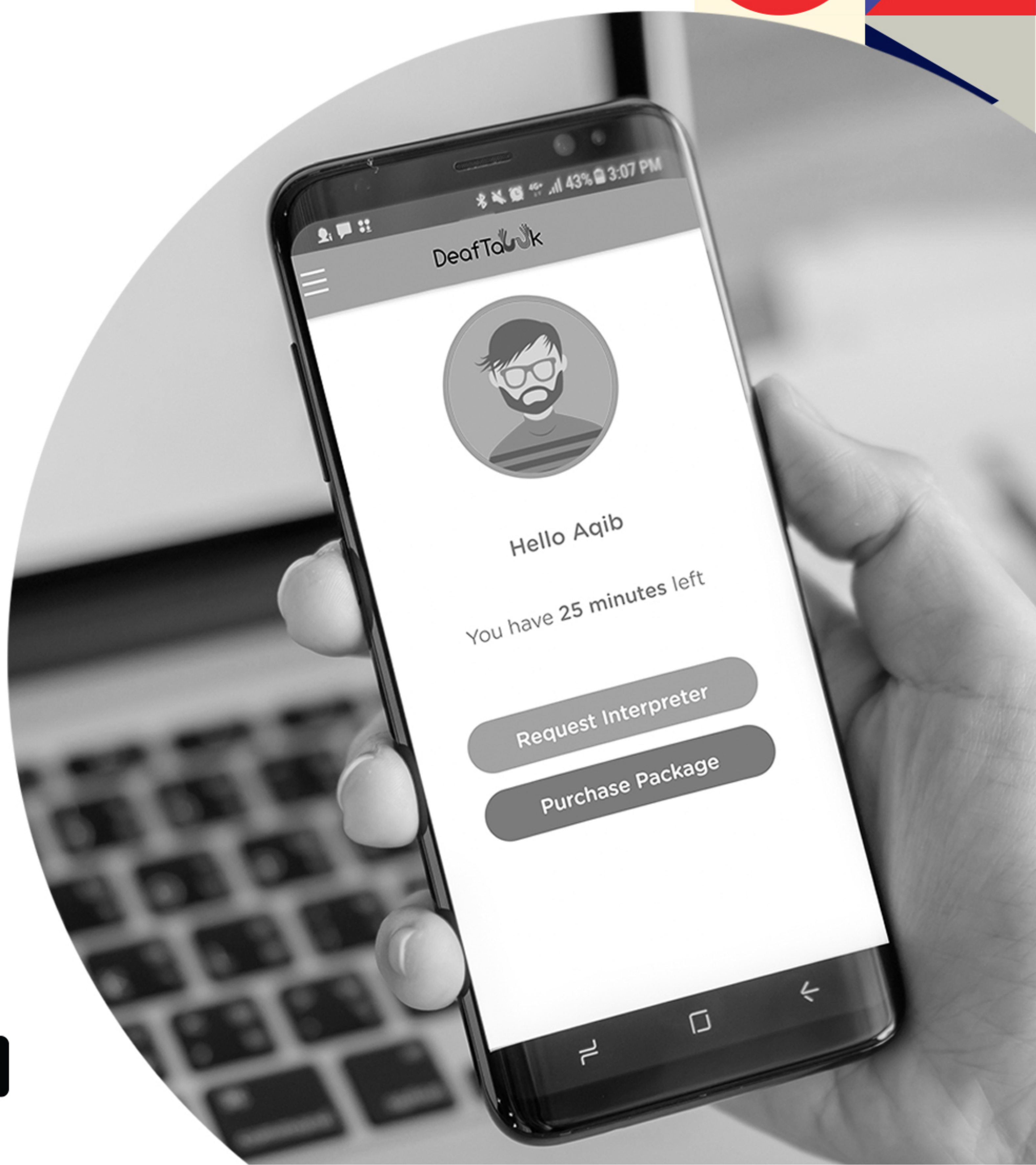
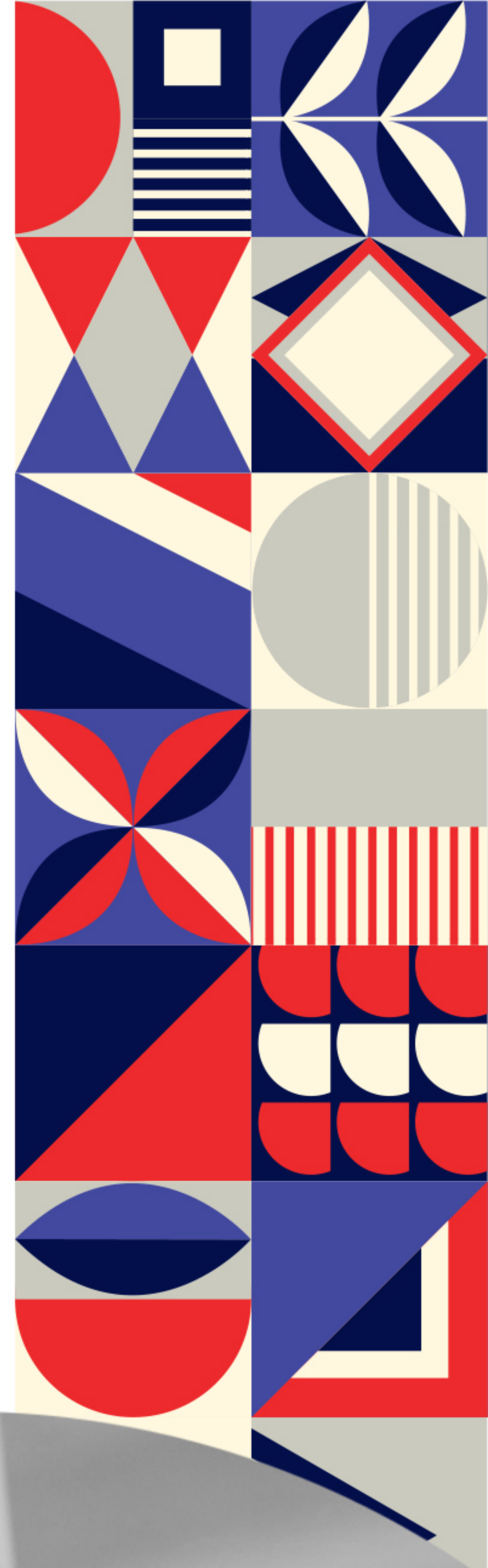




Training Manual



Available on



Welcome note by Founders

**Ali Shabbar**

Humanity of mankind has to contribute for a better world for all. That's a social responsibility and Deaftawk is a platform where you not only earn but contribute in uplifting the marginalised community. I welcome you all on the world of signage let's start earning handsomely and contribute positively.

**Wamiq Hasan**

Our goal for DeafTawk is to make it a google translator for the deaf community across the globe and to make it happen we need support from visionary people like you, who believe in the cause. Welcome on board!

**Abdul Qadeer**

A technology based solution DeafTawk, along with the support and service of people who want to make a difference can create a huge impact in the lives of deaf people. Thank you for joining us.



About DeafTawk

What is DeafTawk?

DeafTawk is one of its own kind digital platform services established with an aim to bridge the communication gap between deaf community and the general public in real-time through mobile application. We provide 24/7 online sign language interpretation service.

Vision:

Our vision is to become the number one sign language interpretation services company across the globe with active presence in key cities across the globe.

Mission:

Our mission is to develop a highly successful, profitable business which provides reliable sign language services and to become the standard sign language interpretation business not only in Pakistan, but also throughout the globe.

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What is DeafTawk Mobile Application?

DeafTawk mobile application is a solution based product to combat communication challenges faced by deaf people via real-time interpretation service through video calling. Deaftawk application also provides earning opportunity to people who know sign language. These are interpreters who translate sign language to break a communication barrier for deaf clients in multiple settings, over a call and make money per minute.

Why use Deaftawk Application?

For Sign Language Interpreters:

Deaftawk enables Sign Language Interpreters to earn money through real-time interpretation services while also contributing to the vision of creating inclusivity for deaf community.

SLI stands for “Sign Language Interpreter” and DeafTawk SLI is a person who is proficient in sign language and represents the DeafTawk organization to customer by providing sign language interpretation services to deaf/ hard of hearing people

Our ethos and values for DeafTawk Interpreters:

Sign Language Interpreters (SLI) are the most significant part of the whole system. They are the primary source of communication between users and the stakeholders.

Being the representatives of DeafTawk we expect from our Interpreters to manifest and practice the values and ethos that we hold at DeafTawk.



Values:

Empathy: Understanding other people's emotions and thoughts.

Service to others: Going an extra mile to serve others.

Respect: Respecting everyone no matter what.

Positivity: Looking for solutions and expecting good outcomes.

Ethos:

To ensure all these values are effectively practiced and expressed; here are certain ethos that our interpreters are bound to follow while providing interpretation facility to our valued deaf customers. Few guidelines with each section may help you in practicing services at its best.

Set the tone:

Whenever you start with an agenda, you set a tone. The most important thing is your tone sets the direction that will lead you to a success or pull you down. Hence, DeafTawk intermediaries between a deaf client and his needs, setting a supporting tone is a key to success. Below is a sample for your start-up of every coming challenge. *(This may vary according to your comfort of your expression and communication tone)*

Opening statement:

Dear Customer, I welcome you on DeafTawk facilitation portal. I am _____, the interpreter of Mr._____. Please share your query. We are here for your support! Sample closing remarks: "I hope you have got all the answers to your queries. Our Team at DeafTawk is 24/7 available for sign language interpretation services". Thank you!

AKS Strategy: (ALWAYS KEEP A SMILE)



Since, you are providing the services to the deaf community; your very first impression is your facial expression. That must be welcoming in all circumstances. Therefore, you should show empathy towards them.

Your expressions say a lot. Grim face is highly discouraged.

Self-help note: Practice a smiling face that hides all other feelings behind.

Professionalism regardless of what the day brings to you, professionalism is mandatory. Your facial expressions, body language, selection of words need to be appropriate. Handling a client in your best way, without letting external factors affect you is the top practice of professionalism.

Self-help note: Keep recalling yourself of Staying in your professional decorum!

Service itself is an attitude

Attitude is the way you take your client. Your approach reflects your attitude that is, how much interest you are having in your work. It is important for the SLI's that they should take care of customer's satisfaction. Service is an attitude as much as it is an occupation. Your goal is not just to provide interpretation services but to deliver customer satisfaction. You are the voice of the deaf community; therefore, you shall sound happy and use friendly tone with them. Your attitude reflects not only in your voice but also in the words you speak and sign to a deaf person. You can change your attitude by changing the way you are doing sign language Self – help note: Love your job that will reflect back in your attitude. Keep holding on Positivity, Patience & Practice.

Depending on the client, your challenge may vary. If it gets difficult to understand, keep trying in different ways to find out the query.



. If your client is facing an issue in understanding the provided solution, stay humble, patient and wait until s/he gets you clearly. Similarly practice as much as you can for a successful solution where you can excel to be a best communicator. Using positive language shows your enthusiasm and sincerity and let the customer know that you are there to help them.

Self – Help Note: Do not loss your temper, whatever the case is!

Difficult/Upset Customers

Your customer could be upset because he or she;

1. has expectations that have not been met.
2. is already upset at someone or something else.
3. is tired, stressed, or frustrated.
4. feels like a victim - not much power in one's life.
5. feels no one will listen if he or she does not yell.
6. feels you or someone at your business promised something that was not delivered.
7. feels you or someone in your business was rude, indifferent, or impolite.
8. is told one thing by one staff and something else by another.
9. feels he or she is not being heard.
10. holds prejudices (*for example does not like your hair, clothes, makeup, etc*)
11. is making a wrong assumption about what your business provides.
12. is told he or she has no right to be angry.
13. is given a smart or flippant reply.
14. is screened on the telephone.
15. is embarrassed by doing something incorrectly.
16. feels his or her integrity or honesty has been questioned.
17. Feels someone from your side has argued with him or her



How Can You Handle Difficult Customers?

Difficult customer does not need to be deaf. There are people who are hard to handle. Do not worry about it. All you need to know is how to deal and keep yourself straight in such situations. In our case, as we bound with sign language only, for this use your expressions in a best way to aid the signs positively. Here are a few more tips for you to make your client comfortable in a situation.

1. Be a good listener.
2. Resolve the Conflict with logical solutions.
3. Make them feel that you are there for them
4. Show Empathy.
5. Use friendly tone.
6. Fulfill your promise if you did any.
7. Be supportive, by giving an example related to their issue with a solution for them so that they may relate.

Takeaways:

Do not forget that your job is to make your customers satisfied.

Satisfaction comes when you are successful in:

1. Understanding the query.
2. Switching from the mode of sympathy to empathy.
3. Helping your customer in expressing the best.
4. Being open to listening than responding quickly.
5. Fulfill your promises/commitments.
6. Being approachable.
7. Finding a solution for your customer.
8. Keeping them on board will searching for a solution.
9. Molding them when they are being stubborn.
10. Treating them with respect.



Tips to Remember When Communicating With a Deaf Person:

1. Always face a deaf person. Make eye contact and keep it while you are talking. Try not to look away or cover your mouth as many deaf people rely on lip reading to help them understand you.
2. Check noise and lighting. Turn off or move away from background noise. Make sure your face is not in shadow and there are no strong lights or sunshine in their eyes.
3. Keep your distance. Stand a meter or two away from the deaf person/screen. This is important for signers.
4. Speak clearly, slowly and steadily. Don't mumble, shout or exaggerate – it distorts your lip patterns.
5. Take turns. If there is more than one person in a conversation take turns to talk.
6. Repeat and re-phrase if necessary. Trying to say the same thing in a different way might help.
7. Write it down. Don't be afraid to write or draw to help understanding.
8. And arguably one of the most important points to remember is to keep trying – even if a deaf person does not understand what you're saying the first few times.

Safety measures:

1. Errors/Fatal Errors

The SLI should make sure that he does not make any error to which he might be facing the consequences.

2. Mechanism of Video Calling

Your video call will be recorded by the team of DeafTawk.



Benefits:

You can earn upto PKR 30,000/ month from home just by taking calls for providing interpretation service to the deaf users.

Make an account as a Sign Language Interpreter and start earning!

Our valuable Partners:



Notes:

