a larger and non-professional clientele" were included (Diriker, 2004). The texts included in this study are quotes taken from professional conference interpreters and the electronic news media in Taiwan. These types of texts may have shaped the perceptions of the general public about the conference interpreter as a profession in Taiwan.

Data was collected primarily by means of electronic search engines. To collect commentaries on Vincent Chao's interpretation, online search was conducted during

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the middle of January 2016 to the middle of February 2016. To gather texts that

represent Chinese-English conference interpreters in Taiwan in general, another

search was performed in August 2016. On February 28, 2017, posts about the

professional image of conference interpreting on three popular Facebook pages were

collected and incorporated into the corpus.
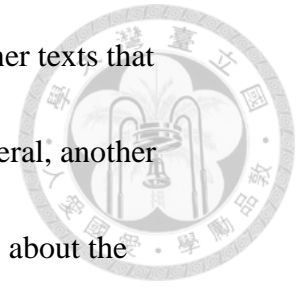
It should be pointed out here that the representations collected in this study are

by no means exhaustive. The researcher's goal was never to cover every text on the

image of conference interpreters in Taiwan, but to analyze influential representations

of conference interpreters in Taiwan. The methods and process of data collection and

selection are further detailed in 3.1.1 and 3.1.2.

3.1.1 General representation by professional conference interpreters

Conference interpreters represent their own profession through popular platforms

or media. Their general self-representations could potentially reach "a larger and

non-professional clientele" and could potentially shape the public's perception of

conference interpreters (Diriker, 2004). Therefore, conference interpreters' general

self-representations were included in the corpus to reflect the ideal professional image

represented by C-E conference interpreters in Taiwan.

For general representations, the researcher searched "口譯" (interpreting)

through various search engines and on different platforms in August 2016. Firstly,

Google Search Engine (from results page 1-18), Google Books (from results page

1-15), and the National Taiwan University Library were used. Then the researcher

searched the same key word "口譯" on the largest online bookstores in Taiwan,

including Books.com.tw, Kingstone.com.tw, and Cite.com.tw. In addition, Facebook

was also searched with   keyword "interpreting" which brought up many Facebook

pages managed by interpreters and translators.

For the purpose of this study, only texts from Chinese-English conference

interpreters in Taiwan found among all the collected data (general self-representations)

were included in the corpus. Books or magazines that were out of print, not in

circulation, and Facebook pages that had fewer than 1,000 subscriptions (when

accessed) were not included. It is worth noting that the number '1,000' is not treated

as a critical indicator of popularity or impacts of Facebook pages; instead, '1,000

subscriptions' is treated as an arbitrary threshold to help the researcher control the

number of Facebook pages that were incorporated into the corpus considering the

limitation on time and resources. Also, general representations by news media were

not used because they are not representations by conference interpreters and the

amount is negligible.

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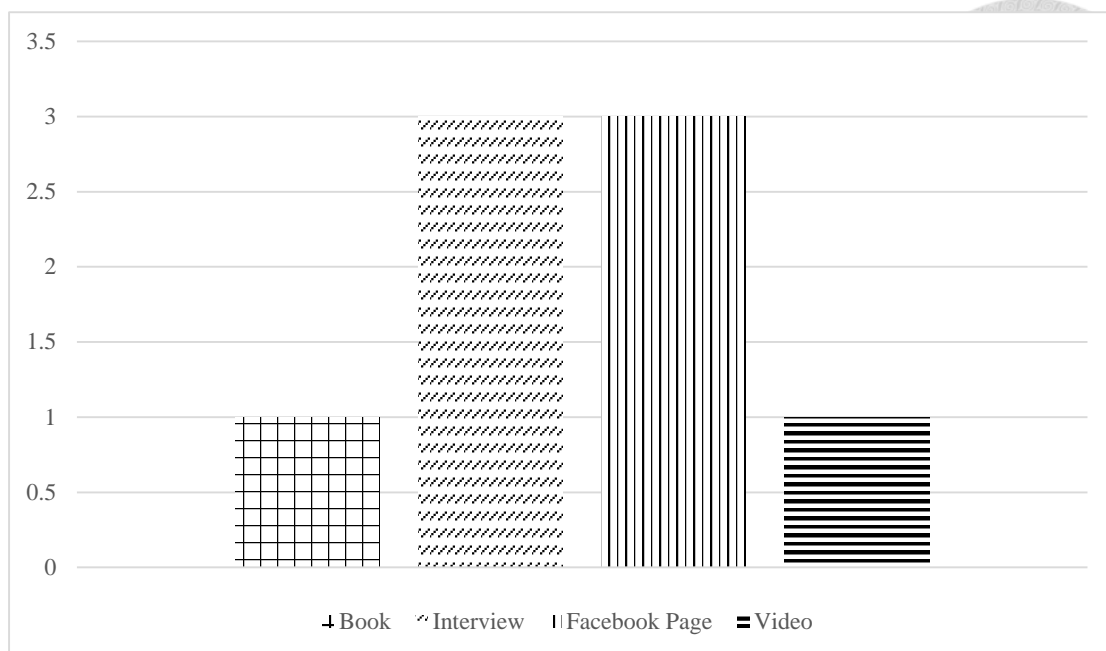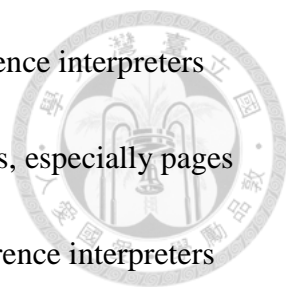
Figure 1. General representations.

As *Fig. 1* shows, a total of eight texts were incorporated into the corpus,

including one book, three Facebook pages, three interviews, and one video. The title

of the book is *Please be Seated: 25 Lessons for Those Who Aspire to Become*

Interpreters (*來賓請入座：25 堂口譯必修課*) by Amy Chiang, a well-experienced

conference interpreter in Taiwan. In this book, Chiang gave insights into her

profession through twenty-five chapters. In each chapter, Amy Chiang shares an

anecdote, some tips for solving problems mentioned in the anecdote, and then a useful

glossary. For readers, the book is certainly a compelling representation of a

conference interpreter, and might be effectual in constructing a positive professional

image in readers' minds.

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Table 1. *General representations*

Number	Title	Interpreter	Form	Date	Other
G1	Please Be Seated: 25 Lessons for Those Who Aspire to Become Interpreters	Amy Chiang	book	Mar-12	216 pages
G2	Prepare Yourself to Work as a Language Specialist	Damien Fan	Interview	Sep-09	1,311 words
G3	Professional Interpreter Got Highly Paid for Speaking	Damien Fan Shelly Huang	Interview	Sep-07	2,092 words
G4	Conference Interpreting as a profession	Michelle Wu	Interview	26th. Mar-16	1,957 words
G5	Howard Interprets	Howard Chien	Facebook Page	From Apr-2009	24,426 subscribers (2017/1/8)
G6	Meet the Translator	N/A (founder: Sylvia Chen)	Facebook Page	From Nov. 2015	4,660 Subscribers (2017/1/8)
G7	An interpreter, going SOHO	Nai-Yu Ker	Facebook Page	From 2011	3,057 subscribers (2017/1/8)
G8	All Walks of Life - Interpreter	Howard Chien Kylie Wang	News Video	8th Sep. 2016	4 min. 34 sec.

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In the era of social media, Facebook pages managed by conference interpreters also strongly shape the professional image of conference interpreters, especially pages with large numbers of subscribers. On these Facebook pages, conference interpreters share their work life and thoughts on conference interpreting. Subscribers learn about the profession through conference interpreters' self-representations. Therefore, it seems necessary for this study to include Facebook pages. Facebook pages were found via the Facebook search engine and its recommendations. As stated earlier in this chapter, to limit the number of Facebook pages analyzed in this study, only those with more than 1,000 subscriptions went into the corpus. Finally, *Howard Interprets* (*浩爾的口筆譯日記*, 24,426 subscribers), *Meet the Translators* (*公平翻譯交易所*, 4,660 subscribers), *An Interpreter, Going Soho* (*蘇活口譯 An interpreter, going SOHO*, 3,057 subscribers) were used in this study (*Howard Interprets* and *An Interpreter, Going Soho* were translations by the researcher for the use of this study.).

Given that Facebook pages tend to be updated continually, it would be an extremely challenging task to include all the posts on the above-mentioned Facebook pages. As a result, the researcher collected posts which are related to the professional image of conference interpreters on February 28, 2017 from *Howard Interprets*, *Meet the Translators*, and *An Interpreter, Going Soho*. The researcher started from the latest post, and went through past posts to collect and screenshot 30 relevant posts from

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each Facebook page.

Compared to other texts produced by news media, interview articles and videos allow conference interpreters to express their opinions relatively comprehensively. Through news media, their words can reach the general public. Regarding their comprehensiveness and strong influence on the public, two interview articles of conference interpreters were gathered into the corpus. The interviewee was Damien Fan, a professional conference interpreter. Damien Fan was interviewed by *the Economic Daily News* along with Shelly Huang, a professional agent of conference interpreter, to share his life as a young and successful conference interpreter in September 2007, and interviewed again by the magazine *Cheers* to discourse on depending on languages for one's bread-and-butter in September 2009. Michelle Wu was invited to compose an article about her 25 years of conference interpreting experience and her lifelong passion for this profession on Chinatimes.com in March 2016 (See Tab. 1).

All Walks of Life – Interpreter, the only video in the corpus, interviewed two young interpreters Howard Chien and Kylie Wang to learn about the type of training conference interpreters go through, how interpreters prepare for work, and the conference interpreting industry in Taiwan. This video was published on YouTube by Unique Satellite TV (USTV) in September 2016. The video belongs to a series

introducing professions that are not well-known in society. Found via the Facebook

page *Howard Interprets*, this video was uploaded to YouTube and had accumulated

more than 2,000 views when accessed.

The above texts were categorized according to their forms in principle. The only

book is placed first, with interviews put in chronological order after the book.

Facebook pages come after interviews, in order of number of subscriptions from most

to least. The video is placed in the end. For texts categorized as general

representations of professional conference interpreters, a "G" was added in front of

each number. For example, the first text would be labeled "G1" while the last item in

this category would be labeled "G8" (See Tab. 1).

3.1.2 Commentaries on Vincent Chao

The main sources of commentaries on Vincent Chao's interpretation include

Google News Taiwan and six top online news websites in Taiwan. The main key

words used on both Google News Taiwan and online news websites include "趙怡翔

AND 口譯" (Vincent Chao AND interpreting) and "蔡英文國際記者會 AND 口譯"

(Tsai Ing-Wen's international press conference AND interpreting). Google News

Taiwan, which is "a computer-generated news site that aggregates headlines from

news sources" (Google, 2013), was used to obtain commentaries within one month

after the press conference (search date range: January 16th to February 16th). This is

due to the fact that most news reports are published within one month after an

incident or event. The same pattern was observed in news on Vincent Chao's

interpretation: The event happened on Jan. 16th, and most news (19 pieces) appeared

on Jan.17th; the second spike appeared on Jan. 25th thanks to a radio interview with

Chao. Later from Feb. 5th to Feb. 16th, there was no more news on Vincent Chao's

interpretation. For a graphical representation of these news trends, please refer to *Fig.*

2.
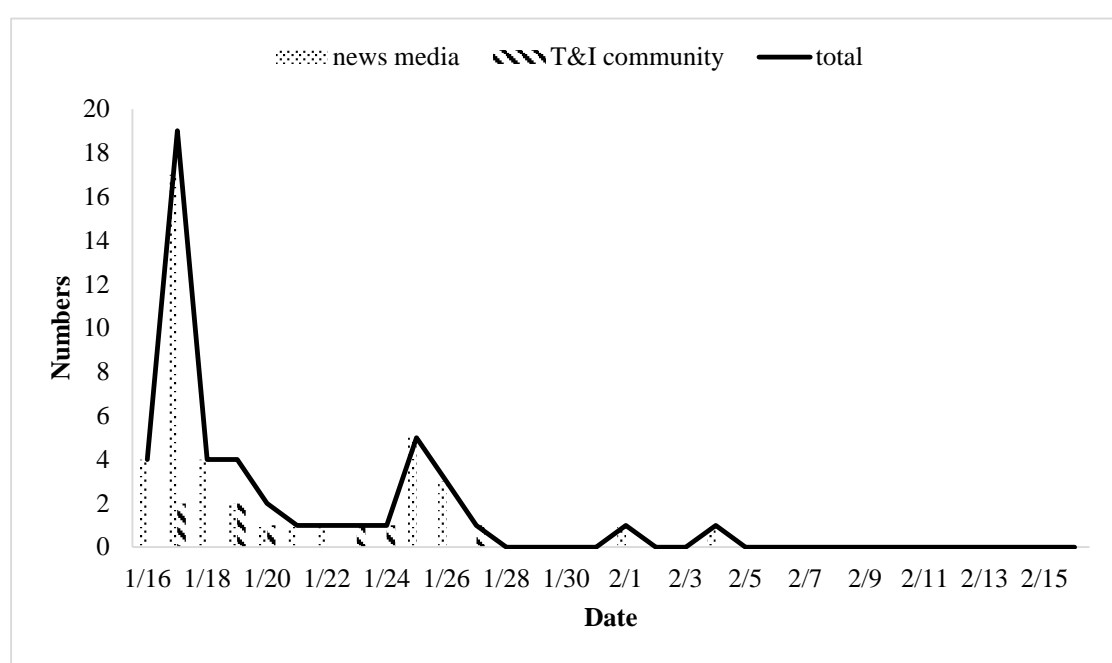
Figure 2. News on Vincent Chao's interpretation. The figure illustrates the trends of
commentaries.

Even though Google News Taiwan might be fairly comprehensive, it still failed

to include every news report. As a result, this study searched for commentaries on

another six popular online news websites in Taiwan, including China Times, United

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Daily News, Apple Daily, ETtoday, Liberty Times Net, and Now News. They are

ranked the six most popular and influential news websites among the 2015

one-hundred top sites in Taiwan. (Business Next, 2015). As stated in 3.1, this study

seeks to collect texts that reach a wide group of people. In this light, the six most

popular and influential news websites were used for this work.
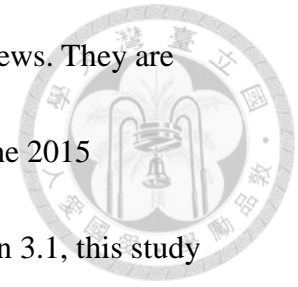
Regarding search date range, Apple Daily and Liberty News Net allow readers to

customize date range. The researcher searched and collected news on these two news

websites between the dates of Jan. 16th to Feb. 16th. Other news sites provided less

customization: ETtoday only showed relevant news reports in one year, while the

other three sites did not specify the date range of search. In terms of key words, "蔡英

文國際記者會 AND 口譯"(Tsai Ing-Wen's international press conference AND

interpreting) yielded no results on ETtoday and Now News, and "趙怡翔 AND 口譯"

(Vincent Chao AND interpreting) on Now News, either. It was found through several

attempts that "趙怡翔" AND "蔡英文國際記者會" (Vincent Chao AND Tsai

Ing-Wen's international press conference) were keywords that yielded fruitful results

and were therefore used in the end.

In addition to news articles, Chao was also interviewed on radio and TV about

his story and experience. On January 25th, three news reports covered a radio

interview with Chao by POP Radio FM91.7. Seeing the reports, the researcher

searched for "趙怡翔 AND POP Radio" (Vincent Chao AND POP Radio) on YouTube and found the interview. Related videos were recommended on the right-hand side on YouTube. Two highly-relevant radio interviews and two TV programs with Vincent Chao were found via YouTube's recommendations and included in this study.

Even though commentaries that did not talk about conference interpreting still appeared in the search results of Google News Taiwan and other news websites when searching with keywords "趙怡翔 AND 口譯" and "蔡英文國際記者會 AND 口譯", only commentaries that touched upon conference interpreting were included in this study. For example, some of these commentaries that appeared in the search results focused on Tsai Ing-Wen's speech and the political messages in the press conference. Even if some of the commentaries did mention Vincent Chao, they failed to discuss his interpretation. Given their low relevancy, these commentaries were not used in this work.

A total of 47 commentaries were collected via the above mentioned platforms and media. 40 were given by news media, and seven by members of the translation and interpreting (T&I) community. Commentaries were numbered according to chronological order, and a 'C' was added to each text ('C' as in 'Chao'). For instance,

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the earliest commentary was numbered 'C1', the latest 'C48[1]'. The titles, forms,

publication dates, and sources are presented in Appendix I. The colored rows are

responses from the T&I community.
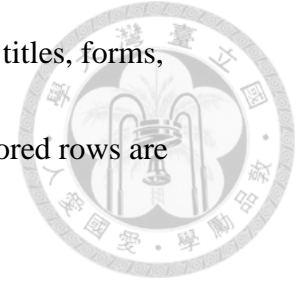
3.2 Analysis

To explore the professional image represented by the conference interpreting

community in Taiwan, texts in the corpus were divided into two categories: insiders'

general representations and commentaries by insiders and outsiders on Vincent

Chao's interpretation (Diriker, 2009). Content analysis was performed to examine the

professional image represented by insiders.

The operating definitions of insiders and outsiders are loosely based on that of

Diriker's study. In this study, insiders include conference interpreters, translators, and

also non-interpreters who have studied T&I for their bachelor's or master's degrees,

while outsiders are non-interpreters that have never received T&I training (mainly

news media in this case). It was for two reasons that the operating definitions of

insiders are less strict. Firstly, few practicing conference interpreters reacted to the

'Mr. Interpreter – Vincent Chao' phenomenon publicly. To enrich the corpus and

analyze insiders' reactions to outsiders' commentaries, conference interpreters,

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[1] After the content analysis, C37 was excluded because the author's background could not be confirmed and its content was lowly relevant to professional image of conference interpreters. The numbers assigned to others texts still remain unchanged, which explains why the 47th text was numbered C48.

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translators, and those who have studied T&I for their bachelor's or master's degrees

were counted as insiders. Secondly, the operating definitions may be supported by

existing studies. Instructors in T&I programs or departments are chiefly T&I

practitioners. Thus, it may be safe to say that T&I instructors could provide

comprehensive information and high-quality training for students. Angelelli (2010)

suggested, students who have studied in translation and interpretation programs at

high-school level "may or may not consider pursuing studies in translation or

interpreting, but at least they will become more educated consumers of T&I services"

(p. 242), not to mention students that have studied T&I at university or

graduate-school level. Translators are also seen as insiders in this study because they

are in the same industry (T&I) with conference interpreters, and as Viaggio (1992, p.1)

suggested, "both translators and interpreters specialise at mediating in interlingual

communication," and that "is a bond stronger than the differences between oral and

written communication rending them apart" . In this light, though non-interpreters

with T&I training do not pursue conference interpreting as a career, they are definitely

equipped with adequate knowledge about T&I, and could be considered insiders.
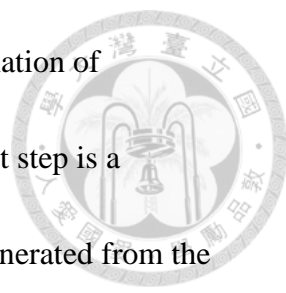
According to the operating definitions, there are 15 texts by insiders and 40 texts

by outsiders in this study. All general representations of conference interpreters in this

study are by conference interpreters, while among the commentaries on Vincent

Chao's interpretation, 40 texts were by outsiders, and 7 texts by insiders (conference interpreters and translators). All 40 texts by outsiders were in Appendix III, with their titles and news sources. In addition to the original numbers assigned, an 'O' was added to each text ("O" as in "outsiders"), and new numbers were added in chronological order. For instance, the earliest text was labeled "O1-C1", and the latest "O40-C48".

All 15 texts by insiders were put in Appendix IV with their titles, authors/interviewees, and qualifications. New codes were also labeled to insiders' texts. In addition to the original codes, "I" (as in "insiders") and new numbers were added to texts in the order as follows: commentaries on Vincent Chao's interpretation were numbered in chronological order and listed before general representations of interpreters. For example, the earliest text was notated as "I1-C1", and the latest "I16-G8".

Authors'/interviewees' qualifications, if specified in the texts, were collected. When not specified in the texts, Google search engine and organizations which the insiders work for were used to collect the information about their careers. Qualifications include being a conference interpreter, a translator, an instructor of T&I programs, or those with a master's degree in T&I. Years of work experience were noted in parentheses if available.

The initial coding process includes three steps, and is a combination of

data-driven and theory-driven approaches (Boyatzis, 1998). The first step is a

data-driven approach. In other words, the codes were inductively generated from the

data itself. Texts were read repeatedly, and the first impressions were recorded as

codes. For example, when a commentary compliments on Vincent Chao's charming

voice, the commentary was assigned the code "beautiful voice." In this step, the codes

are basically first impressions after reading, and are not limited by any prior research.

At this stage, it was observed that codes could be divided into two groups:

interpreting quality criteria and professional image. With this in mind, the researcher

took the second step to further integrate codes.

The second step is similar to Boyatzis' theory-driven approach (1998). The codes

generated in the first step were overabundant and lacked organization. To integrate

codes, prior studies were consulted. To organize codes related to interpreting quality,

the researcher referred to the quality criteria proposed in Lee (2015), AIIC (2012),

Pöchhacker & Zwischenberger (2010), and Bühler (1986); for those about

professional image, AIIC (2012), Fan (2012), and Hung (2005) were consulted. To

better illustrate the process, take the code "pleasant voice" as an example. When

"pleasant voice" was found in Bühler's (1986) as one of the interpreting quality

criteria, the codes generated in the first step were reviewed again. Overlapping codes

including "beautiful voice" and "charming voice" were found and integrated into

"pleasant voice." This process was repeated every time a useful code was found in

prior studies. The varieties of codes thus decreased moderately in the second step.

To facilitate comparisons between texts, the third step was to further integrate the

codes. After the second step, some codes still overlapped slightly. For example,

"pleasant voice" might overlap with "lively intonation and stress" because "lively

intonation and stress" might be one of the key elements of "pleasant voice." As

overlapping codes should be avoided, codes were categorized yet again. For example,

"pleasant voice", "lively intonation and stress", "fluency of delivery", and "native

accent", were integrated into "delivery." Through repeated reviewing, nine themes

finally emerged from the coding analysis: accuracy, an interesting and challenging job,

delivery, interpreting skills, knowledge, personal traits, professionalism, and roles in

communication.

The researcher acknowledged that the coding is subjective, and, therefore, after

discussion with another researcher, the last two steps were repeated again to make

sure the codes were all suitable. First, the texts were re-examined with fresh eyes (a

three-month wait after the first round of coding process) to produce codes in a

theory-driven manner. Second, the researcher further integrated the codes and then

following themes emerged: basics of conference interpreting, linguistic skills,

44

knowledge, interpreting skills, accuracy, delivery, roles in communication, job

satisfaction, and personal traits. These themes helped the researcher explore the

professional image represented in all the texts collected. The results of the analysis

and discussions of the emerged themes will be presented in the following chapter.

Chapter Four: Results and Discussion

Numerous themes emerged from the data via coding. Chapter Four covers the analyses of self-representations by insiders and perceptions of outsiders. As defined in 3.2, insiders include conference interpreters, translators, and non-interpreters who have majored in T&I for their bachelor's or master's degrees, while outsiders are non-interpreters that have not received T&I training. To facilitate discussion, the data is categorized as follows: insiders-general, outsiders-Chao, and insiders-Chao. Insiders-general refers to the general representations by C-E conference interpreters in Taiwan, outsiders-Chao news media's commentaries on Vincent Chao's interpretation, and insiders-Chao the T&I community's reactions to outsiders' commentaries or to Vincent Chao's interpretation.

Firstly, the research starts by analyzing the representations by insiders-general in 4.1 to obtain a holistic and comprehensive view on the professional image established by C-E professional conference interpreters in Taiwan. Secondly, how outsiders-Chao perceived interpreters come into focus to reflect the context in which insider-Chao represented themselves. Finally, reactions from insiders-Chao were analyzed to reveal the professional image of C-E conference interpreters represented by insiders in Taiwan.

4.1 The professional image represented by conference interpreters

Insiders' general self-representations are analyzed in 4.1 to reveal the ideal professional image in conference interpreters' minds. Unsurprisingly, insiders-general touched upon most themes and discussed each theme more thoroughly than outsiders-Chao and insiders-Chao (See Table 2); therefore, analysis of insiders-general might also prepare readers for the analysis of outsiders-Chao and insiders-Chao.
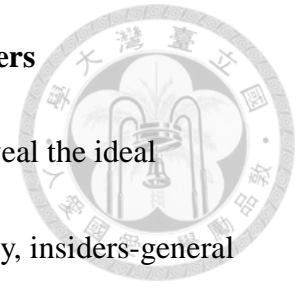
Table 2. *Themes appeared in insiders-general's representations*

	I9-G1[2] Amy Chiang	I10-G2[3] Damien Fan & Shelly Huang	I11-G3[4] Damien Fan	I12-G4[5] Michelle Wu	I13-G5[6] Howard Chien	I14-G6[7]	I15-G7[8] Nai-Yu Ker	I16-G8[9] Howard Chien and Kylie Wang
The basics of conference interpreting	V	V	V	V	V	V	V	V
Linguistic skills	V	V	V	V	V	V	V	V
Knowledge	V	V	V	V	V	V	V	V
Interpreting skills	V		V	V	V	V	V	V
Accuracy	V	V		V	V	V		
Delivery	V	V		V		V		
Role in communication	V	V	V	V	V	V	V	V
Job satisfaction	V	V	V	V	V	V	V	V
Personal traits	V	V	V	V	V	V	V	V

---

[2] Please Be Seated: 25 Lessons for Those Who Aspire to Become Interpreters

[3] Prepare Yourself to Work as a Language Specialist

[4] Professional Interpreter Got Highly Paid for Speaking

[5] Conference Interpreting as a profession

[6] Howard Interprets

[7] Meet the Translator

[8] An interpreter, going SOHO

[9] All Walks of Life - Interpreter

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4.1.1 The basics of conference interpreting
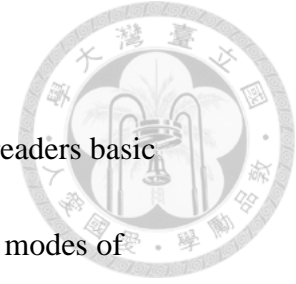
The coding analysis suggests that insiders-general share with readers basic

knowledge about conference interpreting as a profession, including modes of

interpreting, training and practice, and wage.

Modes of interpreting

Two modes of interpreting are introduced in insiders-general's

self-representations: consecutive and simultaneous. Insiders-general may believe that

learning about the different modes of interpreting is part of learning the ABC's of

conference interpreting as a profession. Michelle Wu, a professional interpreter with

25 years of conference interpreting experience, described conference interpreting as a

very exciting job because it requires interpreters to multitask on the job. Wu has the

following to say about interpreting:

> When doing consecutive interpretation, interpreters have to understand what the
>
> speaker says, keep the contents in their brains and onto notepads, and render the
>
> speech into fluent target language (interpreters also have to maintain eye contact
>
> and appear friendly with the audience). The greatest challenge in simultaneous
>
> interpreting is multitasking; an interpreter has to listen to the speaker, understand
>
> the content, render the language, memorize what is heard but not yet translated in
>
> the short-term memory, interpret it fluently into the target language, and monitor

his/her production[10] (Wu, 2016).

This passage shows some key differences between consecutive interpreting and simultaneous interpreting. Through Wu's description, the high stress and challenge of conference interpreting can be clearly seen. Through this representation, insiders-general may hope to stress that conference interpreting is not an easy task, at least not as easy as being parrots or translation machines.

Amy Chiang, a professional interpreter with more than 500 interpreting assignments up until 2012, further educates her readers how to work with consecutive interpreters by quoting "etiquette when using an interpreter" from the California Department of Social Service (CDSS), including "Speak directly to the limited-English-proficient (LEP) person, not to the person doing the interpreting"; "Don't say anything that you do not want interpreted"; "Speak in short simple sentences, pausing to permit the interpretation." Spreading and teaching the etiquette to others can help potential clients learn how to successfully work with consecutive interpreters and make communication more effective. In other words, general consensus on the importance of interpreting etiquette would be mutually beneficial for both interpreters and their clients.

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[10] 做逐步口譯的時候，口譯員必須在眾目睽睽之下，充分消化理解演講的內容、存在腦中及筆記裡，再以流利的譯入語進行演說（演說時還要與聽眾維持目光接觸，微笑並建立親和感）。同步口譯的挑戰則在於一心多用：同時要聽演講內容、理解消化、語言轉換，將已聽到但尚未譯出來的內容暫存短期記憶，以精確清晰的譯入語翻譯，並且騰出一隻耳朵來監聽自己的譯文。
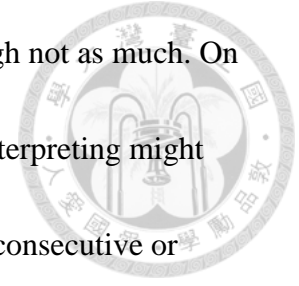
Escort interpreting is also mentioned by insiders-general though not as much. On the one hand, its market is relatively smaller; on the other, escort interpreting might not be referred to as a form of interpreting because it is essentially consecutive or simultaneous interpreting without the help of equipment. As Amy Chiang defines it, "One kind of interpretation is called 'escort interpreting', which means escorting clients during their visitation and provide interpreting service on site.[11]" The core of escort interpreting is that the interpreter has to follow his/her clients to different places. Sometimes, interpreters even have to work as the speaker's "babysitter," as Amy Chiang humorously puts it (Chiang, 2012, p.107). Escort interpreting can be as easy as interpreting daily conversations, or as hard as what the journalist said in *All Walks of Life- Interpreter* that escort interpreters "may also go abroad with business executives and attend important meetings.[12]" (USTV, 2016). In this case, the escort interpreter has to prepare and research field knowledge before work just as consecutive and simultaneous interpreters.

Training and practice

The analysis indicates that insiders-general stress the importance of training and practice for conference interpreters. In Amy Chiang's book, a section mentions the lack of respect for conference interpreting in Taiwan. Chiang quotes her friend who

---

[11] 各種口譯工作當中，有一種叫做「隨行口譯」，口譯員陪同客戶到各處參訪，並提供外語翻譯的服務。

[12] 也可能跟著企業老闆出國，參加重要談判會議。

studied translation for PhD in the UK: "Whenever I told others that I was studying a

PhD on translation and interpretation, the British would say 'Translation? That must

be difficult,' while a Taiwanese would say 'Translation? Who needs a degree for

that?'[13]" (Chiang, 2012, p. 196).
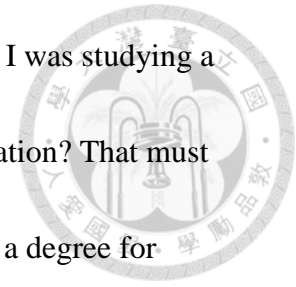
Chiang further added, "Many people in Taiwan do not see translation and

interpretation as professional skills. The concept 'translation is a profession' is yet to

be established.[14]" (Chiang, 2012, p. 196). With the lack of respect for translation and

interpreting in Taiwan, conference interpreters have to make efforts to debunk the

myth that interpreters are born rather than trained. Contrary to public assumption, all

insiders in the corpus have received training in conference interpreting at a Master's

level. This fact shows that conference interpreters are often well-trained before they

start to practice this profession. Nai-Yu Ker, a professional with ten years of

interpreting and translation experience, specifically pointed out on her Facebook page

on Oct. 23rd 2016 when she helped promote a non-degree short-term advanced

Chinese-English interpreting program:

> "In my opinion, interpreting is a profession that requires courses and instruction.
>
> One has to be led by a master and taught about the basic concepts and skills, and
>
> then practice hard on their own. Those who have no time or money for T&I

---

[13] 每當我告訴別人我正在念翻譯博士,如果對方是英國人,通常回答:「翻譯,那一定很困難吧!」
如果是台灣人,則多半回一句:「翻譯,那還需要念嗎?」
[14] 翻譯在台灣有時被視為很簡單的一件事,專業地位有待建立。

graduate programs can join short-term training programs led by professional

interpreters. Those who are trained by professionals would really perform a lot

better than those who aren't.[15]" (Ker, 2011).

From Ker's words, readers learn that schools and short-term training programs are the

two choices for those who aspire to receive training and become conference

interpreters. Amy Chiang encouraged those interested in working as interpreters to get

formal training, and went on to list some school choices in her book after she pointed

out the lack of professionalization of conference interpreting in Taiwan. Chiang

includes graduate schools in the National Taiwan Normal University (NTNU), the Fu

Jen Catholic University (FJU), and the Middlebury Institute of International Studies at

Monterey (MIIS), the one-year program in the University of Hawaii, and other

schools in the UK, Australia, Mainland China, and Hong Kong (Chiang, 2012, p.199,

pp. 202-204, pp. 212-214). Michelle Wu recommended the Graduate Program in

Translation and Interpretation in the National Taiwan University, and added that this

program "has always been the most popular and difficult graduate program among

others in the College of Liberal Arts. Students come from all over the world, hoping

to become professional interpreters after two to four years of strict training.[16]" (Wu,

---

[15] 我認為口譯真的是很需要專業指導課程的一門行業,至少要先有師傅領進門教你所有的基本
觀念與技巧,然後再自己關起門來用力練功。沒有時間與資本唸研究所的,可以考慮像這樣有專
業師資人才的短期培訓課程。有比沒有好很多很多喔。
[16] 一直是文學院報考人數最多、最難考的研究所。報考的學生來自四面八方,大家有志一同,
決心花 2 至 4 年的時間接受翻譯所著名的魔鬼訓練,希望成為專業口譯員。

2016).

Aside from schools, Amy Chiang reveals more information about non-degree

short-term training programs: "The short-term training programs may last for 5 weeks,

10 weeks, 3 months, or 6 months. Some may filter students according to their scores

in English tests such as TOEFL, some may hold their own exams, others may accept

anyone who applies.[17]" (Chiang, 2012, p.208). The abovementioned information can

enlighten readers that conference interpreting is actually a field of expertise involving

many institutions and provide different levels of training. Students studying

conference interpreting at the Master's degree level have to receive two to four years

of intense training. Conference interpreting profession arguably warrants formal

training and demands a significant amount of time and effort to study and practice.

Wage

To establish the understanding that conference interpreting is a profession,

insiders-general discusses the issue of wage. In Taiwan, the standard wage rate is

unknown by most clients. As a result, most clients expect low wage for interpreters, or

choose interpreters who charge less than others. This situation has made it difficult for

conference interpreters to ask for a reasonable payment. With this in mind, Nai-Yu

Ker shared her observation on her Facebook page on July 5th 2016 . Ker started her

---

[17] 短期訓練班為期五週,十週、三個月、六個月不等,有的對學員的英語能力有基本門檻限制,
例如要求托福考試分數達到幾分以上,或者必須通過該中心的英語測驗:有些單位則來者不拒,
報名就收。

post comparing the quality of milk tea and interpreting quality. She acknowledged

that even though she herself can differentiate high-quality from low-quality milk tea,

that does not mean all tasters can tell the difference. Therefore, following the same

logic: "Not many clients know the difference. Most clients offer strange prices

because they do not know the difference between translation and interpretation.

Therefore, for those who don't even understand what service they are seeking, prices

have the final say.[18]" (Ker, 2011).

The analysis indicates that insiders-general tend to share the standard wage rate

to try to fix the problem about unreasonably low wage. For example, the journalist in

All Walks of Life- Interpreter learned from her interviewee and revealed that

"Compensation is based on the number of hours. Ten to 15 thousand for half a day.[19]"

This coincides with the wage rate provided by other insiders-general, as Damien Fan,

a professional with 11 years of conference interpreting, shared in the *Professional*

Interpreter Got Highly Paid for Speaking interview that conference interpreters are

paid for more than 10,000 NT dollars for three hours of work, and more than 20,000

NT dollars for six hours of work. Michelle Wu also acknowledged that conference

interpreters can earn up to 22,000 NT dollars a day. This reflects the fact that there is a

tacit understanding over standard wage rate among insiders-general. Since clients'

---

[18] 只有很少數客戶，真正明白其中差異。大多數開出詭異價格的客戶，只是不懂。他們不懂筆
譯與口譯的價格範圍，高低到底差在哪裡；不清楚自己需要什麼的客戶，當然以價格決定一切。
[19] 薪資以時間計價，半天行情約一萬元到一萬五千元。

lack of knowledge about the wage rate of conference interpreters is the problem, interpreters thus share their standard wage rate with readers in the hope of educating potential clients and the public.
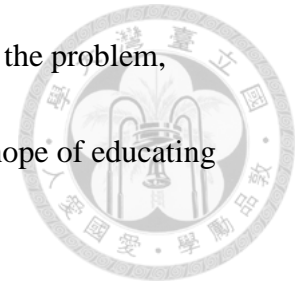
As Fan pointed out in the *Prepare Yourself to Work as a Language Specialist* interview, conference interpreter's core expertise includes linguistic skills, knowledge, and interpreting skills. The next section discusses in detail how interpreters look at linguistic skills, knowledge, and interpreting skills.

4.1.2 Linguistic skills

The coding analysis suggests that insiders-general view linguistic skills as one of the core skills of interpreting. In Fan's *Prepare Yourself to Work as a Language Specialist* interview with *Cheers*, a magazine focuses on occupations and professionalism, a diagram is provided by the journalist to analyze the skill set of conference interpreters. The diagram shows that one's foreign language has to be score five on a scale of one to five, but Fan explained that, "Language fluency is only the basic requirement. In addition to comprehension, an interpreter must have an advanced command in the foreign language. Moreover, one has to excel in his/her mother tongue to avoid translationese[20]" (Chang & Fan, 2009). *Meet the Translator* posted an article on Zhang Lu, who is a Chinese diplomat who interprets for senior

---

[20] 外語能力好是基本功，而且不能僅滿足於基本的聽說讀寫，而是要有比別人更專業的外語實力。另外，若從事翻譯工作，本國的母語也要夠好，才不會有翻譯腔

Chinese officials, on Jan. 3rd 2016. The article showed her commended consecutive interpretation of Chinese poems, and mentioned Zhang's thoughts: "She once said that translation is an art of language, and that one must be fluent in the foreign language, excel in the Chinese language, and politically and mentally prepared to be a qualified interpreter[21]" (Chen, 2015). From the above quotes, it may be inferred that a conference interpreter has to be extremely proficient in both working languages. Excellent mother tongue is necessary to understanding poems as Zhang Lu does or produce interpretation with little translationese. Much more than conversational understanding, conference interpreters have to comprehend and produce professional level content in both working languages. However, not all bilinguals who grow up abroad necessarily meet this high standard. Thus, being bilingual in the world of interpreting means having "native language + near-native foreign language."

In addition, insiders-general suggest that the capability to comprehend accented English is also vital because conference interpreters may have to interpret for speakers from all over the world. Amy Chiang devoted a section in her book to accented English: "Not everyone that speaks English are from the United States. They may come from 'any states in the world', by which I mean 'any countries in the world'.[22]"

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[21] 她曾說過，翻譯是語言的藝術，除了要有紮實的外語和深厚的漢語基本功外，還需要有良好的政治與心理素質。這樣才能成為一名合格的翻譯。
[22] 講英語的外賓不一定都是「美國人」，而是「每國人」，也就是「每」個「國」家的「人」都有。

(Chiang, 2012, p.26). She continued to share her work experience in which she was

bombarded with different accents. "He (Chiang's colleague) also mentioned that once

there was a meeting in which the representatives came from seven or eight different

countries. They all spoke in English, but there were all kinds of accents: Indian,

French, German, Philippine, Malaysian, and Taiwanese[23]" (Chiang, 2012, p.26). Amy

Chiang is not alone in thinking this. *Meet the Translator* shared an interview with

Sylvia Chen, the founder of *Meet the Translator*, on Dec. 23rd 2016 and has

"pinned"[24] the interview on the top of the Facebook page. In the interview, when

Chen was asked to share the most interesting or impressive interpreting work

experience, she said,

> I once interpreted for a French speaker who spoke in heavily accented English.
>
> The topic was about philosophy. I thought he said 'You have Confucianism and
>
> Daoism' but then, after several sentences, I realized what he said was 'You have
>
> confusion and doubts,' so I had to make a quick correction.[25] (Chen, 2015)

---

[23] 他也提到一場口譯工作經驗，有 7, 8 個不同國家的代表，但以英語為共通語言開會，各種腔調都有，有印度腔、法國腔、德國腔、菲律賓腔、馬來西亞腔、還有本土的台灣腔等等。

[24] When a post is 'pinned' on a Facebook page, it stayed on the top of the Facebook page. The 'pinned' post may include important information that the owner of the Facebook page hope their visitors to see.

[25] 曾經在口譯時遇過一位法國講者口音很重，講的是哲學的主題。我以為他說的是 You have Confucianism and Daoism（但是 Confucianism 和 Daoism 字尾依照法文規則不發音），於是很自然就翻譯「你們有儒教和道教」。直到又過了很多句後，才發現他想說的是 You have confusion and doubts（「你們有困惑和疑惑」，但字尾不發音時聽起來和「儒教和道教」很相似），於是才趕快更正。

As these quotes suggest, interpreters have to be extremely proficient in both

working languages and understand accented English. Thus, it is not surprising that

some insiders-general also assume the role of English teachers. Howard Chien, a

professional with four years of conference interpreting, actively engages in English

teaching. According to his Facebook page, Chien often teaches classes and gives

speeches on learning English. For example, Chien once shared information about his

speech on his English learning journey in Toastmasters, an English speech club. He

also shared a post about his class on how to score high in TOEIC speaking and

writing tests (Nov. 16th 2016 and Nov. 13th 2016). In Amy Chiang's book, the

vocabulary section and its MP3 recoding may also serve as   English learning

materials for her readers, which may indicate that Chiang may have also adopted the

role of English teacher when she wrote the book.

The fact that insiders-general play the role of English teachers shows that they

have confidence in their English proficiency, and teaching English is actually a way

of making money, which might be especially important for freelancers during the

off-peak season of conference interpreting. Moreover, teaching English may also be a

strategy to attract a wider audience, given that there are more people curious about

how to improve their English than about conference interpreting as a profession.

Teaching English might be a strategic move to attract more readers in hopes that

readers can also learn something about conference interpreting as a profession.

4.1.3 Knowledge

The analysis indicates that it is necessary for conference interpreters to have

excellent linguistic skills; nevertheless, even for individuals who have both working

languages as their mother tongue, conference interpreting might still be a task that is

extremely challenging. As the news anchor pointed out in *All Walks of Life-*

Interpreter, "It takes more than proficient English to be a professional interpreter.

Chinese ability and background knowledge are important as well[26]" (USTV, 2016).

Other than linguistic skills, knowledge is one of the most critical elements of

conference interpreting because conference interpreters must be equipped with

background knowledge to capture the meaning of the messages. This is also supported

by an article shared by *Meet the Translator* on Mar. 28th 2016, which enlightens

readers on how to work with interpreters in an international online interview for a

customer satisfaction survey, and one of the suggestions is that "Interpreting is not

just paraphrasing what researchers say in another language. The more the interpreter

understand the research, the more precise the interpretation will be[27]" (Chen, 2015).

---

[26] 其實要成為專業的口譯人員，可不是只有英文好就可以，中文造詣和專業產業知識都不可以
少。
[27] 千萬不要覺得口譯只要聽得懂研究員在講什麼照翻便是，口譯越了解研究內容，就越能提升
研究的精準度。

As a result, one should provide as much related information and knowledge as possible for conference interpreters to enhance the accuracy of interpretation.

Through analysis, it could be observed that insiders-general believe that knowledge could be divided into general knowledge and field knowledge as shown in the following post by Nai-Yu Ker on her Facebook page on July 4th 2016. Ker posted a public letter to a high school student who asked her which department he/she should apply for to become a conference interpreter in the long run. Ker encouraged this student to apply for other majors rather than English: "English ability is a must, but other abilities are even more important. Interpreters will not only deal with languages, but all kinds of knowledge. To stand out among other interpreters, you must also possess professional knowledge in other fields[28]" (Ker, 2011). Clearly, knowledge is one of the pillars of expertise of conference interpreting, and includes general knowledge and field knowledge. In fact, general and field knowledge are closely interconnected and cannot be easily separated, but to facilitate discussion here, the following part analyzes knowledge in the following order: general knowledge, field knowledge, and the interconnectedness.
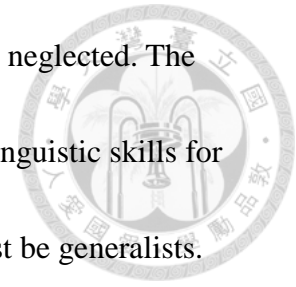
General knowledge

Insiders-general are aware that conference interpreting is often associated with

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[28] 英文能力是必須，但更重要的是其他的能力。將來成為譯者，你會接觸到的文本豈只跟語言有關，而是上及天文下通地理。在眾多競爭對手中想要脫穎而出，關鍵在於你是否具備其他領域的專業知識。

obscure technical knowledge, whereas general knowledge might be neglected. The

truth is general knowledge might possess as much significance as linguistic skills for

conference interpreters; in other words, conference interpreters must be generalists.

General knowledge serves as the foundation on which conference interpreters build

up field knowledge. Anyone with outstanding linguistic skills yet lacking a strong

base of general knowledge might fail to carry out the task of conference interpreting

due to lack of knowledge. A strong base of general knowledge would effectively

allow the interpreter to decrease the probability of being uninformed when

interpreting for a speaker. Amy Chiang said in the preface of her book, "Working as

an interpreter, I have to acquire knowledge in other fields. I often force myself to read

or browse through all types of books, so I may understand knowledge in other

subjects other than liberal arts, the subject I majored in[29]" (Chiang, 2016). Michelle

Wu also pointed out that "Interpreters are always hungry for knowledge and new

information. We are constantly breaking the barriers between different professions

(and they are indeed difficult to break)[30]." This feature of conference interpreting has

helped conference interpreters learn persistently and become active learners: "lifelong

learning is all the rage now, but we interpreters have already been learning throughout

---

[29] 因為口譯，我必須涉獵各種領域的知識，強迫自己廣博閱讀群書，不論瀏覽或精讀，文科畢業的我因而得以一窺各門學科的堂奧。

[30] 口譯員永遠處於資訊焦慮的狀態，不斷在追求新知，探索新的知識領域，爬過一座又一座的山（因為隔行真的如隔山）。

our lives[31]" (Wu, 2016).

Damien Fan also described the life of an active learner in the Professional Interpreters Got Highly Paid for Speaking interview: "'Even when I am shopping, I study the ingredients of a toothpaste,' said Fan. If our brains were databases, we should store as much information as we can every day. In addition to professional field knowledge, interpreters should also understand the cultural background, humor and even mythologies of different countries. In other words, all kinds of knowledge help. The more, the better[32]" (Du, Fan, & Huang, 2007). It may be seen that, being active learners, conference interpreters learn everything everywhere anytime, not limited to professional field knowledge. With that being said, conference interpreters might be a group of strategic active learners who absorb knowledge mainly from key fields that are often discussed in conferences. On *Howard Interprets*, Howard Chien shared an article on Jan. 17th 2017. The article is titled "10 Ways to Prepare – How to Prepare for Life as a Translation, Interpretation, and Localization Management Student," which was originally published on the website of the Middlebury Institute of International Studies at Monterey (MIIS), an outstanding conference interpreting training institution in the US. The third way suggested is to "Strengthen your general

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[31] 現在大家都在談終身學習，口譯員是最名副其實的終身學習者。
[32] 「我是個連逛街時都會去看牙膏背後成分的人」范家銘說。如果腦袋是一個資料庫，平日就要勤於儲存，對於知識「廣度」的增加除了專業知識以外，各國文化的背景、幽默方式甚至神話典故也要了解。也就是什麼都要懂，越多越好。

knowledge of economics, history, the law, international politics, and scientific

concepts and principles (in that order)," reflecting that general knowledge serves as

necessary foundation for conference interpreters when they have to research field

knowledge for interpreting assignments in a short period of time.
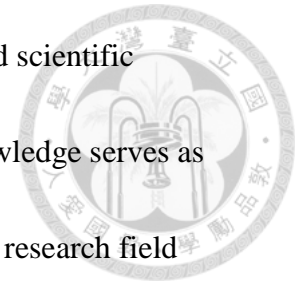
Field knowledge

Insiders-general revealed that, working in all types of professional conferences,

conference interpreters must be equipped with professional field knowledge, and this

is one of the factors that make conference interpreting extremely challenging. Fan was

quoted explaining why conference interpreting is a stressful job in the *Prepare*

Yourself to Work as a Language Specialist interview: "The greatest stress comes

during the preparation process. [...] 'You may be the one who understands the issue

least in the conference.'[33]" (Chang & Fan, 2009). Michelle Wu echoed that, "It takes

interpreters several days to prepare for a meeting that last only for a day. We have to

study papers, consult professionals or experts, memorize special terms, and so on[34]"

(Wu, 2016). Wu also shared a photo of her interpreting booth where she posted all the

glossaries she had prepared before an interpreting assignment on the glass (*Fig. 3*). In

this light, Wu said, it might be hard to conclude whether the wage rate for conference

interpreting is high enough.

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[33] 他認為最大的壓力,在於之前的準備 [...]「你可能是全場那個最不了解這個議題的人」。
[34] 口譯員為了一天的會議,往往得花上好幾天的時間研讀資料、請教專家、學習專門術語等。

Figure 3. Interpreting booth posted with glossaries. This figure illustrates

conference interpreters' preparation.

As Michelle Wu pointed out, conference interpreters tend to spend great amount

of time to prepare and research for a conference so that they can fully understand the

speeches and make sure their interpretations make sense in professionals' ears. Amy

Chiang shared her preparation and research process in a supermarket for an

interpreting assignment about cookies: "I tried to memorize those terms, again and

again. It reminded me of the time when I was preparing for the Entrance Exam. I tried

my best to memorize the names of the brands, goods and ingredients, so I could make

a glossary about cookies[35]" (Chiang, 2012, p.115-116). The above quotes reflect that

conference interpreters must study field knowledge extremely hard for any single

interpreting assignment, and be active learners who absorb all types of general

knowledge all the time, just as Amy Chiang described "In the short term, an

interpreter, after getting a case, has to prepare as much as possible according to the

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[35] 我拼命背啊背！有如重溫過去準備大學聯考時絞盡腦汁的背書功夫，盡力把所有廠牌、品名及成分反覆記誦，以便回家整理出一份餅乾的生字表。

theme of the meeting. However, in the long term, interpreters have to read a lot every day, absorbing knowledge like a sponge[36]" (p.147). However, it is worth pointing out that general knowledge and field knowledge are highly connected for conference interpreters as described by Nai-Yu Ker,
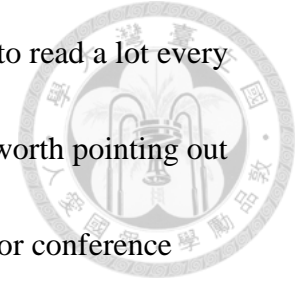
I've had the opportunity this year to participate as an interpreter in several Industry 4.0 and robotics related conferences. Materials for these conferences all came last minute, leaving us very little time to prepare, and we were literally still jotting down terminology that came out of nowhere and anything else we finally understood as the speaker gave the presentation. With a little time on my hand, I located all scattered sheets, looked up the concepts I vaguely understood, and compiled them all into my glossary.

Industry 4.0 is the going trend, so is robotics. By finishing the preparation post-conference, I'm now better prepared for the next." (Ker, 2011, Sep. 20th 2016)

In sum, conference interpreters represent themselves as professionals who learn persistently all the time to enrich their general knowledge, cram in field knowledge when hired by a conference organizer, and then adjust their scope of active learning according to their work experience.

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[36] 接到案子之後針對主題盡量準備，屬於短期的努力；長期而言，口譯員平日就得培養大量閱讀的習慣；像海綿一樣，不斷吸收、吸收、再吸收。

4.1.4 Interpreting skills

Aside from linguistic skills and knowledge, interpreting skills are also core skills

to successfully complete the task of conference interpreting. Nai-Yu Ker shared an

anecdote on her Facebook page on Nov. 19th 2016, in which Ker's friend told her that

a PhD researcher who had studied abroad was once assigned to simultaneously

interpret for a conference where this researcher could be called an expert. As a result,

it is safe to say that he is equipped with excellent linguistic skills and the field

knowledge required, and seems to be the perfect interpreter for the conference.

Nevertheless, the PhD researcher reported severe frustration after work, admitting that

simultaneous interpreting was extremely challenging because one has to juggle with

numerous tasks at once. Even though the PhD researcher understood the speakers'

words perfectly, he still failed to stay in sync with the speakers when interpreting. He

sighed, "simultaneous interpreting is not a job for humans.[37]" Ker's friend added,

"They never know how hard your job is. They even think that anyone who

understands the topic can do your job[38]" (Ker, 2011).

With both linguistic skills and knowledge, this PhD researcher appeared to be the

best candidate to interpret for the conference, though sh/e lacked interpreting skills.

However, the significance of interpreting skills for conference interpreting is shown in

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[37] 同步口譯根本不是人做的工作。

[38] 他們都不知道你的工作有多困難啊，還以為懂背景知識就可以。

this anecdote. Interpreting skills are also introduced by other conference interpreters in their representations, as the anchor described in All Walks of Life- Interpreter, "It takes more than English ability to be a professional interpreter. In addition to Chinese ability and background knowledge, a robust short-term memory and the ability to multitask are also necessary when it comes to simultaneous interpreting[39]" (USTV, 2016). The following part shows a number of interpreting skills that are covered by insiders-general.
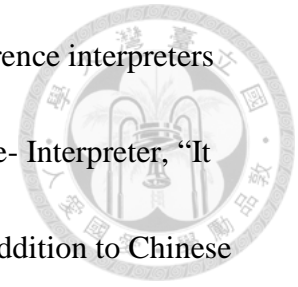
Short-term memory

Firstly, insiders-general suggest that strong short-term memory is necessary for conference interpreters for they have to remember what they hear before they render the information into the target language. Even after interpreters have interpreted the message, they still have to keep in mind the context to facilitate understanding of the coming messages. Michelle Wu specifically explained the importance of short-term memory for consecutive and simultaneous interpreting. Before interpretation is successfully produced, consecutive interpreters have to remember what they hear "in their brains and notes[40], " while simultaneous interpreters "keep what is heard but not yet interpreted in their short-term memory[41]" (Wu, 2016). Amy Chiang also

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[39] 其實要成為專業的口譯員，並不是只有英文好就可以，中文造詣跟產業專業知識都不可少，更由於口譯員必須做及時的同步口譯，因此短期記憶、一心多用的能力都很重要。
[40] 在腦中及筆記裡。
[41] 將已聽到但尚未譯出來的內容暫存在短期記憶。

emphasized the importance of short-term memory by saying "I can do this job for many more years as long as my reaction are still quick and memory still strong[42]" when she shared her lifelong passion for conference interpreting, indicating the vital significance of short-term memory for conference interpreters (Chiang, 2012).
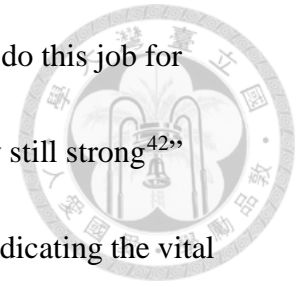
Multitasking

As the "PhD researcher" story shows, multitasking should not be neglected. Multitasking is often associated with simultaneous interpreting; for example, Michelle Wu said, "The real challenge of simultaneous interpreting lies in multitasking[43]" and "making extra efforts reading the scripts or writing down the digits that were heard but not yet interpreted makes the interpreting process even more challenging[44]" (Wu, 2016). Amy Chiang echoed in her book the significance of multitasking for simultaneous interpreting via the story of a friend of hers who worked as a news anchor. The news anchor was assigned to provide simultaneous interpreting service due to the sudden occurrence of 911 incidents. Most Taiwanese news channels are usually unable to arrange professional conference interpreters in time for a certain time sensitive news program; as a result, the news channel where Chiang's friend worked assigned this friend, a famous bilingual anchor, to simultaneously interpret news about the 911 incidents. Chiang's friend was deeply frustrated by his/her own

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[42] 只要我能維持反應靈活，記憶力不要大幅衰退，這份工作我還可以做很多年呢。
[43] 同步口譯的挑戰則在於一心多用。
[44] 分神看文稿條文，或用筆抄下聽到但還沒譯出來的數字，使得整個口譯任務更加複雜。

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performance, and Chiang comforted her friend by saying "The problem lies not in

your English proficiency, but thinking being able to speak good English makes you a

simultaneous interpreter. When we listen to English news, all we have to do is listen.
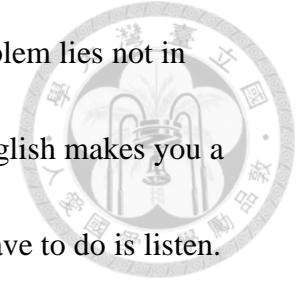
However, when doing simultaneous interpreting, interpreters have to speak and listen

at the same time.[45]" Chiang further explained in her book the reasons behind the

failure: "In other words, we have to be trained to multitask. No matter how good your

language skills are, you may still fail as an interpreter if you cannot multitask[46]"

(Chiang, 2012, p.142). This reflects the significance of multitasking.

Note-taking skills
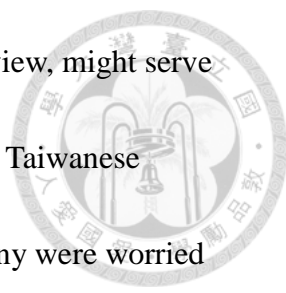
As multitasking is described by insiders-general as a necessary skill for

simultaneous interpreting, note-taking skills might be among the most mentioned ones

when it comes to consecutive interpreting, as the journalist said in *All Walks of Life-*

Interpreting, "Besides multitasking, being able to take notes fast is also necessary[47]"

(USTV, 2016). Note-taking skills prove itself to be particularly important when a

speaker forgets to pause for an interpreter for a long period of time and when the

message conveyed is of such a great length that conference interpreters would not be

able to remember without note-taking. Damien Fan's performance, which was hailed

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[45] 不是你的英文不夠好，而是你誤會了「英文好」就可以做「同步口譯」！平常我們聽英語新聞，只須「聽」，但做同步口譯必須邊「聽」邊「講」。

[46] 也就是說，一心多用本身就是需要鍛鍊的技巧，雙語能力再強，都可能因為分神不均而無法擔當口譯工作。

[47] 而除了一心多用的技能，口譯員速記的技巧也很重要。

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in the *Professional Interpreters Got Highly Paid for Speaking* interview, might serve

as an example. "Last year in an international financial conference, a Taiwanese

official kept talking for more than 10 minutes without stopping. Many were worried

that the consecutive interpreter, Damien Fan, may not be able to handle. Nevertheless,

he successfully interpreted everything the official said with precision, and his

interpretation were so great that all the audience gave him a standing ovation. Since

then, Fan has become the only interpreter that the organization works with[48]" (Du,

Fan, & Huang, 2007). One of the secrets to Damien Fan's success might be his

note-taking skills which enabled him to remember a segment which lasted longer than

10 minutes.

Meet the Translator introduced consecutive notes in a comprehensive manner on

Jan. 26th 2016, clarifying that note-taking for consecutive interpreting differs from

note-taking for studying in school or shorthand because "Note-taking for consecutive

interpreting is vertical, writing from up to down. Besides, interpreters should use short

terms to represent concepts instead of writing down every word the speaker utters.

Moreover, horizontal lines should be used to make clearer structure[49]" (Chen, 2015).

Meet the Translator continued to share a TED talk on conference interpreting and

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[48] 去年，在一場國際財經會議中，國內某官員一席話講了十多分鐘，現場很多人為在旁負責逐步口譯的范家銘捏把冷汗，當他一口氣精確的翻完所有內容之後，全場竟然起立鼓掌，從此范家銘成為主辦單位指定搭配的口譯員。

[49] 口譯筆記書寫的方式是垂直式的，由上往下書寫；而記錄時，記下的也並非逐字稿，而是以短語代表的概念，並且以橫線區分段落，以求將文章的層次分得更為清楚。

photos of some often used symbols in consecutive interpreting notes (TEDx Talks,

2014). The post finally stressed that the ultimate goal of taking consecutive notes is to

help interpreters remember speakers' utterances. Consecutive interpreters must

exercise their short-term memory and concentration, instead of relying solely on notes

to keep messages in mind. In this light, the number of symbols use is also irrelevant.

To put it briefly, conference interpreters represent themselves sitting/standing on stage,

concentrating on listening, and then using consecutive notes to "facilitate" short-term

memory rather than "outsourcing" their memory onto the notepad.
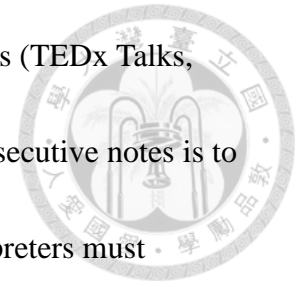
Public speaking skills

In *All Walks of Life- Interpreter*, Howard Chien acknowledged that "Generally

speaking, it takes some charisma to do consecutive interpreting on stage and speak in

front of the audience[50]" (Chien, 2009). The "charisma", in other words, means public

speaking skills, which were explained more clearly in Michelle Wu's article when she

introduced modes of interpreting. "When doing consecutive interpreting, interpreters

have to give a speech in the target language in front of the audience (and one also has

to maintain eye contacts with the audience to establish familiarity)[51]" (Wu, 2016).

Usually, consecutive interpreters stay on stage with speakers, which naturally renders

consecutive interpretation into public speech, and thus requires conference

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[50] 那平常如果是逐步，也就是在台前，站在觀眾前面的話，那其實是需要一點點的群眾魅力。
[51] 做逐步口譯的時候，口譯員必須在眾目睽睽之下 […] 再以流利的譯入語進行演說（演說時還要與聽眾維持目光接觸，微笑並建立親和感）。

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interpreters to be skillful in public speaking.

Howard Chien invited his readers to imagine being a consecutive interpreter on stage by sharing photos taken by himself. These photos either showed huge audience downstage, revealing interpreters' stress facing crowds (Jan. 20th 2017), or showed Chien interpreting consecutively, holding a microphone and a notepad onstage while providing consecutive interpretation (Oct. 29th 2016). As shown by conference interpreters' words and images, consecutive interpreters have to provide interpretation in a public-speaking manner. In this light, conference interpreters represent themselves as eloquent public speakers.

Analytical skills

Analytical skills are often neglected by outsiders to the T&I community when they think of conference interpreters because outsiders have a tendency to compare interpreters to "translation machine" or "parrots" (Cronin, 2009; Diriker, 2009), while professional conference interpreters insist that they must be equipped with remarkable analytical skills to analyze the message behind words and provide organized interpretation for listeners. Amy Chiang shared an anecdote of her class where the speaker in the video said "Global warming is particularly insidious," but Chiang's students misheard it as "Global warming is particularly in cities." Chiang acknowledged that "insidious" and "in cities" might sound alike; nevertheless,

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interpreters should examine the logic: "Interpreters also have to be used to evaluating the words the speaker says, and filter out irrelevant information according to logics and context. Therefore, interpreting is not just about listening and speaking[52]" (Chiang, 2012, pp. 85-86). This reveals that pure listening and comprehension are not enough, interpreters must actively listen to and analyze speakers' words.
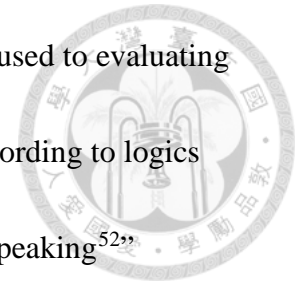
After analyzing the speaker's message, conference interpreters also utilize their analytical skills to make sure their interpretation sound organized so that audience can understand it clearly, as *Meet the Translator* posted on Mar. 28th 2016 "I think interpreters are all used to decipher the meanings and reorganize the sentences before we interpret, right?[53]" (Chen, 2015) It could be concluded that analytical skills are critical both when receiving message and producing interpretation, and that explains why analytical skills are among the skills that are trained in T&I institutions. As Chiang said, "So, what are students learning in T&I programs? In general, a graduate school student spends two to three years learning how to take notes, multitask, and think logically[54]" (Chiang, 2012, p. 196), conference interpreters should receive training before entering the market for it takes time to acquire these interpreting skills.

In sum, the analysis revealed that insiders-general represent conference

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[52] 口譯員靠著前因後果的邏輯關係，確認或質疑所聽之言是否真確，以此過濾掉牛頭不對馬嘴的錯誤。所以，口譯不光是耳朵聽、嘴巴說的考驗而已。

[53] 翻譯時，大家都很習慣要釐清脈絡，整理原文後再講出來吧。

[54] 口譯有什麼好念的？口譯研究所學生平均花兩年到三年的時間苦練口譯筆記、分神技巧（一心多用），學習邏輯分析。

interpreters as intensely trained linguistic professionals who are equipped with rich

knowledge and interpreting skills. After covering the core expertise of conference

interpreters, aspects about the quality of interpreting product will be discussed,

including accuracy and delivery.
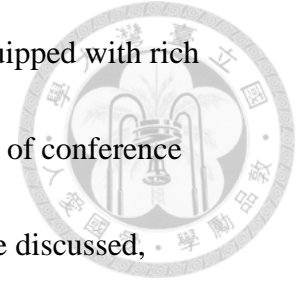
4.1.5 Accuracy

The analysis of insiders-general suggests that one of the ultimate goals of

interpreting service is to produce accurate interpretation. Conference interpreters

introduce and approach accuracy from different angles, enriching the concept of

accuracy in conference interpreting. Damien Fan emphasized in the *Professional*

Interpreters Got Highly Paid for Speaking interview the significance of "faithfulness,

expressiveness, and elegance[55]" and "Never make things up when you fail to grasp

the message[56]" (Du, Fan, & Huang, 2007). Fan indicates that accuracy is one of the

main reasons why conference interpreters must prepare and research for interpreting

assignments. Michelle Wu also stressed accuracy when she introduced simultaneous

interpreting: "an interpreter has to listen to the speaker, understand the content, render

the language, memorize what is heard but not yet translated in the short-term memory,

interpret it fluently into the target language, and monitor his/her production[57]" (Wu,

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[55] 信、達、雅。
[56] 聽不懂絕不能亂掰。
[57] 同時要聽演講內容、理解消化、語言轉換，將已聽到但尚未譯出來的內容暫存在短期記憶，
以精確清晰的譯入語翻譯，並且騰出一隻耳朵來監聽自己的譯文
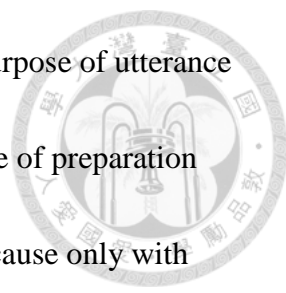
2016). These remarks show that providing accurate rendition may be one of the main

goals in conference interpreters' minds. Conference interpreters study hard for

interpreting assignments and fully concentrate on grasping the messages to avoid

situations where interpreters have to guess or even make up the message.
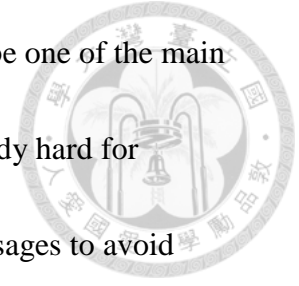
The accuracy described by Damien Fan and Michelle Wu in the above passages

might be mainly addressing information in the message. Apart from information, there

are two other aspects that conference interpreters have to deal with, including

emotions and purposes, to achieve higher accuracy. Damien Fan touched upon this

concept in the *Prepare Yourself to Work as a Language Specialist* interview that

conference interpreters have to extract the information first, and "also have to notice

the unspoken connotations and correctly capture the speakers' emotions[58]" (Chang &

Fan, 2009). This is one of the reasons conference interpreting is such an extremely

stressful job in Fan's opinion. What's more challenging is that conference interpreters

have to replicate the same effects of the original texts in their interpretation. *Meet the*

Translator shared on Feb. 15th 2017 a Facebook post revealing the work life of a

Japanese conference interpreter at the Ministry of Foreign Affairs of Japan. The editor

of *Meet the Translator* quoted the article "When he was interpreting, he tried to

'purposefully transfer the information', which means interpreting both the meanings

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[58] 還須了解文字背後的意義，以及說話者的正確情緒。

and the words of the minister[59]" (Chen, 2015). This suggests that purpose of utterance

must be considered. In addition, it reflected yet again the importance of preparation

and research into the speakers' background and field knowledge because only with

proper preparation and research can conference interpreters fully understand the

speaker's messages, including the information, emotions and purposes, and then use

their outstanding linguistic and interpreting skills to comprehensively preserve the

message in his/her interpretation.

Clients' requests may present additional challenges for conference interpreters to

maintain accuracy. For instance, conference organizers might ask conference

interpreters to reduce the time spent on interpretation, in which case Amy Chiang

suggested that conference interpreters must summarize the messages "in simpler

languages instead of leaving out some significant messages to meet the time

restraint[60]" (Chiang, 2012, p. 20). Clearly, summarization is the method to decrease

the interpretation length without falling inaccurate. Another type of requests is to be

loyal to not only the content but the delivery of original texts. More simply put,

clients may ask conference interpreters to refrain from polishing their interpretation,

including rendering the message more logically or in a higher register. For example,

Meet the Translator shared an article on how to work with interpreters in an

---

[59] 他在翻譯時始終考慮的是「有目的地傳遞信息」。他認為不能只是翻譯首相說的話,還需要時刻考慮首相最想表達什麼意思。

[60] 用較簡潔的語言來涵蓋所有重要的訊息,而非「漏譯」,因時間縮短而把部分重點遺漏不譯。

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international online interview for a customer satisfaction survey on Mar. 28th 2016.

The article suggested that:

> I think interpreters are all used to decipher the meanings and reorganize the
>
> sentences before we interpret, right? However, in some occasions, interpreters may
>
> need to refrain from polishing the message and interpret as loyally as possible. For
>
> example, when interpreting user surveys, fluency is not the main point. What
>
> interpreters should do is to loyally present clients' tone and wording in the
>
> interpretation, even if the situation or answer is embarrassing[61]. (Chen, 2015)

The client, in this case, hoped to learn their customers' reactions in their rawest

form without any changes, which is understandable given that the client desired to

understand their customers thoroughly from the survey so that they could optimize

their services or products. However, this "absolute" accuracy means sacrificing

delivery of interpretation. As *Meet the Translator* pointed out in the post, in most

cases, conference interpreters are used to analyzing the messages they receive, and

rendering them into logical, fluent, and accurate interpretations. This might be

because that conference interpreters hope to produce interpretations that are easy to

comprehend for their listeners, and, to achieve this goal, delivery, discussed in the

following section, is one of the key elements.

---

[61] 翻譯時，大家都很習慣要釐清脈絡，整理原文後再講出來吧，但是有些場合可能也需要譯者不加修飾，原汁原味呈現喔！原來在使用者訪談中，忠實呈現用戶的意見（包括語氣和用字）遠比通順流暢來得更重要。所以即使是尷尬的回答或場面也不要修飾［…］．"

4.1.6 Delivery
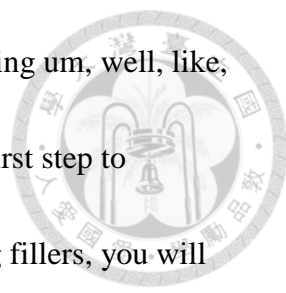
Aside from accuracy, conference interpreters also ensure their delivery of interpretation. When introducing consecutive interpretation, Michelle Wu said that the goal is to "fluently give a speech in the target language[62]" (Wu, 2016). *Meet the Translator* also mentioned in her article (Jan. 26th 2016) that "the most important objective (of note-taking) is to assist interpreters in transferring ideas[63]" (Chen, 2015). Unquestionably, fluency of delivery is one of the most important aspects of interpreting quality. There is a likelihood that conference interpreters hope to create pleasant listening experience for their listeners. It is also possible that, as outsiders highly focused on fluency of delivery when evaluating interpretation (Fernández, 2013), conference interpreters make efforts to ensure fluency of delivery in order to impress their audience and clients to build a positive professional image.

Insiders-general are capable of approaching delivery from different angles, and it is for this capability that they suggest delivery could be improved through practice and training. Amy Chiang dissected delivery into pronunciation, enunciation, stress, intonation, and vocabulary, and suggested readers to practice with tongue twisters or simply reading out loud. She pointed out that it does not matter much whether one's voice is pleasant to the ears as long as one keeps practicing and learns to admire the

---

[62] 以流利的譯入語進行演說。
[63] 最重要的目的還是能夠幫忙口譯員順暢地傳達概念。

uniqueness of his/her own voice. One can also reduce fillers, including um, well, like, you know, to name a few, through practice. "Self-awareness is the first step to reducing fillers. By consciously minding what you say and avoiding fillers, you will get rid of the bad habit eventually[64]" and become more confident, professional, and persuasive (Chiang, 2012, p. 182). In other words, conference interpreters believe that one can enhance delivery via training and practice, whereas voice quality, which cannot be changed easily, only plays a small role in delivery. This agrees with conference interpreters' attitude that interpreters should receive training through which they can potentially enhance their delivery before they practice the profession.

In sum, insiders-general represent conference interpreters as professionals who strive for accurate and fluent interpretation, which demands conference interpreters to actively engage in incoming messages, and practice hard to produce fluent interpretation. Insiders-general may hope to show that they are more than "parrots" or "translation machines" that only dwell on the word level through their representations.

---

[64] 自我察覺是戒掉填充語的第一步,要有意識地留意自己說話,刻意避免說出填充語,久而久之便能甩掉滿口贅言的說話習慣。

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4.1.7 Roles in communication

Conference interpreters eliminate language barriers and facilitate communication. In insiders-general's opinions, conference interpreters play the most critical role in communication as the seemingly invisible facilitator of communication, contributing their expertise to society while ensuring confidentiality.

The most critical person but often neglected
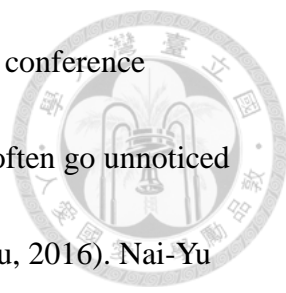
Insiders-general point out that conference interpreters are the most critical person in international communication because communication would not be possible without the help of conference interpreters. Michelle Wu supported this belief by describing conference interpreters as "the key of communication outside of the spotlight[65]" (Wu, 2016). Damien Fan also echoed "Interpreters are often the ones who understand the topic least in a conference, but are also the key to a successful meeting. Needless to say, they bear great pressures in every meeting[66]" (Du, Fan, & Huang, 2007). Clearly, conference interpreters are responsible for the success of cross-cultural communication, but they usually receive few credits for their hard and incredible work.

Michelle Wu pointed out "the hard works of interpreters (especially those working in booths) are often neglected. Even the host organizations often leave out

---

[65] 焦點之外的溝通關鍵人物。
[66] 口譯工作者往往是會場中最無知的那一個人,卻要兼負會議成功與否的責任,臨場壓力可想而知。

the interpreters' names from their brochures[67]" when she mentioned conference

interpreter's social status. This reflects that conference interpreters often go unnoticed

in conferences regardless of their critical role in communication (Wu, 2016). Nai-Yu

Ker shared her experience of being neglected on her Facebook page (Feb. 7th 2017).

She posted her conversation with her colleague at a conference: "Which conference

room are we going on that date? And when does the meeting start? I haven't received

the agenda yet[68]," and "Me neither. I asked, but the client told me no to worry[69] "(Ker,

2011). As discussed in 4.1.3 Knowledge, it is essential for conference interpreter to

prepare and research for every interpreting assignment. As a result, the fact that the

conference organizers failed to provide conference interpreters with materials hours

before work indicates that conference interpreters were not important in their eyes.
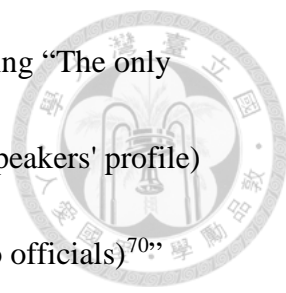
Howard Chien posted on Nov. 20th 2016 (simultaneous interpreting) and Dec.

26th 2016 (consecutive interpreting) two photos reflecting the invisibility of

conference interpreters. The first photo was Chien simultaneously interpreting for

Darren LaCroix, the 2001 World Champion of Public Speaking. Howard Chien was

literally invisible. Being seated in a dimly-lit interpreting booth which was located at

a corner, it was difficult for the audience in the conference to see him clearly. The

---

[67] 口譯員（特別是躲在口譯廂裡工作的同步口譯員）是很少得到掌聲的，會議主辦單位也很少
將口譯員的姓名列在會議手冊上。
[68]　XX 號的工作在哪一廳？幾點開始阿？到現在都沒收到議程表。
[69] 我知道，我問了，客戶叫我不要急。

second photo is a close shot of an orchid plant, with the caption saying "The only

thing the interpreter can see (aside from my notebook and the two speakers' profile)

when working for a government agency (plus being stared at by two officials)[70]"

(Chien, 2009). What is particular about the second photo is that consecutive

interpreters are basically more visible compared to simultaneous interpreters, but

Chien, who provided consecutive interpreting, was put behind an orchid plant,

revealing how invisible conference interpreters could be when they are at work. This

representation of being the most critical yet invisible person in communication may

be their complaint about their work condition, and a way to ask for more respects for

the profession of conference interpreting.

Facilitator of communication

Insiders-general indicate that one possible reason that conference interpreters are

neglected might be derived from the fact that they are facilitators of communication

rather than main actors. Amy Chiang stressed that conference interpreters should

adopt the assisting role: "Interpreters are undoubtedly important in international

meetings and gatherings because they make communication possible, but audiences

pay for tickets because of the speakers. Therefore, the speakers are the protagonists,

and interpreters have to stay low key and play the supporting roles[71]" (Chiang, 2012,

---

[70] 政府機關的口譯視野（除了筆記本和兩位講者的神態和幕僚注視）。
[71] 口譯員在國際活動上協助溝通的重要性無庸置疑，但是觀眾購票進場畢竟是受到講者的吸引，

p. 157). Amy Chiang even added that those who desire to receive great attention may

have to consider again before they pursue conference interpreting as a career

regarding that conference interpreters should refrain from outperforming speakers. To

enrich the concept of this facilitating role, insiders-general tend to describe the

profession as belonging to the service industry.
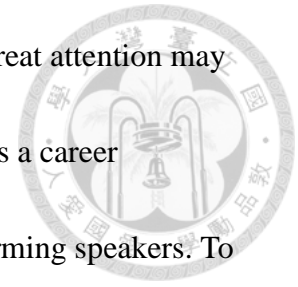
Michelle Wu described, "Actually, interpreting sort of belongs to the service

industry[72]" (Wu, 2016), and Amy Chiang also quoted Ting Dong Su, a

Chinese-Japanese conference interpreter working for the Ministry of Foreign Affairs

(ROC), in her book to illustrate the interpreter's roles in communication. Su pointed

out that though his friends envied him for working along privileged figures, he had

this to say: "We interpreters should see ourselves as service providers, be willing to be

supporting roles, and never try to steal the spotlight from the main characters[73]"

(Chiang, 2012, p. 71). Certainly, conference interpreters play the assisting role, and

the people they "serve" include "speakers, host organizations, and the audience[74],"

explained Amy Chiang when she discussed the dilemma in which conference

organizers and speakers have different expectations for interpreters (Chiang, 2012, p.

124). Compared as a service sector job, it is clear that conference interpreters play

---

講者才是主角,口譯必須安於擔任配角。
[72] 事實上,口譯工作是一種服務業。
[73] 當口譯人員要有個認知,就是安於當配角、不搶主帥風采、把自己當作貢獻專業的服務業。
[74] 講者、主辦單位及觀眾,都是口譯員服務對象。

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facilitating roles in communication and try their best to fulfill others' requests.
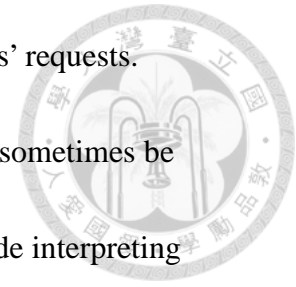
Insiders-general also suggest that conference interpreters may sometimes be treated as "tools" for speakers. Their original job, which is to provide interpreting service, becomes the secondary mission, as shown in Amy Chiang's book: "Negotiators do not have to talk while interpreters are talking. Therefore, they win more time thinking. Sometimes when things look desperate, blaming the interpreters could be regarded as the last resort[75]" (Chiang, 2012, p. 52). In the political field, the conference interpreter may serve as a form of insurance when government officials commit errors in speeches who then blame conference interpreters for incorrect interpretation of his/her words. Conference interpreters who work in public sectors may adopt this type of role in communication more often than their colleagues working in private sectors. Regarding public sectors, conference interpreters are sometimes used even when two heads of states can converse in each other's language fluently because "Sometimes that is down to national pride, but it's also to avoid misunderstandings and protect nuance[76]," said by former White House linguist Kevin Hendzel quoted in the article *Presidential phone calls: How do world leaders talk to each other?*[77] which was shared by *Meet the Translator* on Dec. 7th 2016 (Chen,

---

[75] 口譯員在翻譯的時候，談判代表不需要說話，等於拉長了談判代表思考的時間；不得已時，還可以偶爾讓口譯員充當一下替罪羊。
[76] 有時候這是一個國家尊嚴的問題，但是更多的是為了避免誤會和保障溝通當中的微妙信息。
[77] 《總統與電話：世界領袖之間是如何通話的？》

2015). In this type of situation, the interpreting service provided might be only 'decorations' because the speakers may understand each other without the help of conference interpreters. In simple terms, conference interpreters do not bridge the cultural gap but serve as tools to achieve other purposes.
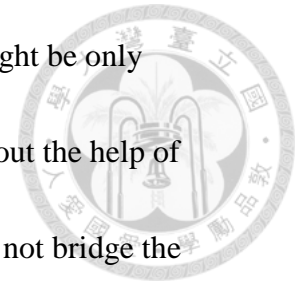
Even though it may sound frustrating, every cloud has a silver lining. As the above quote suggested, conference interpreters might serve as communication experts who can prevent misunderstanding from happening considering that most conference interpreters have better command in their working languages than other bilingual speakers who engage in communication with each other. In other words, conference interpreters may not seem critical in communication between bilingual speakers; however, interpreters could serve as communication experts to render communication more smoothly and more effectively by using their superior linguistic skills and richer cultural knowledge. In the article *Who is the beautiful and calm lady on China's Premier's side? Zhan Lu, the official interpreter (Zhang's interpretation of Chinese poems included)*[78] shared by *Meet the Translator* on Jan. 3rd 2016, a foreign correspondent in Mainland China was quoted saying "though we foreign reporters all speak Chinese, sometimes we still listen to the interpretation in case we make mistakes[79]" (Chen, 2015). It is safe to say that correspondents assigned in mainland

---

[78] 中國總理身邊的高冷女神，原來是國家級翻譯官張璐(附她翻譯中國古詩詞的實例)
[79] 雖然我們外國記者都會中文，但有時候還是要再聽一遍翻譯作為參考，以免出錯。

China can speak Chinese, which means that this correspondents' words may serve as

an endorsement of professional conference interpreters' superiority in communication

skills.

The discussions above show that communication is not only words but cultural

knowledge and language register. To better illustrate how insiders-general portray the

complexity of communication and conference interpreters' expertise in

communication, the following example is worth discussing. *Meet the Translator*

shared a news article *Takuya Got Mad hearing CTI news anchor asking "kimochi"*[80]

on July 12th 2015 (Chen, 2015). Kimura Takuya, a famous Japanese actor, arrived at

the airport in Taiwan, and a news anchor refused to ask questions via the escort

interpreter, and resulted in terrible communication effects. The news anchor asked,

"Kimochi?" in casual speech in Japanese, a language that puts strong emphasis on

language register. According to the news article, "kimochi" is often heard in Japanese

adult films. The language register is so low that it creates the communication effects

as "How do you like it?" in adult films. Kimura Takuya was embarrassed hearing this

question, and remained silent and looked somewhat sullen. Meet the Translator used

this example to indicate the complexity of interlingual communication. It might be

true that the news anchor was able to express herself in Japanese, but that does not

---

[80] 中天主播失禮問「爽嗎」 木村臉都綠了

mean she could achieve the best communication effects intended. The story would have been different if the news anchor had used the help offered by the interpreter. Undeniably, insiders-general believe that conference interpreters could serve as communication experts for bilinguals because conference interpreters have superior linguistic skills, richer cultural knowledge and more outstanding communication skills than most bilinguals. They can prevent misunderstandings or mistakes and achieve intended communication effects.
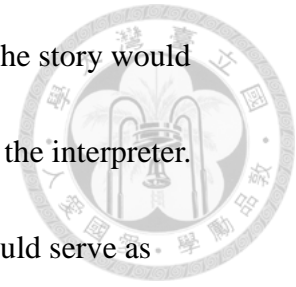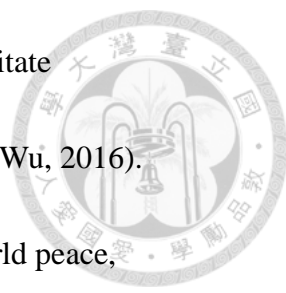
To sum up, insiders-general represent conference interpreters as the assisting role in communication, and this role has rendered the profession similar to a service sector job. Sometimes, conference interpreters become tools for negotiators or politicians, especially bilingual ones. However, conference interpreters can work as communication experts to ensure communication effects even when the communication is between bilinguals because they have exceptional linguistic skills, cultural knowledge, and communication skills.

Contribution to society

The analysis of insiders-general indicates that conference interpreters realize that interpreting can bridge cultural gaps, and, therefore, contribute their expertise in society by facilitating exchange of knowledge and bringing peace to the world. Michelle Wu revealed that one of the reasons that she feels passionate about

conference interpreting is that it may "break language barriers, facilitate

communications, and contribute to civilization and world peace[81]" (Wu, 2016).

Michelle Wu continued to provide her experience of facilitating world peace,

including interpreting for Frederik Willem de Klerk, former president of South Africa,

when he visited Taiwan to talk about apartheid in 2005 and for Dalä Lama as he

delivered the speech about world peace in Taiwan in 1997. Nai-Yu Ker has also raised

awareness about social issues on her Facebook page, and worked for conferences that

discuss resolutions to social problems. For instance, she posted to introduce the 2016

International Austronesian Conference on Nov. 26th 2016. The conference was

described by Ker as the most important one she worked every year. Even though Ker

did not specify why it was the most important conference, she did describe the

conference as about "mutual-understanding and coexistence[82]" (Ker, 2011). It is

possible that Ker valued this conference for its social contribution. Ker also posted on

Nov. 17th 2016 to emphasize that "I support animal welfare. I support animal rights[83]"

(Ker, 2011), and continued to share with her readers what she has learned after

interpreting for a workshop on animal protection. In sum, conference interpreters can

assist communication, and contribute their expertise in society to facilitate world

peace and resolve social problems. These representations represent conference

---

[81] 跨越語言文化障礙，促進溝通，對人類文明與世界和平做出具體貢獻。
[82] 和解與共生
[83] 我支持動物福利，我支持動物權。

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interpreting as a useful and valuable profession for humanity, creating a positive

professional image for conference interpreters.

Confidentiality

Insiders-general further suggest that conference interpreters inevitably hear every

word uttered as facilitators of communication; nevertheless, they do not own these

messages and must keep what they have learned confidential. After all, interpreters

are facilitators rather than main actors of communication. Amy Chiang brought up

confidentiality when she talked about preparation and research for interpreting

assignments. She said that the most efficient way to prepare is to consult experts in

the field. However, "it may be embarrassing asking certain people repeatedly, or no

one in our network is familiar with the topic. Other times, we can't discuss with others

for confidentiality issues[84]" (Chiang, 2012, p. 116). Business conferences or political

meetings are among the occasions where conference interpreters may encounter such

confidential information. *Meet the Translator* (May 14th 2016) shared Ting Dong Su's

words, a Chinese-Japanese conference interpreter working for the Ministry of Foreign

Affairs (ROC). Su recalled that, in the year 2000, he and his colleagues were sent to

an isolation room by police cars for the sake of confidentiality when they translated

the inaugural speech by Chen Shui-bian, former president of ROC; later in 2008, the

---

[84] 但不好總是麻煩人，或是沒有適合的人可以麻煩，更何況有時還有「保密」的考量，不宜與
他人直接談論口譯內容。

measures were less strict when he translated for the inaugural speech by Ma Ying-jeou,

former president of ROC, but all interpreters involved still had to sign non-disclosure

agreements to ensure confidentiality. It is certain that insiders-general indicate that

conference interpreters must uphold confidentiality and not reveal what they learn

from work.
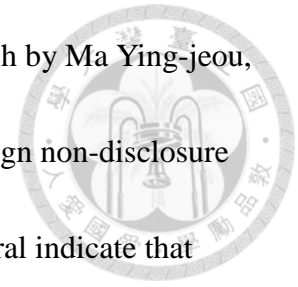
4.1.8 Job satisfaction

The analysis of insiders-general suggests that conference interpreting is

represented as an extremely challenging job; nevertheless, it is still the dream job of

conference interpreters.

A challenging task

Insiders-general describe conference interpreting as an extremely challenging

task. *Meet the Translator* posted an image (*Fig. 4*) on Oct. 17th 2015 to reveal that

conference interpreting is a cognitively demanding task. On the left of the image is an

intact egg with words "THIS IS YOUR BRAIN," and on the right is a broken egg

with words "THIS IS YOUR BRAIN AFTER INTERPRETING," humorously

reflecting the demanding nature of conference interpreting (Chen, 2015). In the

Professional Interpreters Got Highly Paid for Speaking interview, Damien Fan also

pointed out that conference interpreting is a particularly stressful profession, which

might be part of the reason behind conference interpreters' high wage rates (Du, Fan,

& Huang, 2007).
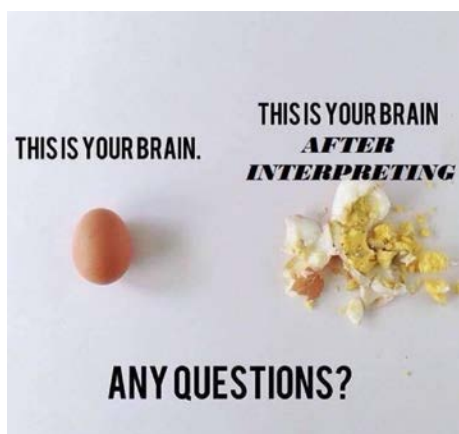
Figure 4. Brain before and after interpreting. This figure illustrates how cognitively demanding interpreting may be.

There are other difficulties in conference interpreting introduced by insiders-general aside from the abovementioned. Take the following post by *Meet the Translator* on Jan. 22nd 2016. In the post, it was revealed that some speakers speak in high speech rate, which makes interpreting nearly impossible for conference interpreters. Some speakers even forget to speak into or turn on the microphone, causing conference interpreters to hear nothing if they are seated in the booth. Regarding these difficulties, *Meet the Translators* shared photos from another Facebook Page "Interpreting the world." The photos are two sides of a wooden fan (See *Fig. 5*). On one side it writes "PLEASE PAUSE for INTERPRETATION", on the other "PLEASE TURN ON YOUR MICROPHONE." *Meet the Translator* added in the post: "What can interpreters do when they are met with uncontrolled speakers who talk non-stop and don't care about interpreters? The answer is: the fan for interpreters[85]" (Chen, 2015). Therefore, it might be deduced that these situations

---

[85] 遇到不受控制、講起話來滔滔不絕（不管口譯員死活）的飆車型講者，口譯員該如何自救呢？

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happen so often that conference interpreters designed this wooden fan, and shared this

idea with the community of conference interpreting.

Figure 5. The fan for interpreters. This figure illustrates difficulties encountered by conference interpreters.
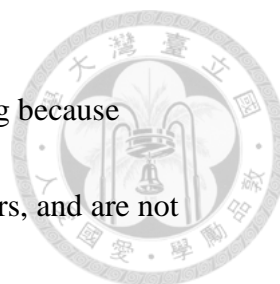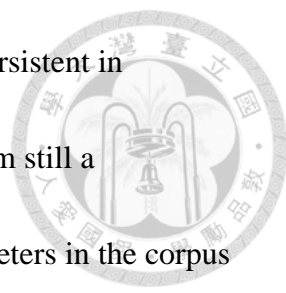
Moreover, conference interpreting is also physically demanding because

conference interpreters must fully concentrate on work for long hours, and are not

allowed to have meals when they feel hungry. Consequently, interpreters suffer tired

throats for speaking without proper intervals for rest. Amy Chiang quoted an

experienced conference interpreter's words: "Since we don't have fixed working time,

sometimes we can't have meals properly, so I will drink this when I feel tired or

hungry to hold up for a while. In winter, I will make red dates tea and keep it in my

thermal bottle. Interpreting is a very tiring job, so we have to look after ourselves in

order to make our career lives last longer[86]" (Chiang, 2012, p. 164). Chiang continued

to assert that, to excel this job, conference interpreters must exercise regularly to keep

fit, and take good care of their voice all the time. Insiders-general represent

conference interpreting as a truly challenging profession through introducing the

stress and difficulties conference interpreters are faced with.

Dream job

Despite the high challenges and difficulties, the analysis suggests that

insiders-general tend to view conference interpreting as a dream job. Ker posted on

Aug. 14th 2016 saying that "The truth is, being an interpreter has always been my

---

[86] 有時候工作時間不固定，沒辦法好好吃飯，餓了、累了的話，喝這個可以稍微擋一下。冬天裡我還會自己帶保溫瓶，裡面裝紅棗枸杞泡的茶呢！口譯工作很辛苦，一定要把身體保養好，這份工作才能做得長久。

dream[87]," and "Looking back at the past decades, I found myself persistent in

realizing this dream. I never gave up this dream, and that is why I am still a

conference interpreter now[88]" (Ker, 2011). Other conference interpreters in the corpus

also consider conference interpreting the most ideal profession for them because they

could keep learning new knowledge and meeting new people. Michelle Wu

emphasized the significance of active learning, and remarked that "the best thing is,

we are paid to learn new things[89]." This is one of the reasons why Wu has always

been passionate about this profession: "I've always enjoyed my career as an

interpreter[90]," and she even added "I will keep working as an interpreter as long as I

can[91]" (Wu, 2016).

    Howard Chien also shared his passion for conference interpreting on his

Facebook page via sharing an article by *Meet the Translator* on Nov. 7th 2016. The

article is about why interpreters/translators choose this profession, and Chien

commented on the post: "For me, the surprises and versatility of the interpreting job

bring me joy that other jobs don't[92]", reflecting yet again that conference interpreters

enjoy learning through work (Chien, 2009). Amy Chiang echoed that "I love this job

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[87] 事實是，成為口譯員是我的夢想。
[88] 回顧這十年，我發現自己還是一直在努力實現我的夢想，沒有放棄過。因為沒有放棄，所以我現在還站在這裡。
[89] 而且最棒的是：客戶付錢讓我們學習。
[90] 在口譯這條路上，我始終樂此不疲。
[91] 只要能力允許，口譯這條路，我會努力地繼續走下去。
[92] 對我來說，翻譯工作的多變多元多樣是其他工作無可取代的樂趣。
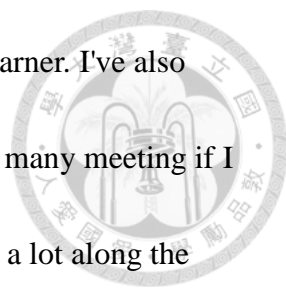
because it forces me to keep on learning and become a real active learner. I've also

learnt a lot as an interpreter because I would never have attended so many meeting if I

had not been an interpreter. I am no longer young, but I have gained a lot along the

way. I will keep on working as an interpreter[93]" when she said that conference

interpreting is a job that one can potentially continue to do in one's senior years

(Chiang, 2012, p. 192). These quotes show the strong passion for conference

interpreting, leaving readers with the positive impression that conference interpreters

are a group of professionals who are living their dreams.

4.1.9 Personal Traits

The analysis of insiders-general suggests that conference interpreters share

several common traits, including the ability to concentrate on tasks, strong curiosity

for knowledge, and high stress tolerance, defining how readers might imagine the

personality of conference interpreters.

Concentration

Insiders-general suggests conference interpreting demands great cognitive

resources, and thus requires conference interpreters to fully concentrate on tasks,

whether it be consecutive or simultaneous interpreting. *Meet the Translator* reposted

Sylvia Chen's article on Vincent Chao's consecutive interpretation on Apr. 18th 2016

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[93] 我熱愛這份工作，它讓我必須不斷學習，成為「學無止境」的具體實踐者；也讓我增加許多
見識。要不是因為我是口譯員，很多活動我壓根兒不可能有機會參加。我不青春，我正在累積經
驗，我要繼續吃這行飯。

(I1-C22). The article pointed out that the interpreter has to rely on notes and also

"strong sort-term memory, attention, and willpower[94]" to successfully interpret Tsai

Ing-Wen's speech, indicating that conference interpreters have to be equipped with

great powers of concentration to conduct consecutive interpretation (Chen, 2015).
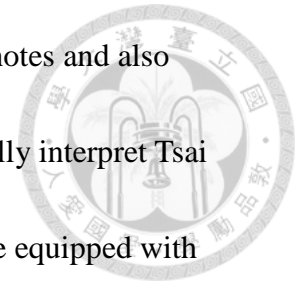
Seemingly contradictive but not quite, the same applies to simultaneous interpretation,

which demands interpreters to multitask. Interpreters must fiercely concentrate on

managing all the tasks at once, as described by Michelle Wu when she shared her

passion for conference interpreting: "When you pay full attention to interpreting

(especially simultaneous interpreting), you will enter a state in which you are no

longer aware of your surroundings. It feels wonderful to be able to enter such state

during work because it makes your work more than just a labor. It becomes a kind of

involvement, a kind of deep play[95]" (Wu, 2016). Simultaneous interpreting demands

conference interpreters to devote 100% cognitive resources, and it could potentially

evoke a state of ecstasy in conference interpreters as a result.

Curiosity

It is mentioned in 4.1.3 Knowledge that conference interpreters must actively

learn new information to accumulate their general knowledge. If taken from the

perspective of personal traits, conference interpreters must, as explained by Amy

---

[94] 強大的短期記憶力、專注力、還有超強意志力。
[95] 口譯（特別是同步口譯）做得順暢時，會進入全神灌注、渾然忘我的境界。能夠在工作中忘我是十分美好的事，使得工作不只是工作，而是一種投入，一種 deep play。

Chiang, always be "intellectually curious" and "curious about new things, or hungry

for new knowledge[96]" (Chiang, 2012, p. 148).

In Fan's *Prepare Yourself to Work as a Language Specialist* interview, the

writer listed five core skills of conference interpreter, and one of the skills is "the

ability to cross over (because) language is only a skill that can be applied to different

fields. Therefore, interpreters should be interested in all kinds of fields and industries

without preference[97]" (Chang & Fan, 2009). This suggests yet again the significance

of being "intellectually curious." Wu also clearly pointed out that she has a strong

passion for conference interpreting for "Interpreting forces me to keep track of and

digest the latest news in different fields[98]." Sometimes, this curiosity might turn into

information anxiety, as Wu suggested: "Interpreters are always hungry for information.

We keep learning new things, explore knowledge from different fields, and overcome

obstacles (it is really hard to cross over to difference fields)[99]" (Wu, 2016).

Conference interpreters must stay curious about new knowledge so that they can

enjoy learning new information from all types of fields and become generalists.

Stress tolerance

Since conference interpreting is such a stressful profession as mentioned in 4.1.8

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[96] 對追求知識充滿了好奇心,或者說要有強烈的求知慾。
[97] 跨界力:語言是一項技能,端看你要運用在哪個領域,因此平時就要保有對不同領域或產業的興趣,千萬不能有排斥的心態。
[98] 口譯工作讓我可以接觸各行各業的最新知識,在第一時間吸收消化。
[99] 口譯員永遠處於資訊焦慮的狀態,不斷在追求新知,探索新的知識領域,爬過一座又一座的山(因為隔行真的如隔山)
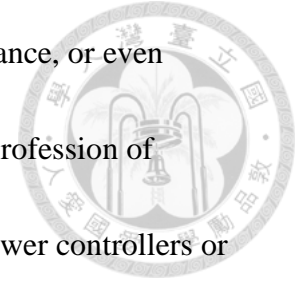
Job satisfaction, conference interpreters must have high stress tolerance, or even

thrive under stress. Michelle Wu said it well, "The excitement the profession of

interpreting brings is definitely strong, maybe even stronger than tower controllers or

car racers. Some people enjoy this kind of difficult jobs, and some are even addicted

to them[100]" (Wu, 2016). Conference interpreters must function well under stress or

even be "adrenaline junkies." Nai-Yu Ker posted on Aug. 31st 2016, "September is

around. It is the high season for interpreting assignments, but I haven't finished my

book translation. I took a deep breath and told myself that with greater stress comes

greater productivity. Or maybe not[101]" (Ker, 2011). This reflects the work life of

conference interpreters: working under high stress. It was also stressed in the

Professional Interpreters Got Highly Paid for Speaking interview that "Damien Fan

thinks that mental strength is very important for interpreters. Aside from everyday

hard works, interpreters should also be able to stand the pressure while interpreting[102]"

(Du, Fan, & Huang, 2007). It could even be concluded that whether an individual can

work efficiently under a huge amount of stress may be one of the keys to success in

the career of conference interpreting. Readers may learn from this representation that

conference interpreters are professionals who can stay calm and perform well under

---

[100] 口譯工作的驚險刺激指數絕對是很高的，甚至不亞於機場的塔台控制員或賽車選手。但偏偏就是有人喜歡這種高難度工作，甚至還會上癮。

[101] 書籍翻譯還沒完成，竟然已經要進入九月，口譯旺季開跑。深呼吸，告訴自己，壓力越大，越有效率。或許。

[102] 范家銘認為進入口譯行業的人，心理素質很重要，平日的努力不可少，還要能受得了臨場壓力。

high stress.

People skills

Insiders-general also suggest that interpersonal skills are critical in the survival

in the industry of conference interpreting. Damien Fan emphasized people skills in the

Prepare Yourself to Work as a Language Specialist interview:

In addition to one's own capabilities, connection is also important for interpreters.

On the one hand, many companies often hire the same interpreters they have

worked with, so you must be able to develop your own new markets. On the

other hand, interpreters often work in a team of two, so whether experienced

interpreters are willing to pair up with you and whether you can get the cases

introduced by them would depend on your personal connections[103]" (Chang &

Fan, 2009).

Amy Chiang also brought up people skills as an important skillset to have to those

interested in pursuing conference interpreting as a profession or those who hope to

gain admission into a graduate school of conference interpreting. Even though one

may spend two to three years in school, one does not only receive professional

training but "form connections with many teachers, classmates and alumni with whom

---

[103] 除了實力之外，這一行十分講求「人脈」，而人脈分成兩個部份，一是很多公司往往都有習慣
配合的口譯員，你必須要自己想辦法開拓市場；二是因為口譯員往往是兩人一組，資深口譯員願
不願意找你搭配，或是介紹他吃不下來的工作給你，這些都是實力之外的人脈展現。

we may work and cooperate in the future[104]" (Chiang, 2012, p. 159).

Aside from relationships with colleagues, relationships with clients are by no means less important. Howard Chien mentioned in *All Walks of Life- Interpreter* that "I think the ability and willingness to interact with others is important because we often have to communicate and interact with clients[105]" (Chien, 2009). This indicates that it would be difficult for a conference interpreter to thrive in the market without great interpersonal skills.

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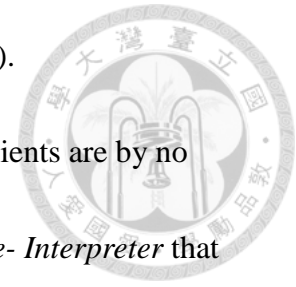
[104] 還能認識老師、同學、前後屆校友這些同行,將來可互相提攜。
[105] 因為常要跟客戶溝通往來,所以我覺得人際互動的能力,跟特質也是需要的。

4.1.10 Summary

The analysis of insiders-general suggests that conference interpreters in Taiwan acquire expertise for conference interpreting through training before they practice the profession, and that a standard wage rate exists. Through training, one learns and practices interpreting skills, and works to improve their working languages to the extent that one has a "native language + near-native language" combination. Active learning is also necessary regarding that conference interpreters have to absorb general knowledge and field knowledge constantly. This expertise could help conference interpreters provide accurate and fluent interpretations. Conference interpreters define themselves as facilitators of communication. Although they play the most critical role in cross-cultural communication, their importance is often underrated. This profession poses severe challenges, but conference interpreters view it as a dream job through which they may keep learning new information. Last but not least, conference interpreters must be able to concentrate on their work, be intellectually curious, strive under stress, and possess great people skills.

4.2 Commentaries on Chao from outsiders and insiders

While insiders-general's texts reflected the general professional image represented by conference interpreters, insiders-Chao's texts showed how insiders reacted to outsiders' perceptions of interpreting. To facilitate the analysis of

insiders-Chao, outsiders-Chao's commentaries will be discussed in 4.2.1 so as to

show the context within which insiders-Chao reacted and represented conference

interpreting. Insiders-Chao will then be analyzed in 4.2.2.

4.2.1 Outsiders-Chao

How outsiders-Chao approached these themes is analyzed in 4.2.1 to help the

researcher understand the context within which insiders-Chao represented conference

interpreting. The coding analysis suggests that themes that appeared in

insiders-general's texts also emerged in outsiders-Chao's texts, though not as

comprehensive, and derived from different approaches. As can be observed in Table 3,

most outsiders-Chao's texts touched upon "the basics of conference interpreting" and

"delivery", while other themes received less attention (See Table 3).

Table 3. *Themes emerged in outsiders-Chao*

Themes	Number of texts
The basics of conference interpreting	34
Linguistic skills	18
knowledge	19
Interpreting skills	7
Accuracy	12
Delivery	30
Role in communication	0
Job satisfaction	0
Personal traits	10

4.2.1.1 The basics of conference interpreting (34/40[106])

The coding analysis suggests that outsiders-Chao lacked the basic knowledge about interpreting, and did not perceive that it is necessary for interpreters to receive formal interpreter training before they practice the profession.

Modes of interpreting

It was observed that not a single text from outsiders-Chao called Chao's consecutive interpretation correctly as "逐步口譯" (consecutive interpreting). Instead, they called it "同步口譯"(simultaneous interpreting), "即時口譯" (immediate interpreting), or "一段中文、一段英文" (Chinese and English segments in turns). For example, in POP Radio's interview, the male host introduced Vincent Chao as the person who "interpreted Tsai Ing-Wen's Chinese speech simultaneously into English[107]" (O37-C44), and Chao himself did not correct the host, which might indicate that Chao was probably not equipped with the basic knowledge about conference interpreting either. Aside from using "同步口譯" (simultaneous interpreting) wrongly, "即時口譯" (immediate interpreting), which might be invented by the news media and is not used among translators and interpreters, can be seen in outsiders' texts as well. For instance, ETtoday reported that Tsai's international press conference "unexpectedly made Vincent Chao, the Deputy Director of the Department

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[106] Thirty-four texts out of 40 touched upon this aspect.
[107] 就是在蔡英文主席講中文的時候，同步口譯翻成英文

of International Affairs of the DPP, who provided immediate interpretations, popular

overnight[108]" (O13-C13). On the one hand, this reflects how poorly-informed

outsiders are about conference interpreting; on the other, this arbitrary phrasing

supports the fact that these texts were created by outsiders to the T&I community.

Some other journalists, who were unsure of the mode of interpreting, played it

safe by saying "the press conference was broadcast live on the internet. Tsai Ing-Wen

and the interpreter took turns speaking[109]" as in the report by Liberty Times Net

(O4-C4). This strategy successfully avoided misnaming or arbitrary phrasing, but it

still suggests that the news media and the public are unaware of the basics of

conference interpreting to the extent that they were unable to call consecutive

interpretation by its correct name.

The importance of formal interpreter training

From outsiders-Chao's texts, it can be seen that despite Vincent Chao's lack of

formal training as an interpreter and the little time he spent preparing for the

assignment, Chao still received widespread positive comments from the public,

making professional training appear like an added benefit rather than a necessity for

conference interpreters.

In an interview with VoiceTube, an English online learning platform, Chao said

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[108] 意外捧紅擔任即時口譯的民進黨國際部副主任趙怡翔
[109] 記者會同步在網路上直播，並以蔡英文說一段、口譯翻成英文的形式進行

"there are a lot of professional interpreters in Taiwan. I've always been impressed by their near-instantaneous ability to translate" when he responded to criticism against him being untrained (O28-C32). Chao acknowledged that he had never received formal training before he interpreted at the international press conference. It is safe to say that Vincent Chao understood the significance of formal training; however, his story as presented by the news media may still undermine the importance of formal training of conference interpreting in the public mind. Furthermore, in a political talk show by ERA NEWS, Chao was asked when he learned that he would be the interpreter, and he answered:

> Actually, Joseph Wu, the Head Secretary of the DPP, told me the day before yesterday that the press conference that it was going to be an international press conference, and an interpreter may be needed. It was still uncertain back then, but one day before the press conference, I was told that an interpreter is needed for sure[110]. (O40-C48)

He added in a report by Apple Daily that "Tsai Ing-Wen's speech script was not finalized until 12 minutes before the press conference[111]" (Chao's words paraphrased by the reporter). According to himself, this was one of the reasons why his

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[110] 其實當時是我們的秘書長，就是吳釗燮秘書長在前天的時候跟我說，這是國際記者會，我說這是國際記者會喔？他說對，所以可能要有翻譯，那時候還處在可能的狀況，但是隔天，我去問的時候，這個可能已經變成就是非常明確的就是需要了

[111] 蔡英文的講稿是晚會前 12 分鐘才最後定稿

performance was not perfect (O22-C24). The decision process left Chao with little

time to prepare and practice for the interpreting assignment.

In sum, the coding analysis suggests that the media captured an untrained

interpreter who spent extremely little time to prepare for work, but he somehow

produced "fluent and clear English translation[112]" as reported by TVBS and agreed by

a great number of netizens (O15-C15). Even though there is certainly a group of

trained professional conference interpreters, conference interpreting is still a task that

one can just virtually walk onto a podium and start to work as a translation machine as

long as one has great linguistic skills and rich field knowledge as Vincent Chao did.

It is worth mentioning that, judging from the above analysis, it is highly likely

that outsiders-Chao knew little about conference interpreting, and may have not

clearly differentiated "conference interpreting" from "interpreting." In this light,

outsiders-Chao may be commentating on Vincent Chao vaguely as an "interpreter,"

namely, an untrained bilingual who interprets, instead of a "conference interpreter."

This indicates that what the study looks at may be outsiders-Chao's perception of

"interpreting" in 4.2.1.

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[112] 流暢清晰的英文翻譯

110

4.2.1.2 Linguistic skills (18/40)
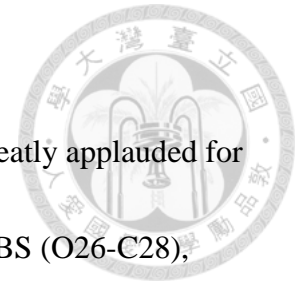
In outsiders-Chao's texts, Vincent Chao's performance was greatly applauded for speaking in "standard and fluent English[113]" as in the report by TVBS (O26-C28), which indicated that outsiders-Chao valued the importance of linguistic skills for interpreters. The news media revealed Chao's educational background to explain why Chao speaks such fluent English. TVBS reported that Chao was born in Taiwan, became a citizen of Canada, but Chao made the choice to "leave the English environment that he grew up in, and came back to serve in the military and work in Taiwan[114]" (O15-C15). How Chao became a bilingual was detailed by himself in an interview with VoiceTube. The host asked him to share English-learning tips with the audience:

> I was born in Taiwan. I moved to Japan when I was 4 years old. I stayed there for three years and Hiroshima. After Hiroshima, I moved to Beijing, China, for two years. In both places, I went to international school. After that, I moved to Canada to stay for a couple of years for elementary school, for junior high school, and I guess that's the place where my passion for English really developed because I had the opportunity to buy a lot of English books there. And I'm an avid reader of English novels. Everything from Harry Potter to … well

---

[113] 英文標準流利
[114] 純英文環境的薰陶卻放下一切，回台當兵工作

111

everything basically. And after that, I moved back to Taiwan for couple of years.

I learned Chinese back in 高雄 (Kaohsiung) in 國二 and 國三 (the second

and the third year of junior high)[115]." (O28-C32)
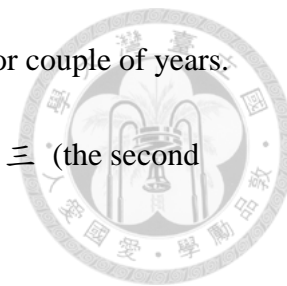
Judging from Chao's words, he has grown up speaking both in English and

Chinese, but he was educated mostly in English. The host continued to ask Chao

about how he improved his Chinese ability, and Chao answered that:

I started to engage in intense Chinese learning when I was back in Taiwan in

2009. My first job in Taiwan was a journalist. I was very honored to work as a

journalist because I had to interview, talk to, and befriend people speaking in

Chinese. When I went back to office, I had to compose news articles in Chinese.

This means I had to listen to Chinese utterances, and speak, write, read in

Chinese. My Chinese improve very fast as a result[116]. (O28-C32)

Having been educated and lived in English-speaking countries, and worked in

Chinese-speaking environment, Chao proved himself equipped with excellent

linguistic skills. It must be noted that these questions and reports which focus on

Chao's languages by the news media may indicate that outsiders-Chao believed that

linguistic skills are essential for conference interpreters. Interpreters must be fluent in

---

[115] Chao code-switched and said 高雄, 國二, and 國三 in Chinese.
[116] 一直到 2009 年我回台灣後，我才開始密集得學中文.我其實非常榮幸，我回台灣第一份工作，有機會擔任記者，那你擔任記者的同時，你就必須出去採訪、對談、去跟人家交朋友，那回去之後還要去寫報紙，所以當你要用中文、用說、用聽、用寫、用讀的時候，其實你進步就會非常快

both working languages, which agrees with insiders-general's opinions that

conference interpreters must be equipped with superior linguistic skills.

In addition to overall language abilities, outsiders-Chao were amazed by Chao's

native accent of English. For example, Chao was complimented "sounding like

ICRT[117]" for his native accent and fluent delivery in a report by the China Times

(O6-C6). Accent is not an aspect that insiders-general put much emphasis on in terms

of interpreter's production. The difference may arise from that fact that most outsiders

are inferior than insiders regarding linguistic skills, which makes accent, aside from

fluency, a critical criterion in evaluating language proficiency or interpretation quality.

The radio interview by Super FM98.5, in which a male host complimented Chao's

performance by saying "he interpreted so well that even Taiwanese people who are

not proficient in English can understand it[118]" jokingly in Taiwanese, is a case in point.

The following words by the male host in an interview by POP Radio also supports the

researcher's assumption. The host told Chao that he received great attention not just

for working as the interpreter at the press conference. The main reason behind Chao's

overnight fame is that "his English sounds natural[119]" (O37-C44). Also in the political

talk show by ERA NEWS, a male guest insisted that Chao was the best candidate

compared to other senior DPP politicians who can also speak English fluently, the

---

[117] 網友稱讚像聽 ICRT
[118] 翻得有夠好，連台灣人英語不好，都聽得懂
[119] 感覺上就不是那種硬擠出來的英文

113

reason being:

I would like to emphasize that English wording and expressions can reflect one's

background. To be honest, James Huang or Joseph Wu might not be good

candidates because they are accented speakers as I am. 'This is a book.' You can

hear the Taiwanese accent in it. Frankly, accented English should be avoided on

the international stage. I mean it, and Vincent Chao is free of Taiwanese

accent[120]. (O40-C48)
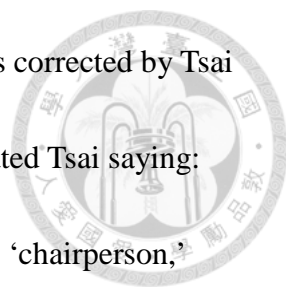
It can be observed from the above quotes that outsiders-Chao echoed

insiders-general that interpreters must have superior linguistic skills, but

outsiders-Chao seemed to be stricter when it comes to accent probably because it can

serve as an evaluation criterion even if they cannot grasp content of speech.

4.2.1.3 Knowledge (19/40)

The coding analysis shows that outsiders-Chao valued field knowledge over

formal training, and it is probably due to the fact that Chao was an untrained

interpreter with rich field knowledge about the DPP. Chao was introduced as the

Deputy Director of the DPP in every outsiders-Chao's text, indicating that he is

equipped with abundant political knowledge and understand DPP's policies and

stances thoroughly. However, he confessed to the reporters immediately after the

---

[120] 我要強調，文字，英文的表達表達一個教養，坦白講，我並不贊成找黃志芳或吳釗燮來講，他跟我講英文一樣啊，This is a book. 台灣口音很重，我講真實話。你要對國際社會表達語言的時候，最好不要有台灣口音，我是講真實話，他完全沒有台灣口音

114

press conference that he made a mistake about terminology, and was corrected by Tsai

Ing-Wen. Take the news video from the UDN, in which Chao emulated Tsai saying:

"Vincent, you said 'regardless of whoever is president.' It should be 'chairperson,'

instead of 'president.' Remember to correct it to the public[121]" (O10-C10). Therefore,

in the first wave of news about Chao's interpretation, the readers learned that the

interpreter performed well on the whole. He has worked for the DPP and is fluent in

English, but he committed an error translating terminology, which is an aspect highly

related to field knowledge.

After Jan. 25, instead of focusing on his mistakes and lack of formal training in

conference interpreting, Chao started to put emphasis on his expertise in politics and

the DPP policies, when he responded to compliments from the public. For example,

Chao was quoted saying that "working for the DPP for more than a year, I understand

the DPP policies and stance adequately, especially terminology. That is why my

interpretation came out more smoothly[122]" in a news article by UDN.com (O35-C42).

It is possible that Chao may be suggesting that his advantage lied in his expertise in

field knowledge compared to professional conference interpreters. Another possible

reason that Chao changed his response may be protecting the DPP. In the beginning,

he received widespread positive feedbacks; therefore, the best policy was to stay

---

[121] Vincent，你剛剛有一句 regardless of whoever is president，應該是 chairperson(主席)，不是 president(總統)。記得跟大家更正
[122] 在民進黨待一年多，對政策立場有一定程度了解，特別是專有名詞，翻譯出來會比較順

humble. Later, probably to persuade the public that the DPP used an untrained

interpreter for good reasons, Chao turned to emphasize his edge over professional

conference interpreters, which was his field knowledge. In fact, the importance of

field knowledge was also echoed by some insiders, whose supports for Chao was

reported in a news article by Now News: "Even though Vincent Chao was not a

professional interpreter, he did understand the DPP and Tsai Ing-Wen's policies well.

That is why he was able to accurately interpret Tsai's message and its context[123]"

(O33-C40). Chao's statement and insiders' supports may indicate that field

knowledge could outweigh formal training. Judging from these quotes, it seems that

outsiders-Chao suggest that professional field knowledge could outweigh formal

interpreter training; therefore, Vincent Chao may not be a worse choice than

professional conference interpreters regarding the fact that he is equipped with

abundant field knowledge about the DPP and its policies.

4.2.1.4 Interpreting skills (7/40)

Predictably, outsiders-Chao covered far more less interpreting skills than

insiders-general did. This may indicate that outsiders-Chao were not aware of the fact

that interpreters have to be equipped with interpreting skills aside from language

proficiency and field knowledge.

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[123] 趙怡翔即使口譯沒有職業等級，但非常了解民進黨及蔡英文的政策思想，才有辦法將蔡英文的語境精確的翻譯出來

Public speaking skills were most stressed by outsiders-Chao probably because

that Chao provided consecutive interpretation, and outsiders-Chao knew little about

interpreting skills. That may be why they could only emphasize and remark on public

speaking skills. In this light, unsurprisingly, one of the aspects that Chao was

complimented on was his public speaking skills, as in Now News' report: "the deep

voice and confident performance by the English interpreter at Tsai Ing-Wen's

international press conference have brought himself fame overnight[124]" (O32-C39).

Also in ETtoday's: "the interpreter has been highly discussed on the internet for his

deep voice, clear enunciation, and confident performance[125]" (O31-C38). These

compliments touched upon stage presence, which is essential for public speaking, so it

could be seen that outsiders-Chao had the tendency to think that public speaking skills

were important for interpreting.

Aside from the compliments, Chao was quoted saying that he had learned much

about conference interpreting from professional conference interpreters who contacted

him after the press conference, as reported by Now News: "I have learned a lot from

them, not only interpreting but the ways of thinking of different languages and public

speaking skills[126]" (O33-C40). Undeniably, public speaking skills were reported as a

critical skill set for interpreters, and Chao's tips of learning English also gave readers

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[124] 擔任蔡英文國際記者會現場英譯，渾厚的嗓音及從容的表現讓他爆紅
[125] 因為渾厚嗓音、清楚咬字以及自信演出，成為網路熱議的人物
[126] 不是只有口譯的部份，也包括語言的思考、公開場合的演講能力，他們都是很好的學習對象

the impression that public speaking is important for interpreters. In the article by

VoiceTube, which was based on the VoiceTube interview, the writer wrote that

Chao "emulates US politicians to improve his English speaking[127]" (O29-C34). Chao

implied during this interview about his interpretation that consecutive interpreters

must learn from excellent public speakers to improve their interpretation quality.

Other interpreting skills, including short-term memory and analytical skills, were

only mentioned in the interview by VoiceTube. In the interview, Eric Yang, the host,

who is also bilingual like Vincent Chao, expressed their admiration for professional

interpreters. Yang said, "I mean the ability to recall information, and to piece together

information is simply amazing" (O28-C32). Recalling information requires strong

short-term memory, and piecing together information relies on analytical skills. Yang

and Chao might be more informed about interpreting skills than other outsiders-Chao,

and it could be due to the fact that they are both bilinguals so that they could see

beyond conference interpreters' linguistic skills and realize some interpreting skills.

To sum it up, outsiders-Chao knew little about interpreting skills. This lack of

knowledge about interpreting skills may indicate that outsiders-Chao had the tendency

to believe that the expertise of interpreting is composed of linguistic skills and field

knowledge, interpreting skills excluded. It is worth noting that interpreting skills are

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[127] 從美國政治人物的演說來精進自己的英文口說能力

normally acquired through formal training. The fact that outsiders-Chao undervalued

interpreting skills may be the reason why outsiders-Chao perceived formal training as

unnecessary as stated in 4.2.1.1.

4.2.1.5 Accuracy (12/40)

The analysis suggests that outsiders-Chao may be incapable of evaluating

accuracy of interpretation, and thus rely on other resources as evaluating criteria. The

researcher's assumption may be supported by the male host's words in a radio show.

The host quoted his wife in Taiwanese jokingly, "your interpretation is so great that

even Taiwanese who are not proficient in English can understand it[128]" (O5-C5).

Since outsiders-Chao were incapable of evaluating the accuracy of interpretation, they

relied on two other resources to evaluate Chao's interpretation. The first resource was

Chao's commentaries on his own interpretation. Chao was not satisfied with his own

performance because his interpretation was not completely accurate. Take TVBS'

news for example. Chao responded to positive comments from the netizens, "I think I

scored 40 last night because there were a few questions which I could have interpreted

better. My interpretation wasn't very complete, either[129]" (O15), or as in ETtoday's

news: "when the press conference was over, I raised my head and saw Chairman Tsai

approaching me. "Oh no," I think, my interpretation of some important questions was

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[128] 翻得有夠好，連台灣人英語不好，都聽得懂
[129] 我覺得我昨天晚上的表現大概給自己打 40 分吧，因為其實有 1、2 題覺得可以翻得更好的，
然後翻得也不是很完整…

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not complete in such a significant press conference[130]" (O13-C13).

Notice that outsiders-Chao did not actively evaluate the accuracy of Chao's interpretation; instead, outsiders-Chao quoted Chao's confession of inaccurate renditions. The reason may lie in outsiders-Chao's lack of linguistic skills and abilities to evaluate interpretation quality. The second resource for evaluating Chao's interpretation is delivery, which will be discussed in the next section.

4.2.1.6 Delivery (30/40)

The coding analysis suggests that delivery is the main criterion that outsiders-Chao used when evaluating interpreting quality. When outsiders-Chao commented on Vincent Chao's interpretation, they focused on the following delivery-related aspects: pleasant voice and fluency of delivery.

Twenty-two outsiders-Chao's texts reported about his pleasant voice when complimenting his performance. For instance, ETtoday described Chao as "highly discussed on the internet for his deep voice, clear enunciation, and confident performance[131]" (O31-C38), another ETtoday's report also quoted netizens: "so many people fell for the voice of the interpreter yesterday[132]" (O13-C13) or "his voice is very charming[133]" (O17-C17) as in Ctitv News. Many netizens even went so far as to

---

[130] 記者會結束後，我抬頭看見蔡主席走過來。「慘了」我想.在這麼重要的記者會，竟然在重要題目中，漏翻了許多關鍵內容
[131] 因為渾厚嗓音、清楚咬字以及自信演出，成為網路熱議的人物
[132] 昨天的口譯聲調迷倒好多人
[133] 富有磁性的聲音

saying "his voice gave netizens ear orgasms[134]" (O20-C20). Outsiders-Chao's

emphasis on voice quality showed that interpreter's voice may influence how they

evaluated the interpreting quality, which suggests that they were unable to check other

aspects of interpreting quality. These compliments about Chao's voice indicated that

outsiders-Chao expected their interpreters to have a pleasant voice.
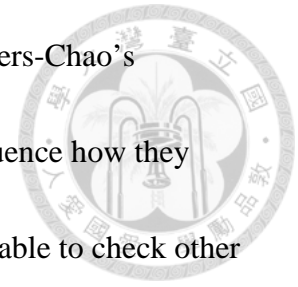
Twenty-one texts stressed Chao's fluency of delivery. It is worth noting that,

among the 21 texts, only three outsider's texts considered Chao's interpretation not

fluent enough, while 18 texts complimented Chao on his fluency. Those criticized that

Chao's interpretation was not fluent enough focused on Chao's performance in the

Q&A session of the press conference. For example, Now News reported, "he made

some mistakes and become non-fluent in the Q&A session[135]" (O33-C40). These

criticizing texts also quoted Chao's negative commentary on himself and

insiders-Chao's opinions over his fluency (which will be detailed later in 4.2.2).

Texts which complimented Chao for being fluent were mainly talking about the

first part – Tsai's victory speech, which was in fact not interpretation because the

speech was translated beforehand. ETtoday reported about his fluency when

introducing the "Mr. Interpreter – Vincent Chao" phenomenon on the Internet: "his

---

[134] 聲音好聽到讓網友直呼耳朵懷孕了
[135] 第二階段的媒體問答時,他出現幾次失誤、不順

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fluent interpretation has fascinated many people[136]" (O23-C25), and Liberty News

Net further reported that "Many netizens noticed the interpreter, and commented that

"it is certainly an international press conference" and "the interpreter is amazing."

Some netizens could tell that the interpreter was reading off a script, but most netizens

were still amazed by the interpreter's native accent and fluency of delivery[137]"

(O4-C4). Interestingly, it did not matter whether Chao was providing interpreting

service or merely reading aloud translation as long as he spoke fluently. This reflects

the significance of fluency for outsiders-Chao.

Some insisted that Chao interpreted fluently both in the speech part and the Q&A

session, as Citiv News quoted a netizen: "Be it Tsai Ing-Wen's speech or questions

from the news media at home and abroad, the interpreter rendered them fluently into

English[138]" (O17-C17). Whether Chao remained fluent in the Q&A session may be

controversial. Nevertheless, the main focus of the analysis of outsiders-Chao is to

show the context within which insiders-Chao represented C-E professional conference

interpreters in Taiwan. From this perspective, it could be observed that outsiders-Chao

valued delivery highly, pleasant voice and fluency in particular, when evaluating

Chao's interpreting quality. This may be due to the fact that it was difficult for

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[136] 翻譯流利，讓許多民眾驚艷不已

[137] 不少網友注意到口譯，紛紛說「有國際觀」、「口譯好強」等等，也有網友注意到他有在看稿，但口音及流暢度依然獲得網友讚賞

[138] 無論蔡英文的發言或是中外媒體的提問，都能迅速流利地翻成英文

outsiders-Chao to examine other aspects of his interpreting quality; as a result,

delivery became virtually the one and only evaluation criterion that outsiders-Chao

applied.

4.2.1.7 Personal traits (10/40)

The analysis suggests that roles in communication and job satisfaction are two

aspects that were left untouched by outsiders-Chao. It is understandable given that

outsiders-Chao had no prior experience working as conference interpreters; therefore,

it was unlikely for them to express opinions over these aspects. However,

outsiders-Chao quoted Chao's reflections after interpreting and touched upon

conference interpreters' personal traits, including quick reaction and concentration.

Ten texts quoted Chao emphasizing the importance of quick reaction in

conference interpreting, as Apple Daily reported "Vincent Chao posted on Facebook

today, he reckoned that he was pretty nervous last night. "Though Tsai Ing-Wen's

speech was translated beforehand, still, I have received no interpreter training. Not to

mention the Q&A session, which required the interpreter to have extremely quick

reaction"[139]" (O12-C12), thereby indicating to readers that conference interpreters are

usually faced with many sudden changes and have to react to them almost

immediately. Among the 10 texts, Chinese Christian Tribune touched upon

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[139] 趙怡翔今在臉書 PO 文，他不諱言，昨晚非常緊張，「雖然事先翻好蔡英文的談話稿，但畢竟
非專業口譯；媒體問答，更需要很好的臨場應變能力。」

concentration as it quoted a netizen's compliment: "I can totally understand all the difficulties experienced by the interpreter. An interpreter has to focus fiercely and reacted to situations quickly, not to mention that the press conference was unrehearsed[140]" (O24-C26). These reports show that outsiders-Chao expected conference interpreters to possess certain personal traits, including quick reaction and concentration, to successfully provide interpretation.
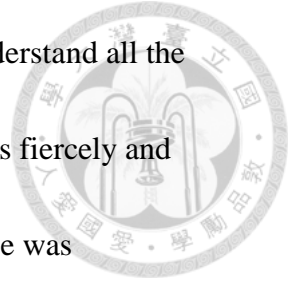
4.2.1.8 Summary

The coding analysis suggests that outsiders-Chao believe that interpreters should be equipped with superior linguistic skills and rich field knowledge. In contrast, formal training is seen as only a plus, not a necessity, which is supported by the fact that outsiders-Chao put little emphasis on interpreting skills. As outsiders-Chao were incapable of examining accuracy of interpretation, they focused on delivery-related criteria, including voice quality and fluency. Quick reaction and concentration were two traits which outsiders expected to see in interpreters.

It is worth noting that outsiders-Chao only had a vague understanding of conference interpreting, and may have failed to clearly differentiate "interpreters" from "conference interpreters", or even "trained interpreters" from "untrained interpreters." Seeing outsiders-Chao's lack of knowledge about conference

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[140] 非常了解現場口譯的種種困難,要全神貫注又要隨機應變,尤其在這樣沒有排練過的場面

interpreting, insiders-Chao reacted to outsiders-Chao's commentaries via news media

or the internet to portray the ideal professional image of C-E conference interpreters

in insiders' minds, which will be discussed in the next section 4.2.2 Reactions from

the T&I community.

4.2.2 Reactions from the T&I community

Out of 47 commentaries on Vincent Chao, there were seven provided by insiders,

including interpreters, translators, and also non-interpreters who studied in T&I for

bachelor's or master's degrees. They are counted as insiders and included in the

category "insiders-Chao" based on the belief that most teachers in T&I programs or

departments practice T&I as a profession. After careful coding analysis, it was found

that all the themes that appeared in insiders-general's texts could also be seen in

insiders-Chao's, but insiders-Chao have the tendency to include less themes in each

text (See Table 4).

Table 4. *Themes emerged in insiders-Chao*

	I1-C22 [141] Sylvia Chen	I2-C23 [142]	I3-C30 [143] Chung-Jen Chao	I4-C31 [144] C. Yun Feng	I5-C33 [145] Paul	I6-C36 [146] Nai-yu Ker	I8-C46 [147] Cheng-En Song
The basics of conference interpreting	V	V	V	V	V	V	V
Linguistic skills	V	V		V	V		V
Knowledge	V	V		V	V		V
Interpreting skills	V	V		V		V	V
Accuracy	V			V	V		V
Delivery	V	V	V	V			V
Role in communication	V		V	V			
Job satisfaction	V					V	
Personal traits	V	V		V		V	

Even though insiders-general and insiders-Chao touched upon similar themes,

their approaches are still slightly different. The professional image represented by

insiders-Chao is revealed in 4.2.2, and the comparison between the professional

images by insiders-general and insiders-Chao will be further discussed in Chapter

Five.

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[141] 蔡英文國際記者會，口譯大解密！

[142] 蔡英文首場國際記者會 補教名師：並未尊重口譯員專業

[143] 觀點投書：從「口譯哥」現象，看台灣「只做八分滿」文化

[144] 蔡英文國際記者會後記》口譯是一門專業，讓我們來看看有哪些「魔鬼的細節」

[145] 一個曾經幫蔡英文翻譯的譯者看國際記者會：這不只是「口譯」

[146] 翻譯專業被輕忽？資深口譯員：至少七成客戶會砍價！

[147] 觀點投書:「口譯哥」現象背後的深層議題

4.2.2.1 The basics of conference Interpreting (8/8)

The interpretation at Tsai Ing-Wen's international press conference had drawn

public attention to the profession of conference interpreting. Regarding

outsiders-Chao's lack of knowledge about conference interpreting, insiders-Chao

seized the opportunity to educate the public about modes of interpreting, and

discussed whether using Vincent Chao, an untrained interpreter, was acceptable.

Modes of interpreting
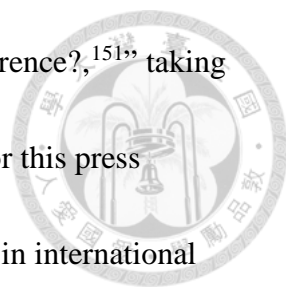
As stated in 4.2.1.1, outsiders-Chao could not differentiate consecutive

interpreting from simultaneous interpreting. Therefore, insiders-Chao introduced

modes of interpreting to the public. For instance, C. Yun Feng wrote an article on The

News Lens to explain the differences between consecutive and simultaneous

interpreting: "simultaneous interpreting: the interpreter produces interpretation while

the speaker is giving his/her speech. The interpretation is only seconds later than the

speech[148]," and consecutive interpreting is "the speaker and the interpreter take turns

speaking. The speaker pauses between segments for the interpreter to interpret[149]",

and then explained through this event: "The mode of interpreting conducted in the

Q&A session is consecutive interpreting[150]" (I4-C31). Sylvia Chen also posted in

Meet the Translator introducing the differences between two modes of interpreting,

---

[148] 同步口譯：講者說話時由譯者同時進行口譯，演說的內容和翻譯只有幾秒鐘的時間差
[149] 講者譯者交互發言，講者說完一段後，停頓下來讓譯者翻譯
[150] 本次蔡陣營勝選國際記者會後半場的媒體提問，即屬於逐步口譯

and asked this question: "Why consecutive mode in this press conference?,[151]" taking

this chance to further discuss why consecutive mode was suitable for this press

conference. Chen explained that simultaneous mode is usually used in international

press conferences to save time. However, consecutive mode was adopted in Tsai's

press conference. Chen suggested that organizers may adopt consecutive mode in

hope of spreading the information through international media immediately. If

simultaneous mode had been adopted, the international media would have taken extra

time editing footage and making voiceover before the news could be released.
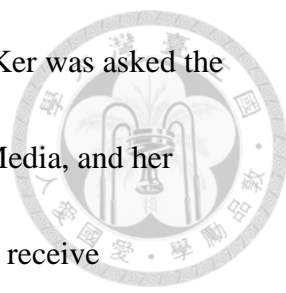
Another advantage might be that consecutive interpretation may potentially buy the

speaker some time to figure out answers to questions from the audience, which is

especially important in political and diplomatic events.

Trained vs. untrained

The analysis suggests that insiders-general agree that professional conference

interpreter should be equipped with linguistic skills, knowledge, and interpreting

skills, and interpreting skills are acquired through professional training. However,

conflicting voice could be heard in insiders-Chao's texts: three texts specifically

supported the necessity of formal training, while two texts weighted field knowledge

more in Vincent Chao's case.

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[151] 為什麼這次的記者會，要用逐步口譯的方式進行？

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Three texts insisted that interpreter training is critical. Nai-Yu Ker was asked the question how to become an interpreter in an interview with Storm Media, and her answer showed how critical training was: "most interpreters have to receive interpreter training before they start to practice the profession[152]" (I6-C36). The English teacher who was trained in conference interpreting was quoted saying in ETtoday's report: "fillers including 'uh' and 'hmm' could be heard very often, suggesting that Chao did not receive interpreter training[153]" (I2-C23) when evaluating Chao's performance in the Q&A session. This reflects the belief that formal training could potentially enhance one's interpreting quality.

As stated earlier, not all insiders-Chao were against the use of an untrained interpreter. Two texts supported the use of Vincent Chao for he is equipped with rich field knowledge. For instance, Paul (保羅) defended the use of Chao in a report by the News Lens: "How many interpreters are equipped with as much knowledge about the DPP as Vincent Chao (or Hsiao Bi-khim)? Is there any interpreter who can be involved in the campaign from the very start, and understand Tsai's visions thoroughly?[154]" (I5-C33). This reflects that, in Paul's opinion, Chao's abundant field knowledge rendered him an ideal choice for the DPP. C. Yun Feng echoed Paul's

---

[152] 想成為口譯員幾乎都要經過專業訓練
[153] 可以聽到他常常在說完幾個字就發出 uh.. Hmm... 這類型的聲音，頻率太多，顯示他並沒有接受過專業訓練
[154] 試問：台灣有多少的口譯員能夠像趙怡翔（或以前的蕭美琴）如此瞭解民進黨的路線與思想？有哪一個口譯員從頭到尾跟民進黨一同打完這一場選戰，瞭解蔡英文心中的願景？

129

viewpoints in a report by the News Lens. Feng was initially disappointed by Chao's

performance because Feng thought Chao was professionally trained in conference

interpreting. Nevertheless, when Feng realized Chao's position in the DPP, Feng

turned to agree with the DPP's decision because "Chao was the person who

understood Tsai Ing-Wen's policies and positions the most. Besides, Chao was used to

dealing with international media, so he could avoid mistakes and

misunderstandings[155]" (I4-C31). Notice that Paul and Feng's argument may not be

supporting the use of untrained interpreters in general; instead, they were emphasizing

the importance of field knowledge in this press conference.

4.2.2.2 Linguistic skills (5/8)

The coding analysis indicates that insiders-Chao agreed with insiders-general

that linguistic skills are the foundation for conference interpreting, and also tried to

debunk the myth that all bilinguals can work as conference interpreters without

training. Nai-Yu Ker talked about the sources of talents in the T&I community in a

report by Storm Media. She said that, apart from graduates from training institutes,

"some interpreters decide to pursue the career of interpreting because they are

equipped with proficient languages, and often provide interpreting service for their

---

[155] 我猜想主辦單位直接請競選團隊內負責國際事務、外語能力好的人來擔任翻譯工作，一定有他們的考量，或許最大的因素，就是這人最了解蔡英文團隊的政策、方針、立場，也習慣處理國際媒體事務，可以避免說錯話、表錯情

job's sake or for personal interests in interpreting[156]" (I6-C36). It is clear that

linguistic skills are basic requirements for conference interpreters. When Sylvia Chen

introduced Vincent Chao as the interpreter at the press conference, she also mentioned

his background to indicate his excellent command of Chinese and English: "he grew

up in different countries and studied in Canada, but he decided to come back to

Taiwan, serve in the military, and stay here[157]" (I1-C22), reflecting the significance of

language proficiency for conference interpreters.

Two texts further stressed that a bilingual might not necessarily make a

conference interpreter, as the English teacher majored in conference interpreting said:

"it is a myth that all bilinguals are qualified to be interpreters[158]" (I2-C23). C. Yun

Feng also emphasized that "proficient foreign language alone does not guarantee

high-quality interpretation. An interpreter has to study and prepare a lot to have quick

reaction when interpreting[159]" (I4-C31), and that professional conference interpreters

must prepare hard for every interpreting assignment. It is likely that insiders-Chao

hope to educate outsiders-Chao that linguistic skills are just basic requirement for

conference interpreters, and the significance of knowledge should not be neglected.

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[156] 有些人則是因為本身的語言能力不錯、工作上或自身的興趣常做翻譯工作，才決定轉入這行
[157] 他有跨國成長的背景，並曾在加拿大留學，但最後選擇回台灣服兵役並留在台灣
[158] 會講中文英文的人就能當口譯員的窠臼
[159] 翻譯並不是外文好就能夠勝任的，在平時有太多的累積和準備工作要做；上台後的臨場反應，
也不見得是外文好的人就能拿出好表現的

4.2.2.3 Knowledge (5/8)

As outsiders-Chao only focused on field knowledge, insiders-Chao introduced to

outsiders-Chao field knowledge, general knowledge, and preparation and research

when discussing knowledge. This is in line with how insiders-general approach

knowledge. Cheng-En Song supported the use of Vincent Chao, an untrained

interpreter, in his article on the Storm Media: "This is why I couldn't criticize Tsai

that she did not respect professionalism. Firstly, in terms of announcing policies, the

DPP staff might be more professional than any professional interpreters[160]" (I8-C46).

This indicates that field knowledge plays a critical role in conference interpreting.

Insiders-Chao also touched upon general knowledge. When Sylvia Chen

explained the difficulty of interpreting for Tsai Ing-Wen at the press conference, she

said:

> Such a high-level international press conference may touch upon all types of
>
> topics, including election results, democratic value, politics, economy, the stance
>
> of the country, sovereignty over South China Sea, international relations, the rise
>
> of China. Any topics might be relevant. Therefore, the interpreter must have
>
> done long-term and profound research in a wide range of topics to be equipped

---

[160] 這些就是我不能贊同批評蔡英文團隊「不尊重專業」的原因：首先，就政策溝通而言，團隊內部的人可能比任何口譯人員都要專業、有效率

with adequate knowledge and perform well[161] (I1-C22).

According to Chen, this press conference is a challenging interpreting assignment

regarding that the interpreter must be equipped with both profound field knowledge

and rich general knowledge.

Preparation and research are also introduced as the methods to acquire field

knowledge and general knowledge. As C. Yun Feng explained the ad hoc preparation

process for interpreting assignments:

After accepting an assignment, the interpreter will ask the organizer about the

rundown of the event, and actively engage in preparation. For example, the

interpreter may ask the organizer to provide conference materials, speech scripts

or outlines if any, check the translated scripts or outlines, and whether the

interpreter has to attend the rehearsal. In addition, the interpreter has to learn

knowledge and vocabulary that are relevant to this event[162] (I4-C31),

and also the necessity to actively learn general knowledge: "interpreters/translators

make it a habit to keep absorbing all kinds of knowledge[163]" (I4-C31). To put it

simply, conference interpreters must keep learning on a regular basis to become

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[161] 這類國家級國際記者會的主題廣泛，包山包海：從選舉結果、民主價值、政治經濟、國家定位、東南南海主權、國際關係、中國崛起，什麼主題都可能被談到，什麼主題都需要長期且深入地研究，才能夠有充分的認識，並在臨場有最佳的表現

[162] 在確定接下工作後，就會向主辦方詢問整場活動的流程，並且積極參與事前準備.比如說會請求主辦方提供會議相關資料、詢問是否有稿或大綱、譯稿/大綱與主辦方事前比對、是否需與主辦方將會議流程走一遍等，此外還要充實與這次會議相關的知識和詞彙等

[163] 譯者平時的功課就是多方累積知識

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generalists, and "cram for" interpreting assignments. Apart from linguistic skills and knowledge, interpreting skills is the third pillar of expertise of conference interpreting. Interpreting skills will be discussed in the next section.

4.2.2.4 Interpreting skills (5/8)

Since outsiders-Chao were only aware of limited interpreting skills, insiders-Chao shared with the public interpreting skills that were also covered by insiders-general, including public speaking skills (5 texts), note-taking skills (2), short-term memory (1), and analytical skills (1). Given that Chao provided consecutive interpretation, insiders-Chao focused on consecutive interpreting skills.

Firstly, five texts talked about consecutive interpreting. For instance, when Sylvia Chen explained modes of interpreting, she mentioned the stress that comes from public speaking when interpreting consecutively: "interpreters have to render messages into another language in front of a group of people. The presence of the audience also creates stress for interpreters[164]" (I1-C22). Nai-Yu Ker also stressed the importance of public speaking when she described her colleagues: "In addition to being careful and having quick reaction, it is vital that an interpreter is not afraid of public speaking[165]" (I6-C36), suggesting that insiders-Chao view public speaking as one of the main interpreting skills for consecutive interpreters.

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[164] 口譯員必須在眾目睽睽之下，將內容以另一個語言重述－－而群眾的目光常常也是口譯員壓力的來源
[165] 除了要細心、懂得隨機應變、臨場反應強以外，最重要的是不怕站在人群前面
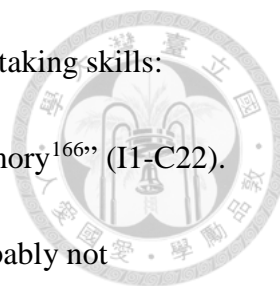
Another interpreting skill mentioned by Sylvia Chen was note-taking skills:

"consecutive interpreters use special note-taking skills to assist memory[166]" (I1-C22).

Note-taking skills were not covered by outsiders-Chao, and are probably not

well-known by the public. Therefore, insiders-Chao seized this opportunity to

introduce note-taking skills. However, insiders-Chao pointed out that one cannot just

rely on notes to remember messages. Strong short-term memory is definitely needed

in both consecutive and simultaneous interpreting: "finally, strong short-term memory,

concentration, and willpower are by all means necessary[167]" (I1-C22). They suggest

that only with the help of short-term memory can conference interpreters understand

their notes and remember the essence of the speech.

Insiders-Chao further introduced analytical skills. Before conference interpreters

jot down notes and exercise their short-term memory, they must first grasp the

message correctly. This relies on conference interpreters' analytical skills. Sylvia

Chen explained what conference interpreters do when they fail to understand words

uttered: "first, interpreters must calm down, and then deduce the speaker's message

from the context[168]" (I1-C22). Chen also described how stressful conference

interpreting may be and reasserted the importance of analytical skills: "interpreters

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[166] 為協助記憶內容，逐步口譯時，口譯員通常會使用特殊的筆記法記錄內容，幫助記憶
[167] 最後，不可或缺的，當然就是強大的短期記憶力、專注力、還有超強意志力囉
[168] 這時候，口譯員最重要的就是冷靜下來，利用其他段落的線索和蛛絲馬跡，拼湊並摸索出講者想表達的意思

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have to immediately grasp the speaker's words, analyze the structure and logic of the

message[169]" (I1-C22), indicating the significance of analytical skills.
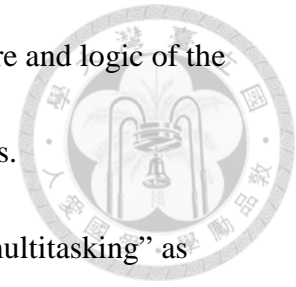
It should be pointed out that insiders-Chao did not mention "multitasking" as

insiders-general did. It could be observed that insiders-general associated multitasking

with simultaneous interpreting, and associated public speaking with consecutive

interpreting. What Vincent Chao provided was consecutive interpretation, and this

may be why insiders-Chao emphasized public speaking skills and did not introduce

multitasking. The next section will discuss accuracy and delivery as determinants of

interpreting quality.

4.2.2.5 Accuracy (3/8)

The analysis suggests that both insiders-general and insiders-Chao emphasized

the importance of accuracy, but insiders-Chao did not specifically discuss accuracy on

the levels of emotions and communication effects, but added their evaluations of the

accuracy of Vincent Chao's interpretation. Sylvia Chen stressed the significance of

accuracy by suggesting that conference interpreters should stay loyal to speakers'

words: "when you cannot understand or hear clearly […], the best policy is politely

ask the speaker to repeat or explain his words so that the speaker's message can be

accurately interpreted[170]" (I1-C22). Chen mentioned accuracy again when she

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[169] 口譯員還必須在時間壓力下，快速消化講者想法，釐清邏輯和段落結構
[170] 發生聽不懂或聽不清楚的狀況.這時候，[…] 最好的作法還是禮貌地請講者再次重述或解釋，

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explained the difficulties of interpreting in such a high-level international press

conference: "interpreters must work with caution. No message should be missed, and

every word should be interpreted accurately. The slightest carelessness might cause

misunderstandings and even serious conflicts between countries[171]" (I1-C22).
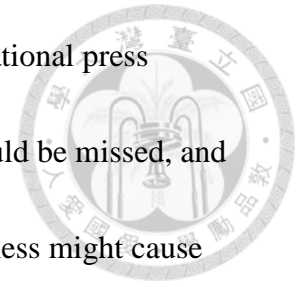
　　Insiders-Chao commented on accuracy of Chao's interpretation. As stated in

4.2.2.1, C. Yun Feng supported the DPP's use of Chao despite his lack of interpreter

training because Chao was well-informed of the field knowledge. Feng clearly

pointed it out that Chao's field knowledge could help him produce accurate

interpretation: "Chao was the person who understood Tsai Ing-Wen's policies and

positions the most. Besides, Chao was used to dealing with international media, so he

could avoid mistakes and misunderstandings[172]" (I4-C31). Paul, who also supported

Chao for his rich field knowledge, acknowledged that there was room for

improvement for Chao's performance in terms of delivery, but said that, "Tsai

Ing-Wen did not correct Vincent Chao's interpretation on the stage. This shows that

Chao accurately expressed what Tsai Ing-Wen wanted to say to the international

media. Chao's accuracy alone proved him qualified[173]" (I5-C33). This also reflected

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以求忠實表達講者意見

[171] 口譯員翻譯時更需要字斟句酌,每一個詞都不能夠遺漏,每一個字都要力求正確精準,稍有不慎就可能引發誤解甚至是更嚴重的國際糾紛

[172] 這人最了解蔡英文團隊的政策、方針、立場,也習慣處理國際媒體事務,可以避免說錯話、表錯情

[173] 蔡英文並未當場糾正趙怡翔的翻譯內容,這顯示趙怡翔確實表達出蔡英文的想法(至少是想對外國媒體表達的想法),光是這一點就足夠了

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the significance of accuracy. Finally, when Sylvia Chen complimented Chao at the end of her article, she also commended the accuracy of his interpretation: "'Mr. Interpreter' interpreted fluently and accurately all the time at the press conference. Indeed, we should applaud his great performance[174]" (I1-C22).
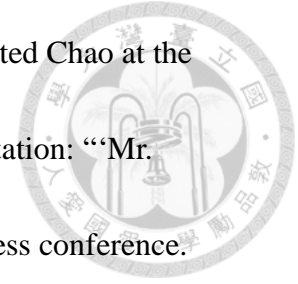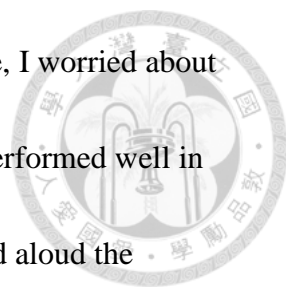
Judging from the above examples, accuracy is upheld by both insiders-Chao and insiders-general. Insiders-Chao believed that Chao's interpretation was accurate, and that his accuracy alone could justify the DPP's use of an untrained interpreter. This shows how critical accuracy is in insiders-Chao's minds. However, even though Chao received positive evaluations regarding accuracy from insiders-Chao, he was evaluated critically regarding delivery.

4.2.2.6 Delivery (5/8)

Outsiders-Chao were amazed by Vincent Chao's fluency of delivery and pleasant voice after listening to the victory speech part, in which Chao did not provide interpretation but read aloud pre-translated scripts. Seeing this situation, insiders-Chao pointed out that fillers, stammering, and backtracking appeared when Chao really started interpreting in the Q&A session. This revealed his lack of formal training. For instance, C. Yun Feng shared his thoughts after watching the press conference:

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[174] 流利並精準地傳譯記者會的每個段落，實在應該要為「口譯哥」趙怡翔精采且出色的表現鼓鼓掌呀！

When I was listening to the second part of the press conference, I worried about

this interpreter's future career. Vincent Chao, the interpreter, performed well in

the first part of the press conference. In the first part, Chao read aloud the

translated script of Tsai Ing-Wen's speech. The translation and Chao's delivery,

stage presence, and 'beautiful voice', which won him strong compliments from

the netizens, were all remarkable. However, in the second part, which is the

Q&A session, he became less fluent. Much pausing and stammering could be

heard. Finally, his interpretation ended abruptly, leaving listeners

dumbfounded[175]. (I4-C31)

The contrast between Chao's performance in the victory speech part and the Q&A

session was clearly shown in Feng's words, and this contrast was also highlighted by

the English teacher who was trained in conference interpreting to support the

importance of training. The English teacher said that Chao could amaze the audience

because what he did was to read aloud the translation in the victory speech part.

However, problems arose in the Q&A session: "fillers including 'uh' and 'hmm' could

be heard very often, suggesting that Chao did not receive interpreter training[176]"

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[175] 看到記者會後半場時，其實我是替這位翻譯人員捏把冷汗的，怕他做完這場就砸了招牌。為什麼？回顧這場國際記者會，蔡英文在前半場宣讀事先寫好的稿子，由口譯人員讀英文稿.這部分表現得很不錯，講稿的英文翻譯及口譯者現場的台風口條，以及網友大讚的「嗓音」都可圈可點。但到後半場媒體提問的時候，翻譯步調顯得有些匆忙慌亂，中間停頓結巴的部分太多，聽起來不太流暢，最後倉促結束，令人傻眼

[176] 可以聽到他常常在說完幾個字就發出 uh.. Hmm... 這類型的聲音，頻率太多，顯示他並沒有接受過專業訓練

(I2-C23). Chung-Jen Chao also criticized Chao's interpretation in the Q&A session:

"Stammering and backtracking were serious mistakes. The DPP might believe that

Vincent Chao was as competent as professional interpreters. That might be why they

assigned the huge responsibility to him. However, Chao's mistakes proved the DPP

wrong[177]" (I3-C30). The above quotes suggest that it would be hard for an untrained

interpreter to avoid fillers, stammering, and backtracking in his/her interpretation,

emphasizing yet again the importance of interpreter training.

Only Sylvia Chen commended on Chao's fluency. After introducing modes of

interpreting, how to prepare for an interpreting assignment, and the difficulties of

interpreting for this type of press conference, Chen said, "faced with the

abovementioned challenges and stress, 'Mr. Interpreter,' Vincent Chao, still remained

calm and produced fluent and accurate interpretation all the time at the press

conference. Indeed, we should applaud his great performance[178]" (I1-C22). This

would not necessarily mean Chen did not watch the Q&A session, or was satisfied

with Chao's performance. There is a likelihood that Chen was focusing on educating

the public about conference interpreting, instead of arguing against the public

admiration of Chao's performance.

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[177] 結巴與句子不斷重講的狀況應更不被容許，所以民進黨當初之所以有信心推派趙怡翔承擔如此重責大任，想必是認為其能力不比專業口譯遜色，但實則不然
[178] 因此，在上述種種的挑戰及壓力下，還能夠穩定沈著地場控整場記者會，流利並精準地傳譯記者會的每個段落，實在應該要為「口譯哥」趙怡翔精采且出色的表現鼓鼓掌呀

In sum, the analysis shows that insiders-general emphasized fluency and reducing fillers when discussing delivery, and believes that pleasant voice is just a plus, not a prerequisite for conference interpreters. In addition, since outsiders-Chao put much emphasis on Chao's pleasant voice, insiders-Chao reacted to enrich the discussion by highlighting the contrast between the victory speech and the Q&A session, and closely examining Chao's fluency of delivery.
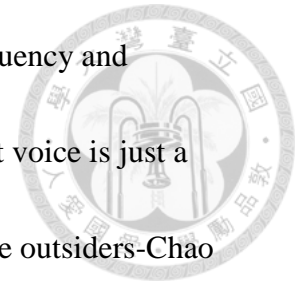
4.2.2.7 Roles in communication (3/8)

Outsiders-Chao did not discuss interpreters' roles in communication; therefore, insiders-Chao introduced some roles of communication potentially played by Vincent Chao. The analysis showed that insiders-Chao introduced "facilitators of communication" mainly. Firstly, insiders-Chao indicate that conference interpreters are sometimes treated as tools. For example, Sylvia Chen said, "consecutive interpretation can also win some time for speakers to contemplate answers to fierce questions, especially in sensitive occasions like political or diplomatic meetings[179]" (I1-C22). Nai-Yu Ker also echoed, "consecutive interpreters may serve as buffer zones for speakers in which they rest during their speeches or think about answers to questions[180]" (I6-C36), resonating with insiders-general's opinions that conference interpreters are treated as "tools" at times. Insiders-Chao may imply that Vincent

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[179] 另一項採用逐步口譯的好處是：在問答階段時，如果有逐步翻譯緩衝，可以為講者爭取一些思考的時間，整理答案.這在較敏感的政治外交場合上，面對尖銳問題時，尤其能夠派上用場
[180] 對講者來說，等待翻譯的時間正好是發言或提問間的緩衝時間

Chao might also have been treated as such a "tool" to buy extra time for Tsai to

contemplate how to answer fierce questions.

Sylvia Chen continued to propose another possible role in communication which is

to maintain national dignity:

Sometimes, people speak in English in international meetings to show friendliness

and increase the efficiency of communication. Therefore, if speakers are proficient

in English, speaking English may be a move to forge closer relationships. However,

when speakers are government officials, or even heads of countries, it would be

more appropriate that speakers speak in the official languages of their countries in

pubic occasions to maintain national dignity[181]. (I1-C22)

When insiders-Chao introduced such role in communication, they may be explaining

why Tsai Ing-Wen decided to assign Vincent Chao to interpret for her even though she

speaks fluent English. Chen further said that, "Besides, in political and diplomatic

occasions which are sensitive, heads of countries should exercise cautions and speak

in their official language, especially when speakers are not proficient enough in their

foreign languages to avoid misunderstandings[182]" (I1-C22). When speakers can

communicate in English, conference interpreters would no longer serve as the bridge

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[181] 在與外賓或外國友人會面時，有時為了拉近距離，主人方會直接使用英文與對方溝通寒暄，以示歡迎，同時也能加快溝通的效率.因此若是主人能夠以英文溝通無礙，這其實是個為友誼加溫的好方法。不過若是主人方為政府官員，甚至是國家領導人，在公開場合代表國家或政府對外發言時，還是以使用自己的本國語言較為適當，以維持國家的尊嚴

[182] 另外，在敏感的政治或外交場合上，為求慎重，領導人也以使用本國語言發言為宜，以免因為對外語的掌握不足，出現辭不達義、甚至發生誤會的狀況

of communication, but rather "communication experts" whose objective is to ensure

the highest quality and effectiveness of communication.

Apart from "facilitator of communication", Nai-Yu Ker brought conference

interpreters' role in communication to a higher level when she recounted her work

experience, which is social contribution:

She worked as the conference interpreter for an animal-protection seminar held

by the government. She can see the improvement in Taiwan's animal rights and

animal welfares, and the efforts made by government staff. She feels strong

sense of achievement when she facilities communication among scholars from

different countries[183]. (I6-C36)

Insiders-Chao indicated that when conference interpreters contribute their expertise to

society, this role of communication makes conference interpreters proud of

themselves and their profession.

In sum, insiders-Chao shared certain roles that Vincent Chao may have assumed

at the press conference in their reactions to outsiders-Chao's commentaries. Their

reactions may enhance outsiders-Chao's understanding about the role of

communication played by conference interpreters.

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[183] 她多年來持續擔任政府單位一個動物保護相關研討會的口譯工作，看著每年台灣的動物保護
和動物福利不斷進步，除了體會到基層對於議題的努力，自己也協助外國學者與台灣學者進行交
流，對於能參與其中覺得非常有成就感

4.2.2.8 Job Satisfaction (2/8)

Outsiders-Chao failed to touch upon job satisfaction; as a result, insiders-Chao shared their reflections. As stated in 4.1, while insiders-general described conference interpreting as a highly challenging profession, they also emphasized that conference interpreting is their dream job. Insiders-Chao focused on the challenge conference interpreters are faced with, and did not discuss whether it is a dream job in their minds. Take Sylvia Chen's explanation of why conference interpreting is a challenging task:

In addition, conference interpreters have to grasp the speaker's message, logics, and structure of the speech under severe time pressure. The delivery is also examined by the audience, and sometimes, the speaker, too. The interpretation has to be accurate, complete, and clear. The wording has to be formal, beautiful, and not repetitive. Conference interpreters must be able to stay calm or it would not be possible for them to function well under this high stress. Finally, all sorts of problems may present themselves in the conference. For example, loud music or sounds, speakers going off script, or having to take notes and hold a microphone at the same time. You may run out of blank space on your notebook, your pen may run out of ink, or you may be put in any places where you cannot clearly hear the speaker's utterance. These external factors also influence your

delivery[184]. (I1-C22)

Nai-Yu Ker said that challenges might also come from the lack of respect for the

profession of conference interpreting in Taiwan. When Ker was asked "Is there a lack

of respect for interpreters/translators in Taiwan[185]," she answered:

> Interpreters and translators in Taiwan are faced with severe work conditions. The
>
> first problem is that the supply surpasses the demand in the T&I industry. The
>
> second is a lack of respect for professional interpreters/translators in Taiwan.
>
> Nai-Yu Ker said, being a quite experienced interpreter, there are still more than
>
> 70% of clients ask her to lower her pay. The situation may be even tougher for
>
> novice interpreter/translator. In addition, Ker once worked for a client who had
>
> the least respect for interpreters. The client refused to provide information about
>
> the conference for Ker because the client believed that interpreting was nothing
>
> more than talking[186]. (I6-C36)

Ker's answer is highly relevant to the controversy over whether the DPP should use

an untrained interpreter in the press conference, and showed that the public's lack of

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[184] 此外，口譯時，口譯員還必須在時間壓力下，快速消化講者想法，釐清邏輯和段落結構。而表達時，除了面對群眾檢驗的壓力（有時還要加上講者！），還必須語意完整清晰，用字正式、優美且不重複.若是沒有沈著冷靜的特質，實在是會難以負荷這種壓力鍋般的工作[。]最後，口譯的現場還可能出現許多干擾表現的臨場狀況，例如：現場背景音過大；講者脫稿演出；沒有麥克風架，要同時做筆記加手持麥克風；筆記本紙用完了；筆沒水了；口譯員位置被安排在講者旁邊或後方，無法聽清楚演講內容等等－－這些都是可能影響口譯的順暢度的外在因素.

[185] 國內對譯者專業真的不夠重視？

[186] 台灣口筆譯員的工作環境其實相當艱困，除了翻譯工作僧多粥少，客戶對於譯者的專業程度不重視也是非常大的問題。柯乃瑜說，就算她已經算是很有經驗的口譯員，會跟她砍價的客戶仍超過七成，更不用說一些新進的翻譯工作者們會遇到多嚴峻的薪資條件了。更甚者，她也曾經遇過對口譯員完全不尊重的客戶，認為口譯只是講講話而已，連會議資料都不願意提供

knowledge about conference interpreting in Taiwan. This poses additional challenges

for conference interpreters because they have to make efforts educating the public.
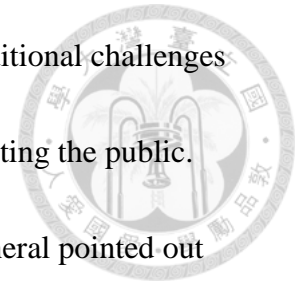
The analysis suggests that both insiders-Chao and insiders-general pointed out

that conference interpreting is an extremely challenging job, but insiders-Chao did not

say whether conference interpreting is their dream job. This may be expected since it

is a topic irrelevant to Vincent Chao's interpretation.

4.2.2.9 Personal traits (4/8)

The analysis suggests that insiders-Chao also emphasized two personal traits that

were covered by outsiders-Chao, which were concentration and quick reaction, and

continued to introduce stress tolerance, a personal trait which is also valued by

insiders-general. C. Yun Feng stressed the importance of concentration when

introducing simultaneous interpreting by saying "interpreters must have great powers

of concentration[187]" and consecutive interpreting by saying "since the speaker might

speak for a long time before the conference interpreter starts to interpret, the

interpreter has to concentrate and take notes to avoid missing important messages[188]"

(I4-C31). These reflect the significance of the ability to concentrate for conference

interpreters. Feng also emphasized that conference interpreters should have quick

reaction as he explained preparation and research that conference interpreters have to

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[187] 口譯員必須有極高的專注力
[188] 由於講者可能會在講完一大段後才停下來，譯者必須專心聽講者的發言並做筆記，以免遺漏掉重要的段落

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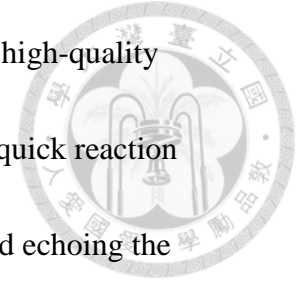
do for work: "Proficient foreign language alone does not guarantee high-quality interpretation. An interpreter has to study and prepare a lot to have quick reaction when interpreting[189]" (I4-C31). The English teacher was also quoted echoing the significance of quick reaction: "however, a famous English teacher pointed out that there is room for improvement regarding Vincent Chao's terminology and reaction time[190]" (I2-C23). The fact that the English teacher criticized Vincent Chao for reacting slowly indicates that conference interpreters are expected to have quick reaction in the English teacher's mind.

In addition to the ability to concentrate and quick reaction, insiders-Chao further discussed another personal trait which is also emphasized by insiders-general: stress tolerance. Sylvia Chen concluded her article which introduced knowledge about conference interpreting and its challenges, "conference interpreters must study extremely hard so that they can produce high-quality interpretations consistently under severe stress[191]" (I1-C22), reflecting the huge amount of stress that conference interpreters have to bear. As a result, C. Yun Feng stressed that conference interpreters have to be equipped with "extremely strong stress tolerance and quick reaction[192]" (I4-C31) when explaining consecutive interpreting.

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[189] 翻譯並不是外文好就能夠勝任的，在平時有太多的累積和準備工作要做；上台後的臨場反應，也不見得是外文好的人就能拿出好表現的

[190] 不過，國內知名補教名師表示，從詞語正確、反應時間都有待修正

[191] 在高難度、高壓力的工作環境下，還能夠有穩定且傑出的翻譯表現，其實都是口譯員在背後付出無數努力所累積出來的成果

[192] 極佳的臨場的抗壓性和反應力

4.2.2.10 Summary

The analysis suggests that insiders-Chao held similar opinions with insiders-general, but their texts were tailored for reacting to outsiders-Chao's commentaries. Disagreements over the importance of training could be observed in insiders-Chao's reactions. While some insisted that conference interpreters should receive training before they start to work, others argued that field knowledge may be more critical than formal training in some situations. This indicates the profound significance of training and field knowledge. Insiders-Chao debunked the myth that being bilingual alone was enough to make a conference interpreter. One has to be equipped with linguistic skills, knowledge, and interpreting skills to work as a conference interpreter. In terms of knowledge, insiders-Chao pointed out that general and field knowledge were both critical; with regard to interpreting skills, insiders-Chao brought up other skills that are important for consecutive interpreting other than public speaking. In terms of interpreting quality, insiders-Chao emphasized the importance of accuracy, and expressed that Chao's interpretation was basically accurate. Delivery-wise, contrary to commentaries by outsiders-Chao, Chao was criticized harshly by insiders-Chao, as Chao used a great number of fillers and stammered frequently in the Q&A session, where he provided interpretation instead of reading aloud a pre-translated script. Insiders-Chao further shared their role as

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facilitators of communication, and the challenging essence of conference interpreting. They echoed outsiders-Chao's observation that interpreters must have quick reactions and ability to concentrate fiercely; in addition, they pointed out that conference interpreters have to function well under high stress.

It should be pointed out that, there exists a clear difference between how conference interpreters and translators evaluated Vincent Chao's performance among insiders-Chao. Conference interpreters (including Sylvia Chen, Paul, and Cheng-En Song) generally acknowledged and appreciated Chao's performance. In contrast, translators (including Chung-Jen Chao, C. Yun Feng, and the English teacher), who may have learned about conference interpreting but have only seldom worked as conference interpreters, have the tendency to criticize Chao for his lack of fluency and overall incompetence. This might be due to the fact that conference interpreters are aware of the difficulties of conference interpreting through rich work experience, and are more tolerant than translators as a result.

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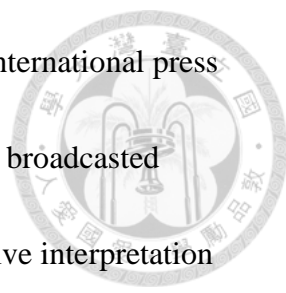
Chapter Five: Conclusion

Conference interpreting is still not seen as a completely developed "profession" by the public. Previous studies have suggested that the key characteristics of a "profession", as opposed to an "occupation", include professional training, expertise, remuneration, and social contribution (Grbić, 2010; Raschke, 2014; Rudvin, 2007; Setton & Dawrant, 2016), but conference interpreting may not necessarily be associated with these characteristics in the public mind. As conference interpreting industries around the globe have not yet achieved complete professionalization, establishing a positive professional image might be one of the most important strategies to enhance professional prestige and finally achieve professionalization (Ju, 2009; Tseng, 1992).

To establish a positive professional image, the printed and digital media are important means given their ability to reach the general public and potentially shape how the public perceive conference interpreting. As a result, Chinese-English (C-E) conference interpreters in Taiwan have long been representing themselves via books, interviews, and social media platforms in an effort to shape a positive professional image. The printed and digital media might be even more powerful in shaping image when a high-profiled incident is involved. The consecutive interpreting provided by Vincent Chao, an untrained interpreter and the Deputy Director of the Department of

International Affairs of the DPP, at President Tsai Ing-Wen's 2016 international press

conference, is a case in point. While the press conference was being broadcasted

widely in Taiwan, a wealth of commentaries about Chao's consecutive interpretation

emerged in the news media, including members of the translation and interpreting

community who reacted to the event in order to provide professional's perspective on

interpreting. Though usually a low-key profession, interpreting became the center of

attention overnight because of the press conference, and it is safe to say that the

representations and perceptions of conference interpreting in the discussions about

Chao's interpretation were received by a huge audience. Regarding how influential

representations in the printed and digital media may be, this study aimed to explore

the self-represented professional image of C-E conference interpreters in Taiwan

through careful content analysis of conference interpreters' self-representations in the

printed and digital media as well as the T&I community's reactions to Vincent Chao's

interpretation.

This study collected eight general representations of C-E conference interpreters

in Taiwan from printed and digital media, 40 commentaries on Vincent Chao's

interpretation, and seven reactions by the T&I community from electronic news media.

The data was examined through coding analysis, which includes both data-driven and

theory-driven approaches (Boyatzis, 1998). To reduce subjectivity, the coding process

was done twice, and another researcher was invited to help check the codes. Themes about the professional image of conference interpreters emerged through the coding analysis. The following is a recap of the research questions and summarization of the main findings:
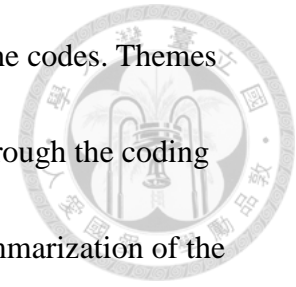
1. *What is the general image represented by Chinese-English conference interpreters in Taiwan as revealed by their writings published in the printed and digital media?*

The coding analysis suggests that, in the printed and digital media, C-E conference interpreters in Taiwan represent conference interpreting as a "profession de facto" by putting emphasis on its vocational characteristics that differentiate a "profession" from an "occupation." As defined at the beginning of Chapter Two and Five, these characteristics include receiving professional training before practicing the profession, being remunerated for the service provided, having the expertise required to perform the tasks, and a sense of mission to contribute their expertise to society (Grbić, 2010; Raschke, 2014; Rudvin, 2007; Setton & Dawrant, 2016).

Firstly, the results indicated that C-E conference interpreters in Taiwan represent themselves as highly-trained professionals. In fact, all conference interpreters in our corpus have received post-graduate professional training in conference interpreting, and acknowledge the significance of formal interpreter training in their

self-representations. Secondly, they are rewarded for their service, and a standard

wage rate is existent. Conference interpreters may share the standard wage rate in

their self-representations in order to suggest that conference interpreters should be

remunerated and treated as a profession.
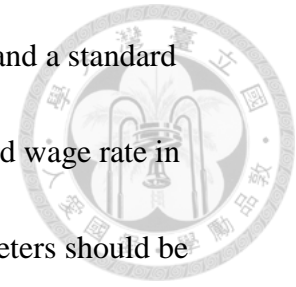
Thirdly, the results support that conference interpreters must be equipped with

expertise as other professions. Conference interpreters pointed out that the expertise

includes linguistic skills, knowledge, and interpreting skills. It could be seen in the

data that conference interpreters must have a high level of linguistic competence,

namely, a combination of "native + near-native" working languages, and also the

ability to comprehend all types of accents of English. In addition to linguistic

competence, knowledge, including general and field knowledge, is given much

emphasis. The analysis shows that conference interpreters must absorb knowledge

and information on a regular basis, and prepare hard for each interpreting assignment

to acquire knowledge. Conference interpreters also place much emphasis on

interpreting skills. They also introduce interpreting skills, including short-term

memory, multitasking, note-taking skills, public speaking skills, analytical skills in

their self-representations, and point out that interpreting skills are acquired through

professional training. This means the expertise of conference interpreting could be

gained through professional training, and indicates that the significance of formal

training can hardly be discounted.

Conference interpreters further emphasize that a trained professional conference interpreter who has the required expertise can consistently produce accurate and fluent interpretations. The trained professional conference interpreter should be able to provide interpretations which accurately reflect information, emotions, and purposes of original texts. While striving for accurate renditions, such an interpreter would still seek to maintain good delivery. It is suggested that delivery could be improved through practice and training. Reducing fillers, correcting pronunciation, and learning how to use a microphone are among some ways suggested. The fact that delivery could be enhanced through drills might reaffirm the significance of formal training and imply that conference interpreters are trained rather than born.
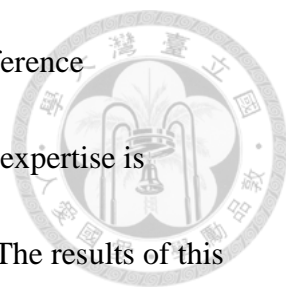
Finally, the results show that conference interpreters have a sense of mission to contribute their expertise to society. Conference interpreters reckon that, though often undervalued, they are integral to cross-cultural communication, which is in agreement with previous studies (Chen, 2008; Hung, 2005; Katan, 2009). In addition, the results of this study are in line with the assertions of Setton & Guo (2009) and Zwischenberger (2009), in that most roles described by C-E conference interpreters in Taiwan also resemble facilitators of communication. Conference interpreters suggest in their self-representations that they may contribute their expertise to society through

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these roles of communication.

The difference between insiders' representations and outsiders' perceptions of conference interpreters found in this study may also be explained though Spencer & Spencer's (1993) competency iceberg model. Spencer & Spencer (1993) proposed an iceberg model to evaluate competencies. The competency iceberg model can be separated into two parts: above and below the waterline. Above the waterline is the visible tip of the iceberg (i.e. competency), including knowledge and skills; below the waterline is the hidden part, consisting of personal traits, self-concepts, and motives. As shown in Chapter Four, outsiders' perceptions tend to focus on the visible part of the competency, which includes knowledge and skill. In contrast, insiders' representations show the complete competency of conference interpreters. The hidden part of the competency was also seen in insiders' representations: personal traits like being curious and tolerant of stress, self-concepts like role in communication, and motives like contributing to society. In other words, as a large proportion of the conference interpreters' competency is hidden under the waterline, there is no wonder that the outsiders' perception and insiders' representations differ.

Ju (2014) adapted Spencer & Spencer's (1993) iceberg model for competences to survey how students in undergraduate-level T&I programs perceive translation and their learning experience, and this translation competency iceberg model may provide

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a different perspective to look at the professional image of C-E conference

interpreters in Taiwan. Ju's (2014) model points out that translation expertise is

composed of translation skills, translation knowledge, and attitude. The results of this

study also agree with Ju's (2014) model. Firstly, the analysis suggests that conference

interpreters put emphasis on interpreting skills, which may be translation skills

proposed in Ju's (2014) model. Secondly, the results indicate that conference

interpreters must be equipped with wide general knowledge and profound field

knowledge, which may be translation knowledge in the iceberg model. Finally, the

results suggest that conference interpreters' attitude, as in Ju's (2014) model, may

be "facilitator of communication" in this study. Through this role in communication,

conference interpreters hope to contribute their expertise to society, facilitate

information exchange, and even bring peace to the world. By referring to Ju's (2014)

translation competence iceberg model, the study provides a different approach to

perceive the results and the professional image of C-E conference interpreters in

Taiwan.

In sum, "a profession de facto" might be the general image represented by C-E

conference interpreters in Taiwan as revealed by their writings published in the

printed and digital media. Their self-representations may indicate that conference

interpreting is in every way a profession awaiting legal recognition.

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2. *How did the T&I community react to the news media's reports on a high-profile*

   event involving an untrained interpreter, and how did these reactions reflect the

   professional image represented by conference interpreters?

The coding analysis suggests that the news media perceived Vincent Chao as an

untrained bilingual who provided high-quality consecutive interpretation. Seeing the

news media's perceptions, the T&I community reacted and represented conference

interpreting as a profession de facto, as opposed to an occupation.

The results indicated that the news media tends to believe that bilinguals can

perform the task of interpreting without formal training. The news media was aware

of the fact that Vincent Chao is an untrained interpreter, or the fact that he had

received no training, no remuneration for his interpreting service, and was thus not

equipped with interpreting skills. However, Chao's native accent, pleasant voice, and

fluent delivery when speaking English in the first part of the press conference amazed

the news media. It is worth noting that delivery is an important interpreting quality

criterion for outsiders to the T&I community, which in this case was the news media

(Fernández, 2013); therefore, Chao was highly admired by the news media to the

extent that he was dubbed "Mr. Interpreter." This suggests that the news media

perceived Chao as an untrained bilingual who could provide high-quality interpreting

service. This notion that bilinguals naturally possess interpreting ability may be

detrimental to the professionalization of conference interpreting (Pérez-González &

Susam-Saraeva, 2012). Seeing this perception, the T&I community reacted to shape

the ideal professional image of conference interpreting.

The T&I community tried to establish that conference interpreting is a profession

de facto in the reactions to the news media's perceptions of Vincent Chao, and their

reactions basically agree with the general image represented by professional C-E

conference interpreters in Taiwan. Interestingly, the analysis reflected that members of

the T&I community held differing opinions about whether Vincent Chao was the best

candidate for the interpreter in the press conference or not. Firstly, the members of the

T&I community disagreed on whether Chao held the expertise for performing the task.

Some supported Chao for his rich knowledge about the DPP, while others criticized

the DPP's use of Chao for his lack of interpreting skills. Secondly, disagreement

arises when they evaluated Chao's interpreting quality. Those who approved of Chao

argued that though Chao's interpretation was non-fluent in the Q&A session, it is

accurate enough to render him qualified to work as the interpreter at the press

conference. Those who disapproved of Chao criticized him on the grounds that he was

non-fluent, and listed specific delivery-related problems which appeared in the Q&A

session, including fillers, backtracking, and hesitations. There are two points worth

noting here. First, the members of the T&I community hoped to represent conference

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interpreting as a profession in their reactions, and the seemingly contradicting

opinions should be understood as different means to achieve the same goal. Second,

conference interpreters seem to be more tolerant toward Chao's performance. It seems

probable that conference interpreters support Vincent Chao for they have learned the

extreme difficulties conference interpreting presents through their work experience,

and are thus more tolerant to Vincent Chao's performance.
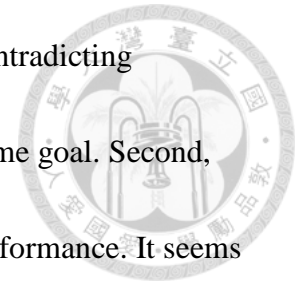
In addition, the seemingly differing opinions by members of the T&I community

may actually reflect the similarities between the general image represented by

conference interpreters and the reactions to Chao's interpretation by the T&I

community. The fact that there is no clear cut answer to which aspect of expertise is

more critical, be it field knowledge or interpreting skills, may simply suggest that

both aspects are equally important pillars of the expertise of conference interpreting.

This is consistent with the general self-representations suggesting that the expertise is

comprised of linguistic skills, knowledge, and interpreting skills, all of which are

essential for conference interpreters. Simply stated, it is likely that the members of the

T&I community differed on prioritizing field knowledge and interpreting skills

because of this identical belief about the expertise of conference interpreting. The

same applies to the conflict in evaluating interpreting quality. The fact that the

members of the T&I community put emphasis on either accuracy or delivery may

reflect that accuracy and delivery are both critical interpreting criteria. This is also in

line with the general image represented by conference interpreters.
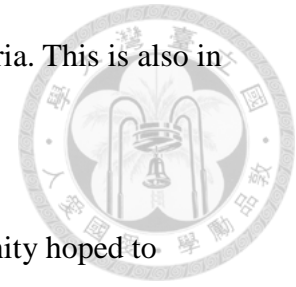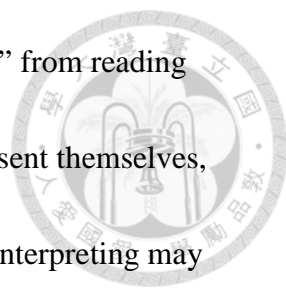
The analysis suggests that the reactions from the T&I community hoped to

represent conference interpreting as a profession de facto as C-E conference

interpreters in Taiwan normally do. Notice that only expertise and formal interpreter

training, through which interpreting skills are gained, were mentioned in the reactions

from the T&I community, leaving out the other two characteristics of a profession,

which are remuneration and social contribution. This may be simply due to the fact

that the reactions from the T&I community are "contextualized" representations, and

are thus somewhat less comprehensive but more focused (Diriker, 2004). All in all,

the results suggest that both the reactions from the T&I community and the general

image represented by C-E professional conference interpreters in Taiwan indicate that

conference interpreting is a profession de facto and that they hope to introduce this

concept to the public.

Implications of the study

The findings of this study might help students understand the representations of

professional C-E conference interpreters in Taiwan, and inform instructors on how to

encourage students to react to high-profile events that are related to conference

interpreting after they have become professional conference interpreters. Students can

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learn how to shape conference interpreting as a "profession de facto" from reading

this study. As more future conference interpreter know how to represent themselves,

the social momentum to usher in professionalization of conference interpreting may

grow faster. Furthermore, conference interpreters' reactions could better represent the

ideal professional image in conference interpreters' minds than translators' reactions.

Therefore, it may be vital to instruct student interpreters on how to represent

themselves and even react to high-profile events about conference interpreting. In

addition, the marked resemblance between the general image represented by

conference interpreters and the reactions from the T&I community might indicate that

these high-profile events could serve as platforms where insiders to the T&I

community may substantially represent their ideal professional image, and reach a

wider audience than usual.

Limitations of the study

The findings of this study were relatively inconclusive due to several limitations.

The first limitation was that most qualitative analyses are at risk of being affected by

subjectivity. In addition, this study did not include an exhaustive analysis of all

representations of C-E conference interpreters in Taiwan. Furthermore, it is not within

the scope of this paper to generalize about the news media's perception of conference

interpreting since the results suggest that the news media did not clearly differentiate

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"conference interpreting" from "interpreting" when discussing Vincent Chao's

interpretation.

Recommendations for future research

In spite of all the limitations, the researcher believes that the findings from this

study are intriguing enough to invite further research on the topic of the professional

image of conference interpreting, as well as further research on professionalization of

conference interpreting. It would be beneficial to replicate this study on future

high-profile events that are related to conference interpreting, or utilize the themes in

this study to explore the professional image represented by conference interpreters of

different language combinations or in other regions. An important area for future

research in the years to come will be examining whether the current content and forms

of representations could effectively establish a positive professional image in the

minds of audience members. Additional research in this area should prove quite

beneficial for the professionalization of conference interpreting.

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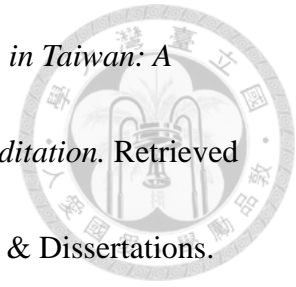
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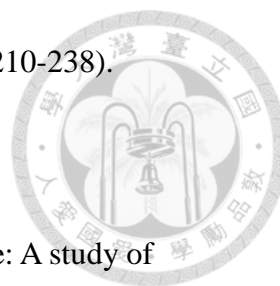
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Appendix I: Commentaries on Vincent Chao's Interpretation

Number	Title	Form	Publication date	Source
C1	蔡英文國際記者會口譯哥爆紅　網友：耳朵懷孕了	article	16th. Jan-16	Apple Daily
C2	蔡英文的中外記者會意外捧紅「他」　鄉民直呼戀愛了～	article	16th. Jan-16	快點 TV gotv.ctitv.com
C3	蔡英文國際記者會口譯引關注　網友：發音真好聽又流利	news	16th. Jan-16	Ettoday 東森新聞雲
C4	蔡英文勝選國際記者會　英文口譯好吸睛	article	16th. Jan-16	自由時報 Liberty Times Net
C5	超級報報_口譯哥-趙怡翔	radio interview	17th. Jan-16	YouTube 頻道 "寶島聯播網"
C6	27 歲趙怡翔 蔡英文記者會口譯暴紅	article	17th. Jan-16	中時電子報
C7	小英國際記者會「口譯哥」 出身深藍家庭	article	17th. Jan-16	中時電子報
C8	台鐵也有口譯哥 網友大讚國際化	article	17th. Jan-16	CNA News
C9	蔡英文當選演講 中英版本差異露玄機	article	17th. Jan-16	中時電子報
C10	蔡英文記者會口譯員聲音好聽暴紅	News video	17th. Jan-16	UDN video

Number	Title	Form	Publication date	Source
C11	口譯讓網友戀愛了！趙怡翔背景起底：堅持當「完整台灣人」	article	17th. Jan-16	Ettoday 東森新聞雲
C12	讓網友耳朵懷孕的口譯哥　被蔡英文更正	article	17th. Jan-16	Apple Daily
C13	「爆紅口譯哥」趙怡翔自評能力不足　蔡英文這樣說...	article	17th. Jan-16	ETtoday 東森新聞雲
C14	蔡英文當選總統 中英文講話「小出入」透新信號	article	17th. Jan-16	新唐人電視台 New Tang Dynasty Television
C15	人帥英文好！勝選記者會　蔡英文口譯哥爆紅	article	17th. Jan-16	TVBS
C16	口譯哥：蔡英文私下是蔡教授	article	17th. Jan-16	CNA News
C17	爆紅「口譯哥」自嘆能力不足　被蔡英文用紅筆圈錯字	article	17th. Jan-16	快點 TV gotv.ctitv.com
C18	私下「蔡教授」是...爆紅口譯哥這樣描述	article	17th. Jan-16	自由時報 Liberty Times Net
C19	「口譯哥」爆紅，他讓網友「耳朵懷孕」，卻慘遭蔡英文更正！	article	17th. Jan-16	找話題 Toments.com
C20	讓「耳朵懷孕」的口譯哥自認能力不足遭蔡英文糾錯	article	17th. Jan-16	三立新聞網 SETN.com

Number	Title	Form	Publication date	Source
C21	記者會口譯一夕爆紅 蔡英文要他更正	article	17th. Jan-16	Yahoo 奇摩新聞
C22	蔡英文國際記者會，口譯大解密！	article	17th. Jan-16	公平翻譯交易所
C23	蔡英文首場國際記者會 補教名師：並未尊重口譯員專業	article	17th. Jan-2016	Ettoday 東森新聞雲
C24	口譯哥暴紅「耳朵懷孕了」	article	18th. Jan-16	Apple Daily
C25	口譯哥趙怡翔受台籍女友、讀台灣史專欄影響加入民進黨	article	18th. Jan-16	ETtoday 東森新聞雲
C26	「口譯哥」趙怡翔出身基督教家庭 蔡英文國際記者會成焦點	article	18th. Jan-16	基督教論壇報 Chinese Christian Tribune
C27	蔡英文記者會「口譯哥」趙怡翔一夕爆紅	article	18th. Jan-16	新唐人電視台 New Tang Dynasty Television
C28	同樣口譯哥！ 藍綠年輕人才「機會」迥異	article	19th. Jan-16	TVBS
C29	小英有樣東西變了 口譯哥自曝好懊惱	article	19th. Jan-16	Apple Daily
C30	觀點投書：從「口譯哥」現象，看台灣「只做八分滿」文化	article	19th. Jan-16	風傳媒 Storm Media

Number	Title	Form	Publication date	Source
C31	蔡英文國際記者會後記》口譯是一門專業，讓我們來看看有哪些「魔鬼的細節」	article	19th. Jan-16	The News Lens 關鍵評論網
C32	【VoiceTube 獨家專訪】口譯哥 Vincent Chao 趙怡翔	radio interview	20th. Jan-2016	YouTube 頻道 "VoiceTube 看影片學英語"
C33	一個曾經幫蔡英文翻譯的譯者看國際記者會：這不只是「口譯」	article	20th. Jan-2016	The News Lens 關鍵評論網
C34	【VoiceTube 獨家專訪】蔡英文口譯哥教你拯救菜英文	radio interview	21st. Jan-16	VoiceTube
C35	【預告】最有磁性的聲音！爆紅「口譯哥」來了	radio interview	22nd. Jan-16	YouTube 頻道"台灣啟示錄"
C36	翻譯專業被輕忽？資深口譯員：至少七成客戶會砍價！	article	23rd. Jan-2016	風傳媒 Storm Media
C37	蔡英文國際記者會致詞英譯稿：不專業的第一印象	Facebook post	24th. Jan-16	Facebook (Xlators Makestuff)
C38	不完全接受「口譯哥」封號　趙怡翔從未受過專業訓練	article	25th. Jan-16	ETtoday 東森新聞雲

Number	Title	Form	Publication date	Source
C39	焦點人物／爆紅口譯哥趙怡翔：未來不排斥參選	article	25th. Jan-16	Now News
C40	焦點人物／爆紅「口譯哥」趙怡翔　自認表現不好須加強	article	25th. Jan-16	Now News
C41	感謝外界支持 「口譯哥」：未受專業訓練須再加強	article	25th. Jan-2016	自由時報 Liberty Times Net
C42	民進黨口譯哥爆紅 深藍父母也投小英	article	25th. Jan-16	聯合新聞網 udn.com
C43	爆紅「口譯哥」趙怡翔自嘲拉票不力　只讓 2 深藍改投小英	article	26th. Jan-16	ETtoday 東森新聞雲
C44	2016 01 25《POP 搶先爆》汪用和+鄭師誠專訪 民進黨國際部副主任 趙怡翔	radio interview	26th. Jan-2016	YouTube 頻道"917 POP Radio 官方頻道"
C45	拉了重要的兩票！「口譯哥」說服深藍的他們…	article	26th. Jan-16	自由時報 Liberty Times Net
C46	觀點投書：「口譯哥」現象背後的深層議題	article	27th. Jan-16	風傳媒 Storm Media
C47	口譯哥太夯 她們兩個巴著不放…	article	1st. Feb-16	自由時報 Liberty Times Net

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Number	Title	Form	Publication date	Source
C48	0204 新聞追追追》part3（口譯哥來了!流利英式口音! 網友直呼...戀愛了？）	TV interview	4th. Feb-16	YouTube 頻道"年代新聞CH50"

Appendix II: General Representations by Interpreters

Number	Title	Interpreter	Form	Date
G1	口譯專家說出一口高薪	Damien Fan Shelly Huang	Magazine	Sep-07
G2	做好將語言當謀生工具的準備	Damien Fan	Magazine	Sep-09
G3	來賓請入座：25堂英文口譯必修課	Amy Chiang	book	Mar-12
G4	書文化一口譯這一行	Michelle Wu	News article	26th. Mar-16
G5	浩爾的口筆譯日記	Howard Chien	Facebook Page	From Apr-2009
G6	公平翻譯交易所	N/A	Facebook Page	From Nov. 2015
G7	蘇活口譯 An interpreter, going SOHO	N/A	Facebook Page	From 2011
G8	[360 行有錢賺]-口譯員	Howard Chien Kylie Wang	News Video	8th Sep. 2016

Appendix III: Outsiders' Commentaries on Vincent Chao's Interpretation

Number	Title	Source
O1-C1	蔡英文國際記者會口譯哥爆紅　網友：耳朵懷孕了	Apple Daily
O2-C2	蔡英文的中外記者會意外捧紅「他」　鄉民直呼戀愛了～	快點 TV gotv.ctitv.com
O3-C3	蔡英文國際記者會口譯引關注　網友：發音真好聽又流利	Ettoday 東森新聞雲
O4-C4	蔡英文勝選國際記者會 英文口譯好吸睛	自由時報 Liberty Times Net
O5-C5	超級報報_口譯哥-趙怡翔	YouTube 頻道"寶島聯播網"
O6-C6	27 歲趙怡翔 蔡英文記者會口譯暴紅	中時電子報
O7-C7	小英國際記者會「口譯哥」 出身深藍家庭	中時電子報
O8-C8	台鐵也有口譯哥 網友大讚國際化	CNA News
O9-C9	蔡英文當選演講 中英版本差異露玄機	中時電子報
O10-C10	蔡英文記者會口譯員 聲音好聽暴紅	UDN video
O11-C11	口譯讓網友戀愛了！趙怡翔背景起底：堅持當「完整台灣人」	Ettoday 東森新聞雲

Number	Title	Source
O12-C12	讓網友耳朵懷孕的口譯哥　被蔡英文更正	Apple Daily
O13-C13	「爆紅口譯哥」趙怡翔自評能力不足　蔡英文這樣說...	ETtoday 東森新聞雲
O14-C14	蔡英文當選總統 中英文講話「小出入」透新信號	新唐人電視台 New Tang Dynasty Television
O15-C15	人帥英文好！勝選記者會　蔡英文口譯哥爆紅	TVBS
O16-C16	口譯哥：蔡英文私下是蔡教授	CNA News
O17-C17	爆紅「口譯哥」自嘆能力不足　被蔡英文用紅筆圈錯字	快點 TV gotv.ctitv.com
O18-C18	私下「蔡教授」是..…爆紅口譯哥這樣描述	自由時報 Liberty Times Net
O19-C19	「口譯哥」爆紅，他讓網友「耳朵懷孕」，卻慘遭蔡英文更正！	找話題 Toments.com
O20-C20	讓「耳朵懷孕」的口譯哥自認能力不足　遭蔡英文糾錯	三立新聞網 SETN.com
O21-C21	記者會口譯一夕爆紅 蔡英文要他更正	Yahoo 奇摩新聞

Number	Title	Source
O22-C24	口譯哥暴紅「耳朵懷孕了」	Apple Daily
O23-C25	口譯哥趙怡翔受台籍女友、讀台灣史專欄影響加入民進黨	ETtoday 東森新聞雲
O24-C26	「口譯哥」趙怡翔出身基督教家庭 蔡英文國際記者會成焦點	基督教論壇報 Chinese Christian Tribune
O25-C27	蔡英文記者會「口譯哥」趙怡翔一夕爆紅	新唐人電視台 New Tang Dynasty Television
O26-C28	同樣口譯哥！ 藍綠年輕人才「機會」迥異	TVBS
O27-C29	小英有樣東西變了 口譯哥自曝好懊惱	Apple Daily
O28-C32	【VoiceTube 獨家專訪】口譯哥 Vincent Chao 趙怡翔	YouTube 頻道 "VoiceTube 看影片學英語"
O29-C34	【VoiceTube 獨家專訪】蔡英文口譯哥教你拯救菜英文	VoiceTube
O30-C35	【預告】最有磁性的聲音！爆紅「口譯哥」來了	YouTube 頻道"台灣啟示錄"

Number	Title	Source
O31-C38	不完全接受「口譯哥」封號　趙怡翔從未受過專業訓練	ETtoday 東森新聞雲
O32-C39	焦點人物／爆紅口譯哥趙怡翔：未來不排斥參選	Now News
O33-C40	焦點人物／爆紅「口譯哥」趙怡翔　自認表現不好須加強	Now News
O34-C41	感謝外界支持 「口譯哥」：未受專業訓練須再加強	自由時報 Liberty Times Net
O35-C42	民進黨口譯哥爆紅 深藍父母也投小英	聯合新聞網 udn.com
O36-C43	爆紅「口譯哥」趙怡翔自嘲拉票不力　只讓 2 深藍改投小英	ETtoday 東森新聞雲
O37-C44	2016 01 25《POP 搶先爆》汪用和+鄭師誠專訪 民進黨國際部副主任 趙怡翔	YouTube 頻道"917 POP Radio 官方頻道"
O38-C45	拉了重要的兩票！「口譯哥」說服深藍的他們…	自由時報 Liberty Times Net
O39-C47	口譯哥太夯 她們兩個巴著不放…	自由時報 Liberty Times Net
O40-C48	0204 新聞追追追》part3（口譯哥來了!流利英式口音! 網友直呼...戀愛了?）	YouTube 頻道"年代新聞 CH50"

Number	Title	Authors / interviewees	qualifications
I1-C22	蔡英文國際記者會，口譯大解密！	Sylvia Chen	Interpreter (4 years); Translator (11 years)
I2-C23	蔡英文首場國際記者會 補教名師：並未尊重口譯員專業	N/A	A master's degree in conference interpreting in the National Taiwan Normal University
I3-C30	觀點投書：從「口譯哥」現象，看台灣「只做八分滿」文化	Chung-Jen Chao	Translator
I4-C31	蔡英文國際記者會後記》口譯是一門專業，讓我們來看看有哪些「魔鬼的細節」	C. Yun Feng	Translator
I5-C33	一個曾經幫蔡英文翻譯的譯者看國際記者會：這不只是「口譯」	Paul	Interpreters
I6-C36	翻譯專業被輕忽？資深口譯員：至少七成客戶會砍價！	Nai-yu Ker	Interpreter (10 years); translator (10 years)
I7-C37	蔡英文國際記者會致詞英譯稿：不專業的第一印象	Facebook (Xlators Makestuff)	Translator
I8-C46	觀點投書：「口譯哥」現象背後的深層議題	Cheng-En Song	Interpreter and translator
I9-G1	來賓請入座：25 堂英文口譯必修課	Amy Chiang	More than 500 interpreting assignments
I10-G2	做好將語言當謀生工具的準備	Damien Fan	Assistant Professor of the Graduate Program of Translation and Interpretation in National Taiwan

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Number	Title	Authors / interviewees	qualifications
			University; interpreter (11 years)
I11-G3	「口譯專家說出一口高薪」	Damien Fan Shelly Huang	Damien Fan: Assistant Professor of the Graduate Program of Translation and Interpretation in National Taiwan University; interpreter (11 years) Shelly Huang: professional agents of interpreters
I12-G4	書文化－口譯這一行	Michelle Wu	Assistant Professor of the Graduate Program of Translation and Interpretation in National Taiwan University; interpreter (25 years)
I13-G5	浩爾的口筆譯日記	Howard Chien	Interpreter (4 years)
I14-G6	公平翻譯交易所	N/A	A matching platform for translators/ interpreters and potential clients
I15-G7	蘇活口譯 An interpreter, going SOHO	Nai-yu Ker	Interpreter (10 years); translators (10 years)
I16-G8	[360 行有錢賺]-口譯員	Howard Chien Kylie Wang	Howard Chien: Interpreter (4 years) Kylie Wang: Interpreter