TRANSLATORS AS PROFESSIONAL COMMUNICATORS

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Abstract: Effective communication is necessary for successful translation and translation work. The ability to successfully communicate across a variety of contexts and languages is vital for translators given the growing significance of information globalization. Translators are essential in promoting global dialogue because they help people from different cultures and countries understand one another. Professional communication skills are essential for translators since accurate translations are the cornerstone of successful translation services and satisfied clients. This paper will focus on the value of effective communication in the translation industry and provide practical advice for developing these skills.

Keywords: professional communication; translation.

1. Introduction

Successful translation and translation work requires effective communication. Given the increasing importance of information globalization, it is crucial for translators to be able to communicate effectively across a range of contexts and languages. By facilitating understanding between individuals from other cultures and nations and businesses, translators play a crucial role in fostering international conversation. Since precise translations are the cornerstone of effective translation services and client happiness, professional communication skills are crucial for translators. This article will dwell on the importance of effective communication in the translation profession and hopefully offer helpful tips for honing these abilities.

2. Translators and communicators

The complex and varied process of translation requires an in-depth knowledge of both the source and destination languages as well as the cultural contexts in which they are used. The first part of this essay will look at how translators act as professional communicators by promoting understanding and communication among speakers of different languages. This entails altering tone, style, and cultural allusions in addition to translating words and phrases in order to facilitate effective communication. During business meetings or diplomatic discussions, for example, a precise and culturally appropriate translation can make all the difference. This is where you will learn about the critical role that translators play in the interpretation of communication.

2.1. Communicating through translations

A simplified definition of translation would be a transfer of information from one code to another (Chroma in Bahtia and Bremner 2014:147). Add to that the rigors of a professional setting and the transfer requires so much more, namely not only any

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translator but one that is in tune with the field of specialization, the culture of the target language, as well as the corporate culture of the companies that they are translating to and from.

In his 2008 article, “Communication Strategies in Translations,” Ghaleb Rabab’ah highlights a definition of translation competence as the underlying system of communication knowledge and skills, asserting that proficient reading and interpreting of both the source language and the target language are essential for translators. Ordinary communication strategies employed by translators, as identified by Rabab’ah (2008:208) are approximation, circumlocution, message reduction/abandonment, and literal translation. They must also be able to comprehend the context of the source text and be aware of any potential cultural ramifications. Translators need to be able to precisely and successfully transmit the meaning of the source material in the target language. They must be able to provide feedback on the caliber of the exceptional listening and writing abilities in addition to having in-depth knowledge of the source language, the ability to discern cultural quirks, and preferences.

Effective communication strategies for translators, according to linguistics research by Linn et al in the article “Education. Undergraduate Research Experiences: Impacts and Opportunities,” published in the *Science* journal in 2015, include the capacity to pay close attention to the source text, comprehend the cultural context of the text, and be able to accurately translate the text's meaning (Linn et. al, 2015). The study also revealed that since language can be understood differently based on culture and circumstance, translators should be aware of the language key they are using.

When interpreting a text's meaning, translators should also aim for accuracy and clarity because doing so might be vital when discussing delicate or complex subjects. Effective translator communication is essential to producing correct translations. In conclusion, successful translation depends on effective communication.

2.2. Translating communication

Translations in the technical field, however, are not just language. They are obviously influenced by the culture of the languages they are written and translated in but also by the culture of the workplace translators find themselves in.

In “Lost in translation? Culture, language and the role of the translator in international business” Blenkinsopp and Pajouh (2010) state that the multinational organization is by definition a multilingual entity. Our students go on to work in many such environments whether as freelance translators, part of translation firms, or attached to the Human Resources Departments of the many international companies that operate in the Western region of Romania. As they become a part of the professional world, they will need to become adept in the language of professional communication. Their activities are doubly connected to language: translating texts and meanings but also communicating with clients and co-workers.

The literature has extensively covered the subject of translator professional communication practices.

In their 2022 book, *How to Write a PhD*, Phillips and Johnson claim that a variety of strategies can be employed to guarantee effective communication between translators and their clients. These include being knowledgeable about the current terminology pertaining to the languages that they are translating and to the field the text is tangent to, being sensitive to cultural differences, and giving feedback to clients.

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Additionally, they must be able to communicate with the client about the source content and comprehend their expectations for the translation. Since successful communication with the customer is such a crucial component of translation, translators must make sure they possess the appropriate skills. This entails being able to address the client's queries and explain the subtleties of the source language. In order to give the customer accurate and current information, they need also keep up with the most recent advancements in the translation industry.

Moreover, to effectively connect with their client or team members, translators must also have great speaking and listening abilities in both the source and destination languages. This is crucial because it guarantees that everyone participating in the translation process is on the same page and that any misconceptions are resolved before the translation process starts.

In the *Routledge Handbook of Language and Professional Communication*, edited by Bahtia and Bremner, Marta Chroma (2014:152) talks about the translator as the intermediary between texts, between languages, between texts and clients, but also between cultures. Translation in professional communication depends on a variety of factors that can be roughly divided into objective and subjective, with the former being applicable at both the macro- and micro-levels of communication and the latter at the micro-level. Many forms of corporate communication, both internal and external, show how this corporate culture is fostered through language usage. Notably, English is frequently either the source language or the target language as even with partners with language backgrounds other than English, it has evolved into a de facto universal language (Chroma in Bahtia and Bremner 2014:158).

The author goes on to distinguish between two important types of professional translations pertaining to corporate culture: inhouse translation and external purpose translation. The former refers to such documents as memoranda, reports, minutes, or proposals that cement the communication between and among the various departments, employees, and employers of the company whereas the latter are translations made with the purpose of making it easier for a company to communicate with and build relationships with other organizations, companies, or parties (Chroma in Bahtia and Bremner 2014:159-160).

Other communication abilities needed to successfully perform translation tasks for their clients, according to Seers et al. (2013) in “Is It Time to Talk: Interpreter services use in general practice within Canterbury,” include the capacity to comprehend and interpret the needs of the client, to pose appropriate queries, to offer feedback, and to anticipate any issues that can develop along the process.

Furthermore, translators must be able to choose the best communication method for their intended audience. This implies that they should be skilled communicators both orally and in writing. To prevent any potential misunderstandings or misinterpretations, a translator should also be aware of the cultural and linguistic distinctions between the source language and the target language. Additionally, in order to come to a mutually advantageous arrangement, translators should be able to successfully negotiate terms and conditions with their clients. In order to assure the completion of effective translation assignments, translators must possess professional communication skills.

It has been determined that effective communication skills are essential for translators to succeed in the field. Any translator or interpreter must develop pertinent communication skills and use efficient procedures, according to J. H. Melton's 2008

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article in the *IEEE Transactions on Professional Communication*, “Lost in Translation: Professional Communication Competencies in Global Training Contexts."

The article stresses the significance of being able to comprehend the client's requirements, such as what level of accuracy they are seeking, and how the translator should properly market his or her services.

A translator can more successfully express the services they provide and the caliber of their work by being able to precisely assess the demands of the customer. Melton adds that in order to ensure that the translation is precise and complete, it is crucial to have the capacity to explain ideas clearly and succinctly.

Without it, the translator can discover that their customers are more likely to be unhappy with the translation's outcome. The article places emphasis on the significance of being able to faithfully communicate the original text's meaning as well as on the necessity of being able to successfully negotiate and resolve any problems that may occur. Therefore, in order to succeed in their line of work, translators and interpreters must have great professional communication skills.

For translation projects to be effective, translators must use professional communication methods. J. H. Melton makes the case that translators need a variety of communication abilities so as to carry out their jobs effectively. These skills include the ability to precisely gauge the expectations and preferences of the target audience and to create a translation approach that satisfies them.

Melton adds that in order to guarantee that the assignment is finished on time and to the greatest standard, translators must be able to interact with clients efficiently. They must also have the ability to work well with other experts in the topic in order to generate a precise and thorough translation. In order to give a thorough and trustworthy record of the work they have done, translators must also be able to properly document their project, including the translation process and the results.

To accomplish successful language transfers, translators must use professional communication methods. In order to achieve successful transfers**,** Hale, Ozolins and Stern in *The Critical Link 5. Quality in Interpreting – A Shared Responsibility* (2009) identified five critical communication approaches that translators must use. Active listening, providing feedback, negotiating and problem-solving, using suitable language, and employing successful non-verbal communication are these five approaches.

Engaging with the speaker, paying close attention to what they are saying, and comprehending their goals are all parts of active listening. By providing feedback, the translator can help the speaker accomplish their desired outcome and clear up any misunderstandings that may have occurred. The translator uses their knowledge to assist the speaker in negotiating and problem-solving any challenges that may come up during the language transfer process. Hale, Ozolins and Stern encourage translators to contribute their own ideas to the translating process.

To ensure that the speaker is respected and understood, the translator must of course be knowledgeable in the use of proper terminology. The message can be strengthened by translating nonverbal communication, which can accentuate certain topics and enhance clarity. The use of these five expert communication strategies by translators can guarantee effective language conversions.

By effectively utilizing these communication techniques, translators can gain knowledge through first-hand experience while completing projects in a way that avoids delays or problems caused by disagreements between client expectations and the acceptance of quality standards expected by all parties involved.

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3. Conclusion

Effective communication is paramount for the effectiveness of successful translations and translation work. With the globalization of information not showing any sign of slowing down, it is essential for translators to be proficient communicators across a range of situations and languages. Because they aid in cultural and linguistic understanding, translators play a crucial role in fostering international discourse. As precise translations are the foundation of effective translation services and pleased clients, professional communication skills are crucial for translators.

Professional communication allows translators to successfully transmit their thoughts and objectives to other parties, making it a crucial talent. The most effective translators are those who can use many forms of communication to achieve their aims, according to Munoz-Martin (2015)/ Successful and efficient communication in the workplace demands knowledge on how to effectively express messages. This involves the capacity to comprehend, evaluate, and employ spoken and written language as well as the capacity to communicate thoughts and intentions clearly.

In order to successfully translate and convey messages, translators must also be skilled at interpreting body language, facial expressions, and other non-verbal communication strategies. Additionally, good professional communication requires the use of a range of writing methods, such as the use of short, clear sentences, as well as the ability to interact in person, over the phone, and via email.

In the end, effective communication skills are necessary for translators to succeed in their line of work since they must be able to decipher, comprehend, and express information effectively.

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