

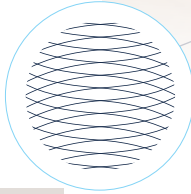
Maximizing Training Outcomes with Expert Interpreting Services

Case Study

Objective

Seprotec contributed to the successful execution of an 83-day training program in the energy sector. This involved providing professional consecutive interpreting services facilitating seamless communication between English- and Italian-speaking participants at the clients' facilities. The primary objective was to remove language barriers and enhance learning effectiveness through clear and accurate interpretation.

Translation | Interpreting | Intellectual Property



UNITED
BY WORDS

Challenge

- **Managing Multiple Stakeholders** – Coordinating between the customer with multiple parties involved and five interpreters required a structured communication flow to align expectations, ensure consistency, and prevent miscommunication.
- **Ensuring Clear and Engaging Communication** – Maintaining the natural flow of discussions while delivering accurate interpretations was crucial for participant engagement and knowledge transfer.
- **Adapting to the changes in dates** – As On-site trainers' plans changed flexibility was offered and interpreters re-assigned, requiring a reorganization for the courses added on those new dates.

Implementation

Seprotec developed a tailored approach to ensure seamless interpreting throughout the training program:

- **Dedicated Interpreter Team:** Six professional consecutive interpreters were assigned, with one acting as the main coordinator to streamline communication and logistics.
- **Structured Coordination:** The project manager acts as a communication interface and mediator between the parties to enable efficient information transfer.
- **Flexible Scheduling and Resource Management:** To accommodate changes in on-site trainers' schedules, interpreters were reassigned as needed, ensuring coverage for newly added course dates.

*At the time the service was provided, the company was called tsd Technik-Sprachendienst and has since been renamed Seprotec Germany.

At a glance

- **Improved Training Effectiveness:** Participants fully understood the content, leading to better engagement and knowledge retention.
- **Seamless Communication:** Well-coordinated interpreting ensured smooth information flow throughout the training.
- **Successful Project Delivery:** The training was completed on schedule, meeting all learning objectives despite language barriers.



Our client

The client is a German multinational technology conglomerate specializing in automation, energy, transport, and healthcare. As a globally operating company, effective multilingual communication is essential to its success.

To support its international operations, the client has partnered with Seprotec Germany* since 2000 for professional language services, including translation, proofreading, simultaneous and consecutive interpreting, and desktop publishing. Providing services in up to 17 languages, Seprotec ensures that the client's training sessions, documentation, and communications are accurately adapted for diverse global audiences.