



Dealing with bureaucratic terminology

from the Grundtvig projects SPICES and e-SPICES
funded by the European Commission

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Best Practice in Intercultural & Institutional Communication

e-SPICES final conference - Centro Linguistico d'Ateneo, Perugia, 27 May 2010

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NAMES

a simple issue such as one's name is extremely culture-bound

MT

- Surname
- Family name
- Given name
- Name
- Maiden name

ES

- Apellidos - Nombre
- Nombre - Apellidos
- Apellidos - Surname
- Nombre - Name

DE

- Familienname(n) /pl
- Vorname(n) / Rufname

NL

- Naam
- Achternaam /sing
- Voornamen / pl

IT

- Cognome - Nome
- Nome - Cognome
- il sottoscritto

Arab style

Abdi Hassan Abdi ≠ **HASSAN ABDI Abdi**

Sudanese Culture 4 names e.g.:

Mubarak Fad-Iullah Hissein Juma (Sudan)

person's name + father's name + 1st grandfather's name + 2nd grandfather's name



Erasmus student asking information
 Interaction between
 OpF: university official, woman from Italy
 StM: university Erasmus student, man from Malta



70 ADMF = ehm but with full time students you have to
 71 fill in an application form
 72 STUF #ahem AFFIRMATIVE#
 73 ADMF okay * and you have to present * two passport
 74 photos * <little photos>
 75 STUF yeah =
 76 ADMF = okay ehm a certificate of your ** academic **
 77 certificates ehm sorry a copy *** of your
 78 academic certificates ** you know ehm * when
 79 you study you get a list of * subjects you
 80 have been studying/
 81 STUF yeah [oh the] with the Exams you mean
 82 ADMF [and then] ** exactly
 83 STUF i done and =
 84 ADMF = it's called a transcript
 85 STUF alright
 86 ADMF okay
 87 STUF #aha AFFIRMATIVE#
 88 ADMF ehm you will get one at the end of your
 89 erasmus stay
 90 STUF o[kay]



conversational mechanisms

by means of specific conversational procedures
and techniques, a term/sequence of terms

- **is categorised as being different from everyday use**
- **its meaning is context-bound**
it is mostly taken for granted (i.e. it is not said explicitly) that it is from a special context; in our case we may infer (also on the basis of our own language and communication competence) that it is from an institutional context
- **is marked as a repairable/trouble source**
it becomes clear also to a non-competent L2 speaker that such a term/sequence is from a specialised language related to the specific context
- **its meaning is negotiable**



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260. OpF alla fine del tuo periodo qui il
261. libretto sarà ** tutti chiamano
262. libretto verde ma in realtà è un li- è
263. un foglio blu comunque insomma ehm sarà
264. il tuo **transcript of records** cioè avrà
265. sia i voti dei tuoi esami * ehm il voto
266. italiano/ e e sia il voto europeo un
267. giorno o due prima di partire tOrni con
268. questo **transcript** da noi * ti mettiamo
269. il voto europeo lo firmiamo lo datiamo
270. ti diamo la **confirmation** hai qualcosa
271. da malta per il periodo per
272. l'attestazione del periodo ti hanno
273. dato niente/



EMERGING NEEDS

(from testing sessions held in Perugia, 2006)

- Simplify bureaucracy generally
- One single office/counter
- Unify terminology
- Rely on networks of foreigners
- Intercultural mediators
- (Communication) Training
- L1 courses for foreigners
- L2 courses for service providers



Solutions for the emerging needs 1 related to written texts

1. analyse and re-write written texts according to simplification principles
2. test the usability of texts after re-formulation, through e.g. comprehension questionnaires, interviews, focus groups, etc. (cf. Fortis 2003: 14)
3. re-write the texts again
4. communication training
5. European terminology with intercultural dimension



Solutions for the emerging needs 2 related to spoken texts

1. **intercultural mediators**
(new IT law proposal 21 Dec 2009; cf. slides 27-28)
2. collect and analyse spoken interactions
3. **learn to explain written texts through verbal interactions**
4. (intercultural) communication training to acquire specific discourse and conversational strategies for negotiation of meaning
5. **European procedures for intercultural interactions**
(likewise the procedures in hospitals)