



Translators without Borders (TWB) is a non-profit organization offering language and translation support for humanitarian and development agencies, and other non-profit organizations globally.

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## INTERPRETATION TIP SERIES FOR INTERPRETERS

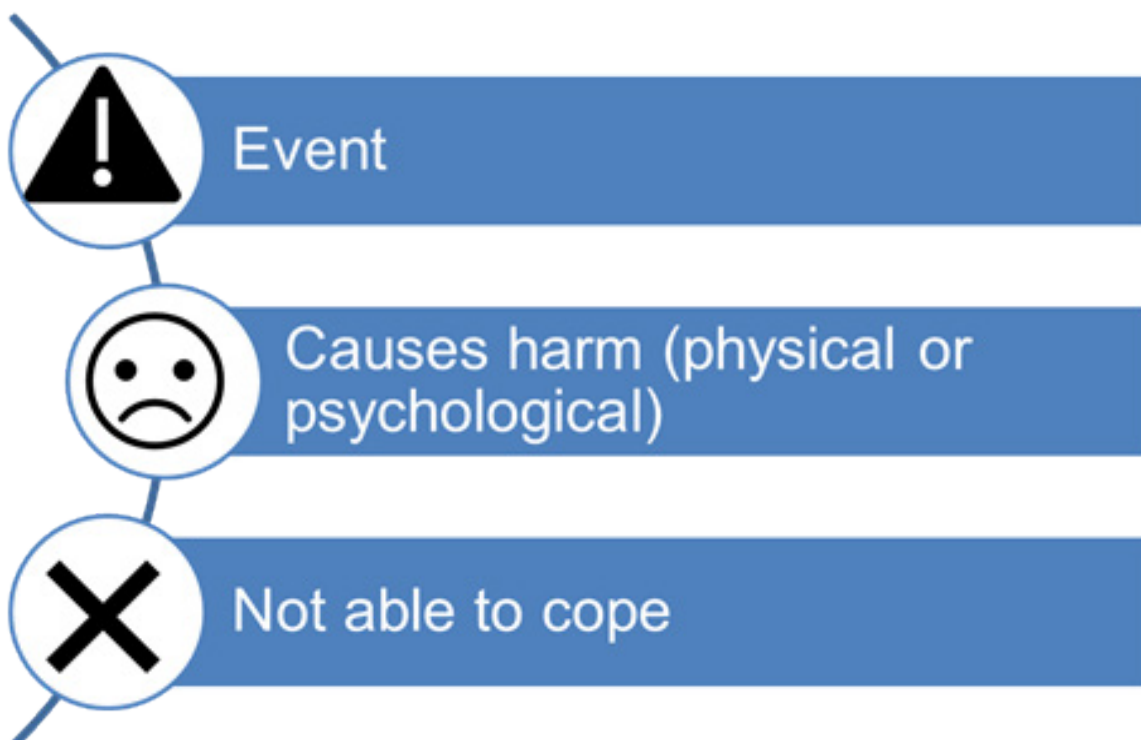
### TIP 5

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#### WORKING WITH VULNERABLE GROUPS

##### Vulnerability and Trauma

In a humanitarian emergency, people often experience trauma. Trauma can make people more vulnerable. Trauma is:




## Signs of Trauma


 Emotional	 Thoughts
Shock Irritability Anger Grief and sadness Helplessness Worry	Can't concentrate Can't make decisions Poor memory Confused Negative thoughts
 Physical	 Interpersonal
Tired Can't sleep Heart beats quickly Getting sick more easily Headaches Not hungry Body pains	Conflict Wanting to be alone Lack of trust Anger at others Over-protection of others

### Why is it important to know about the impact of trauma?

Traumatic stories can impact you too. It's important to remember to be sensitive to others, look after yourself and know what helps someone who is vulnerable.

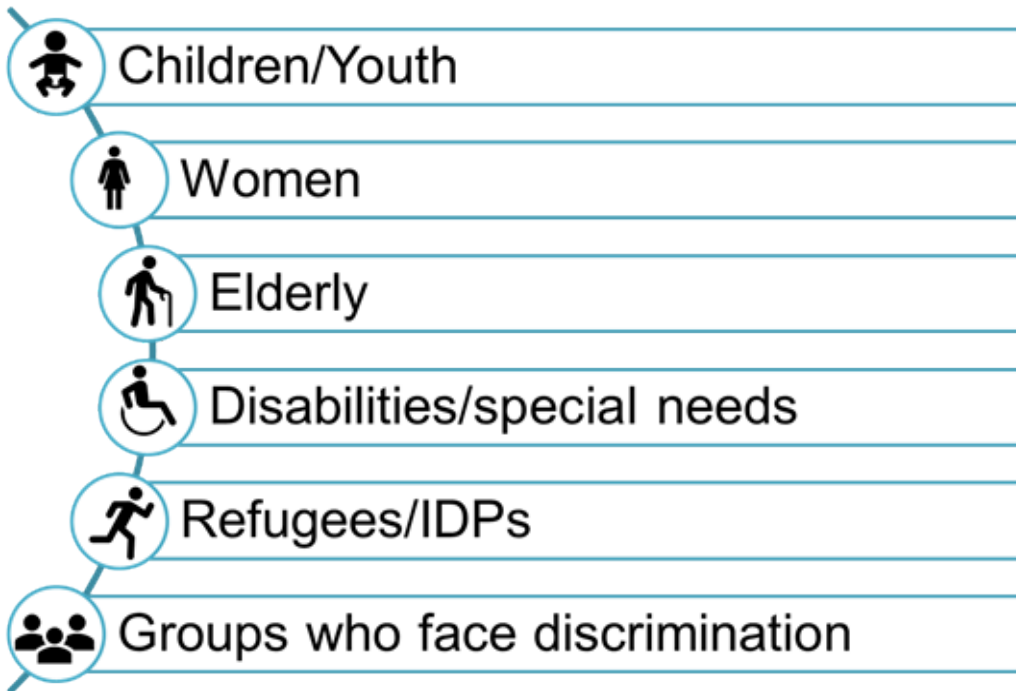
Sensitivity 

Boundaries/Self Care 

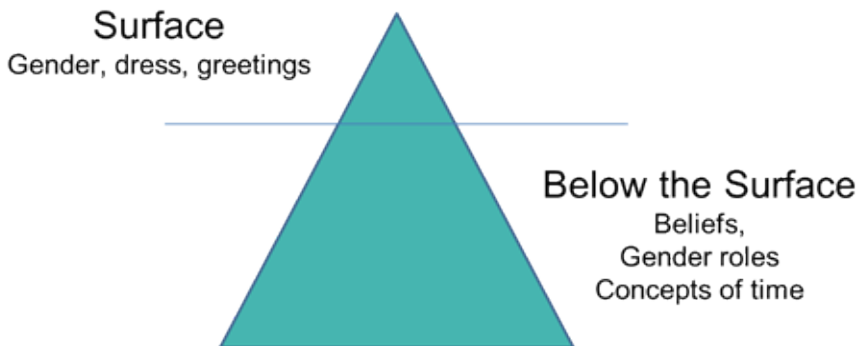
What helps 

## Vulnerable Groups

The most common vulnerable groups are:

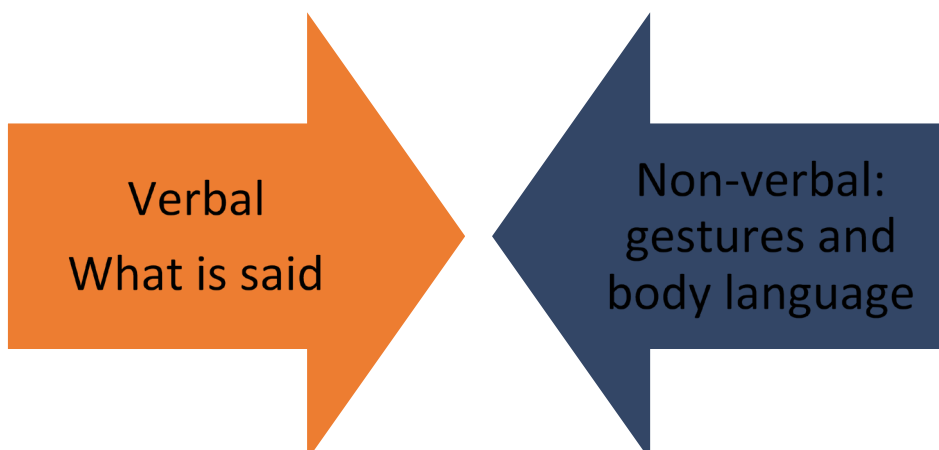


To do the best work with vulnerable groups, you need to understand their culture. Culture is:









## Communicating with a different culture

When you communicate between cultures, you need to pay attention to both:



## Tips and suggestions

Here are a few ways you can communicate better with people from a different culture:

-  Summarise Frequently
-  Check for understanding
-  Be open/friendly/positive
-  Ask for feedback
-  Keep language simple
-  Be structured and clear

For more information about this tip sheet or to find out how Translators without Borders is supporting humanitarian action in northeast Nigeria, visit our website or contact: [nigeria@translatorswithoutborders.org](mailto:nigeria@translatorswithoutborders.org)



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