

Contents

List of Figures	ix
List of Tables	xi
Acknowledgements	xiii
List of Abbreviations	xv
Transcription Key	xvii
PART I Remote Interpreting	I
CHAPTER I	
Introduction	3
1.1 Interpreting and technology	3
1.2 Methods of remote interpreting	4
1.3 The advance of remote interpreting	7
1.4 Research design	10
1.5 Structure of this book	13
CHAPTER 2	
What Do We Know about RI?	15
2.1 Remote conference interpreting	15
2.2 Remote dialogue interpreting	23
2.3 Research issues and caveats	54

PART II	Theoretical Framework	57
CHAPTER 3		
Investigating Quality		59
3.1 Interpreting quality		59
3.2 Remote healthcare interpreting: A holistic approach		69
CHAPTER 4		
Methodology		73
4.1 General outline and research questions		73
4.2 Data collection		76
4.3 Annotation		86
4.4 Analysis		95
PART III	Results	107
CHAPTER 5		
Miscommunication and Interaction Management		109
5.1 Message equivalence issues		110
5.2 Interactional issues		123
5.3 Interaction management		128
5.4 Concurrence		131
CHAPTER 6		
Challenges to Communication Quality		133
6.1 Series 1		134
6.2 Series 2		156
6.3 Series 3		174

CHAPTER 7

Participant Perceptions	187
7.1 Post-simulation interviews	188
7.2 Retrospective interviews	202

CHAPTER 8

Conclusion and Discussion	211
8.1 Summary research objectives and questions	211
8.2 Miscommunication	214
8.3 Interaction management	217
8.4 Main communication challenges in RI	220
8.5 Implications for interpreter practice and training	233
8.6 Limitations of this study	236
8.7 Suggestions for future research	238
 Bibliography	 241
 Index	 263