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## READING LIST

### ALL UNITS



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## Purpose of the reading list

This reading list should enable trainees to acquire a solid background in the field of media accessibility and real-time intralingual subtitling.

This list has the same structure as the LTA course, i.e., the readings are ordered by Unit and Element. The references are mainly academic.

The citation follows the APA 7<sup>th</sup> guidelines.

### 1 Unit 1. Understanding accessibility

This list includes recommended readings by your Unit 1 trainers, Rocío Bernabé, Piero Cavallo from the International Hochschule SDI München, and Marcel Bobeldijk and Aida Regel Poulsen from the European Federation of Hard of Hearing.

This Unit has three elements:

- Element 1. Basic concepts: disability, accessibility, usability, multimodality and Universal Design
- Element 2. Target users and their needs
- Element 3. How to embed accessibility in working contexts

#### Element 1. Basic concepts: disability, accessibility, usability, multimodality and Universal Design

Álvarez Valencia, J. A. (2016). Meaning making and communication in the multimodal age: ideas for language teachers. *Colombian Applied Linguistics Journal*, 18(1), pp 98-115. [doi: http://dx.doi.org/10.14483/calj.v18n1.8403](https://doi.org/10.14483/calj.v18n1.8403)

Centre for Excellence in Universal Design (CEUD). (2020). *What is universal design: The 7 principles*. <http://universaldesign.ie/What-is-Universal-Design/The-7-Principles/>

European Audiovisual Observatory. (2014, March). *Enabling access to the media for all*. <https://book.coe.int/en/european-audiovisual-observatory/6159-iris-plus-2014-3-enabling-access-to-the-media-for-all.html>

European Committee for Standardization (CEN). (2019). *Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users* (EN 17161:2019). [shorturl.at/cpETU](https://shorturl.at/cpETU)

Obrenovic, Z., Abascal, J., & Sarcevic D. (2007, May). Universal accessibility as a multimodal design issue. Creating adaptable solutions to address diverse users and situations. *Communications of the ACM* 50(5), 83-88. <https://bit.ly/3jq06Pf>

Persson, H., Ahman, H., Arvei Yngling, A., & Gulliksen, J. (2014, May 7). Universal design, inclusive design, accessible design, design for all: different concepts—one goal? On the concept of accessibility— historical, methodological and philosophical aspects. *Universal Access in Information Society* 14, 505-526. [DOI 10.1007/s10209-014-0358-z](https://doi.org/10.1007/s10209-014-0358-z)

Petasis, A. (2019). Discrepancies of the medical, social and biopsychosocial models of disability: A comprehensive theoretical framework. *The International Journal of Business Management and Technology*, 4(3), 42-54. <http://www.theijbmt.com/archive/0928/1686534688.pdf>

Story, M. F. (1998). Maximizing usability: The principles of universal design. *Assistive Technology*, 10(1), 4-12.

UNGA. (2006). *Convention on the rights of persons with disabilities (CRPD)*. <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

World Health Organisation [WHO] (2011). *Chapter 1: understanding disability*. [https://www.who.int/disabilities/world\\_report/2011/chapter1.pdf](https://www.who.int/disabilities/world_report/2011/chapter1.pdf)

### **Audiovisual translation and access services**

Arnáiz-Uzquiza, V. (2012). Los parámetros que identifican el subtulado para sordos. Análisis y clasificación. *MonTI* 4, 103-132. [shorturl.at/ftvC0](http://shorturl.at/ftvC0)

Chaume, F. (2013). *The turn of audiovisual translation – New audiences and new technologies*. John Benjamins. <http://dx.doi.org/10.1075/ts.2.06cha>

Di Giovanni, E. & Gambier, Y. (2018). *Reception studies and audiovisual translation*. John Benjamins. <https://benjamins.com/catalog/btl.141>

ETSI. (2018). *Accessibility requirements for ICT products and services* (REN/HF-00 301 549). [https://www.etsi.org/deliver/etsi\\_en/301500\\_301599/301549/02.01.02\\_60/en\\_301549v020102p.pdf](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf)

Gambier, Y. (2006). Multimodality and audiovisual translation. *Mutra 206 – Audiovisual translation scenarios: conference proceedings*

- Gambier, Y. (2013). The Position of Audiovisual Translation Studies. In F. Bartrina & C. Millán (Eds.), *The Routledge Handbook of Translation Studies*. London: Routledge, 45-59.
- Gottlieb, H. (1992). Subtitling: A New University Discipline. In C. Dollerup, & A. Loddegaard (Eds.) 1992. *Teaching Translation and Interpreting: Training, Talent and Experience*. Amsterdam/Philadelphia: John Benjamins, 161-170.
- Gottlieb, H. (2005) Multidimensional Translation: Semantics turned Semiotics. In H. Gerzymisch-Arbogast & S. Nauert (Eds.), *Proceedings of the Marie Curie Euroconferences MuTra: Challenges of Multidimensional Translation*. Saarbrücken, 33-61. [shorturl.at/bqNU6](http://shorturl.at/bqNU6)
- Neves, J. (2004). *Audiovisual translation: subtitling for the deaf and hard-of-hearing* [Doctoral thesis, Roehampton University]. roehamptonopenrepository.com. [shorturl.at/kmxCQ](http://shorturl.at/kmxCQ)
- Pérez-González, L. (2014). Multimodality in Translation and Interpreting Studies. In S. Bermann & C. Porter (Eds.), *A Companion to Translation Studies*, Chichester: Wiley-Blackwell, 119-131. [html 2014 Multimodality in Translation and I\(1\).pdf](http://html2014.Multimodality_in_Translation_and_I(1).pdf)
- Pérez-González, L. (2019). *The Routledge handbook of audiovisual translation*. London and New York. Routledge.
- Romero-Fresco, P. (2013). Accessible filmmaking: Joining the dots between audiovisual translation, accessibility and filmmaking. *The Journal of Specialised Translation (JoSTrans)*, 20, 201-223. <https://www.jatjournal.org/index.php/jat/article/view/53>
- Taylor, Ch. (2013). Multimodality and audiovisual translation. In Y. Gambier & L. van Doorslaer (Eds.), *Handbook of Translation Studies*, 4. John Benjamins Publishing Company.
- Toury, G. (2012). *Descriptive Translation Studies and beyond (Revised Edition)*. Amsterdam/Philadelphia: John Benjamins.
- Zabalbeascoa, P. (2008). The nature of the audiovisual text and its parameters. *The Didactics of Audiovisual Translation*, 21-37. [shorturl.at/eEP28](http://shorturl.at/eEP28)

## Element 2. Target users and their needs

- Best, L. (2019). Hearing care systems in Europe: can we do more? *ENT & Audiologie news* 28(3). <https://www.entandaudiologynews.com/features/audiology-features/post/hearing-care-systems-in-europe-can-we-do-more>

EFHOH. (2015). *Hearing loss: the statistics*.

<https://www.nationaldeafcenter.org/sites/default/files/Working%20with%20students%20who%20are%20late-deafened.pdf>

EFHOH. (2017). *Guidelines for accessibility*. <https://efhoh.org/wp-content/uploads/2017/04/EFHOH-Accessibility-Guidelines.pdf>

EFHOH. (2017). *The European Accessibility Act: what you need to know*.

<https://www.efhoh.org/wp-content/uploads/2017/01/EFHOH-Guide-to-the-European-Accessibility-Act.pdf>

European Union of the Deaf. (2012). *International sign*. <https://www.eud.eu/about-us/eud-position-paper/international-sign-guidelines/>

Hear-it (n.d.). *Hearing loss in numbers: Europe*. <https://www.hear-it.org/hearing-loss-in-europe>

IFHOH. (2021). *Hearing accessibility guidelines*. [shorturl.at/pIPU1](https://shorturl.at/pIPU1)

Kawamori, M., Best, L., & Laureyns, M. (2021). *Standards for "Safe Listening": Past, Present, and Future*. <https://www.efhoh.org/wp-content/uploads/2021/04/Hearing-Review-Sept-2020-Standard-for-Safe-Listening.pdf>

Rosenstock, R., & Napier, J. (2015). *International Sign: Linguistic, Usage, and Status Issues*. Gallaudet University Press. Washington.

WHO. (2021). *Word report on hearing*. <https://www.efhoh.org/wp-content/uploads/2021/03/World-Hearing-Report.pdf>

### Element 3. How to embed accessibility in the working environment

Americans with Disability Act. (2003). Communicating with people who are deaf or hard-of-hearing in hospital settings. <https://www.ada.gov/hospcombrscr.pdf>

Clark, M. (2010). *Working with students who are late-deafened*.  
[https://www.nationaldeafcenter.org/sites/default/files/Working\\_with\\_students\\_who\\_are\\_late-deafened.pdf](https://www.nationaldeafcenter.org/sites/default/files/Working_with_students_who_are_late-deafened.pdf)

EPRA Working group. (2019). *Accessibility of TV and on-demand audiovisual media services An Overview of Regulatory trends: background document1*. [shorturl.at/kpAP0](http://shorturl.at/kpAP0)

Eugeni, C., Bernabé, R., (2019). The LTA project: Bridging the gap between training and the profession in real-time intralingual subtitling. *Linguistica Antverpiensia New Series: Themes in Translation Studies*, 18, 87-100. <https://lans-tts.uantwerpen.be/index.php/LANS-TTS/article/view/512/453>

Gill, J.M, Perera, S. A. (2003). *Accessible universal design of interactive digital television*. (<https://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.526.4273&rep=rep1&type=pdf>)

ISO/IEC (2017). *Information technology -- User interface component accessibility -- Part 25: Guidance on the audio presentation of text in videos, including captions, subtitles and other on-screen text (ISO/IEC TS 20071-25:2017)*. <https://www.iso.org/standard/69060.html>.

Kushalnagar, R., & Vogler, Ch. (2020, October). Teleconference Accessibility and Guidelines for Deaf and Hard of Hearing Users. In *ASSETS '20: The 22nd International ACM SIGACCESS Conference on Computers and Accessibility*, Virtual Event, Greece, October 2020. <https://doi.org/10.1145/3373625.3417299>

Looms, P. O. (2011). Making television accessible. *International Telecommunication Union (ITU), G3ict*. [shorturl.at/klsNO](http://shorturl.at/klsNO)

Mauro, T., Lourenço, A., Postal, J., & Lucena, V. F. (2018). Exploring Virtual Reality to Enable Deaf or Hard of Hearing Accessibility in Live Theaters: A Case Study. In A. M., C. Stephanidis (Eds), *Universal Access in Human-Computer Interaction. Virtual, Augmented, and Intelligent Environments. UAHCI 2018. Lecture Notes in Computer Science, vol 10908*. Springer, Cham. [https://doi.org/10.1007/978-3-319-92052-8\\_11](https://doi.org/10.1007/978-3-319-92052-8_11)

Oncins, E., Eugeni, C., & Bernabé, R. (2019). The future of mediators for live events: LTA project: academic and vocational training. *Cultus* 12, 129-135.  
[http://www.cultusjournal.com/files/Archives/Cultus\\_2019\\_12-2.pdf](http://www.cultusjournal.com/files/Archives/Cultus_2019_12-2.pdf) - page=135

## 2 Unit 2. Linguistic competence

This list includes recommended readings by your Unit 2 trainers, Pilar Orero and Estella Oncins, from the Universidad Autónoma de Barcelona in Spain.

This Unit has three elements:

- Element 1. Functionality: Accuracy, readability and legibility
- Element 2. Strategies to acquire and develop specific thematic knowledge
- Element 3. How to cope with speech-related challenges

### 2.1 Element 1. Functionality: Accuracy, readability and legibility

Eugeni, C. (2008). Respeaking the TV for the Deaf For a Real Special Needs-Oriented Subtitling. *Studies in English Language and Literature*, 21, 37- 47. [https://ltaproject.eu/wp-content/uploads/2019/06/Eugeni\\_C.-2008\\_Respeaking-the-TV-for-the-Deaf-For-a-Real-Special-Needs-Oriented-Subtitling.pdf](https://ltaproject.eu/wp-content/uploads/2019/06/Eugeni_C.-2008_Respeaking-the-TV-for-the-Deaf-For-a-Real-Special-Needs-Oriented-Subtitling.pdf)

ITC (1999). *ITC Guidance on Standards for Subtitling*. [http://sign-dialog.de/wp-content/richtlinien\\_199902\\_england.pdf](http://sign-dialog.de/wp-content/richtlinien_199902_england.pdf)

Lambourne, A. (2006). Subtitle respeaking. *InTRAlinea*. [http://www.intraline.org/specials/article/Subtitle\\_respeaking](http://www.intraline.org/specials/article/Subtitle_respeaking)

Neves, J. (2008). 10 fallacies about Subtitling for the d/Deaf and the hard of hearing. *JosTrans* 10, 128-143. [https://www.jostrans.org/issue10/art\\_neves.pdf](https://www.jostrans.org/issue10/art_neves.pdf)

Zárate, S. (2020). *Captioning and Subtitling for d/Deaf and Hard of Hearing Audiences*. UCL Press: London <https://discovery.ucl.ac.uk/id/eprint/10117831/1/Captioning-and-Subtitling-for-Deaf-and-Hard-of-Hearing-Audiences.pdf>

### 2.2 Element 2. Strategies to acquire and develop specific thematic knowledge

AIIC (2004). *Practical guide for professional conference interpreters*. [https://aiic.org/document/547/AIICWebzine\\_Apr2004\\_2\\_Practical\\_guide\\_for\\_professional\\_conference\\_interpreters\\_EN.pdf](https://aiic.org/document/547/AIICWebzine_Apr2004_2_Practical_guide_for_professional_conference_interpreters_EN.pdf)

Arumi Ribas, M., & Romero Fresco, P. (2008). A Practical Proposal for Training Respeakers. *Jostrans* 10, 381-392. [https://www.jostrans.org/issue10/art\\_arumi.pdf](https://www.jostrans.org/issue10/art_arumi.pdf)



Díaz-Galaz, S., Padilla, P., & Bajo, M. T. (2015). The role of advance preparation in simultaneous interpreting: A comparison of professional interpreters and interpreting students. *Interpreting*, 17(1), 1–25. <https://doi.org/10.1075/intp.17.1.01dia>

Rodriguez, Nadia, and Schnell Bettina. (2009). A Look at Terminology Adapted to the Requirements of Interpretation. *Language Update*, 6(1), 21-27. [https://www.btb.termiumpius.gc.ca/tpv2guides/guides/favart/index-fra.html?lang=fra&letr=indx\\_titls&page=9oHAHvmFzkgE.html](https://www.btb.termiumpius.gc.ca/tpv2guides/guides/favart/index-fra.html?lang=fra&letr=indx_titls&page=9oHAHvmFzkgE.html)

### 2.3 Element 3. How to cope with speech-related challenges

AENOR (2012). *Norma UNE: 153010. Subtitulado para personas sordas y personas con discapacidad auditiva*. Madrid: AENOR.

Arnáiz-Uzquiza, V. (2008). La Objetividad en el Subtitulado. Justificación de los Parámetros Formales Mediante EyeTracking. In Pérez-Ugena, A.y R. Vizcaíno; *ULISES: Hacia el desarrollo de tecnologías comunicativas para la igualdad de oportunidades. Retos y perspectivas para sordos signantes*. Madrid: Observatorio de las Realidades Sociales y de la Comunicación. (pp. 73-85).

Bernabé, R. (2020). New taxonomy of easy-to-understand access services. *MonTI. Monografías de Traducción e Interpretación*, 12, 345-380. <https://doi.org/10.6035/MonTI.2020.12.12>

Bernabé, R., & Cavallo, P. (2021). Easy-to-understand access services: easy subtitles. In C. Stephanidis, & M. Antona (Eds.). *15th International Conference, UAHCI 2021, Held as Part of the 23rd HCI International Conference, HCII 2021, Washington DC, USA, July 24-29, 2021. Lecture Notes in Computer Science*. Springer.

Bernabé, R., & Orero, P. (2019). Easy to read as multimode accessibility service. *Hermeneus*, 21, 53-74. <https://doi.org/10.24197/her.21.2019.53-74>

Bernabé, R., Orero, P., García, Ó., & Oncins, E. (2020). Validation of easy-to-read-subtitles. In D. Dejica, C. Eugeni, & A. Dejica-Cartis (Eds.). *Translation Studies and Information Technology - New pathways for researchers, teachers and professionals* (pp. 162-175). Editura Politehnica.

Dutka, Ł., Szczygielska, M., Szarkowska, A., Figiel, W., Romero-Fresco, P., Pöchhacker, F., Tampir, M., Robert, I., Schrijver, I., Haverhals, V. and Meiriño, J. (2020). *How to implement speech-to-text interpreting (live subtitling) in educational settings. Guidelines on*

*making university lectures accessible to hard of hearing, deaf and foreign students.* ILSA Project. <http://ka2-ilsa.webs.uvigo.es/guidelines>

Eugeni, C. (2020). Human-Computer Interaction in Diamesic Translation. Multilingual Live Subtitling. In Dejica, D, Eugeni, C and Dejica-Cartîș, A, (eds.) *Translation Studies and Information Technology - New Pathways for Researchers, Teachers and Professionals. Translation Studies Series*. Editura Politehnica: Politehnica University Timișoara, (pp. 19-31).

Eugeni, C. (2008). A Sociolinguistic Approach to Real-time Subtitling: Respeaking vs. Shadowing and Simultaneous Interpreting. *English in International Deaf Communication* 72, 357-382.

Eugeni, C. (2006) Introduzione al rispeakeraggio televisivo. In Eugeni, C. and G. Mack (eds.) Proceedings of the first international seminar on real-time intralingual subtitling. *InTRAlinea Special Issue: Respeaking*.  
[http://www.intralinea.org/specials/article/Introduzione\\_al\\_rispeakeraggio\\_televisivo](http://www.intralinea.org/specials/article/Introduzione_al_rispeakeraggio_televisivo)

Eugeni, C. and Rotz, A. (2017). The Communication Project – Proposal to ease written communication in international contexts. *SpeciaLinguaggi special issue*.  
<https://congresso.accademia-aliprandi.it/2017/07/01/the-communication-project-proposal-to-ease-written-communication-in-international-contexts/>

IFLA (2010). *Guidelines for easy-to-read materials*.  
<https://www.ifla.org/files/assets/hq/publications/professional-report/120.pdf>

Inclusion Europe (2009). *Information for All. European standards for making information easy to read and understand*. <https://inclusionireland.ie/wp-content/uploads/2020/11/european-easy-read-standards.pdf>

Jones, R. (2002). *Conference Interpreting Explained*. Manchester: St. Jerome Publishing.

Gile D. (1990). The processing capacity issue in conference interpretation. *Babel* 37, 15-27.

Gile D. (1995). *Basic Concepts and Models for Interpreter and Translation Training*. Amsterdam-Philadelphia, John Benjamins.

Maaß, C. (2020). Easy Language – plain language – easy language plus: balancing comprehensibility and acceptability (Vol. 3). Berlin, Germany: Frank & Timme.

Mizuno, A. (2005). Process Model for Simultaneous Interpreting and Working Memory. *Meta*, 50(2), 739–752. <https://doi.org/10.7202/011015ar>

- Ofcom (2015). *Measuring Live Subtitle Quality: Results from the Fourth Sampling Exercise*. [https://www.ofcom.org.uk/research-and-data/tv-radio-and-on-demand/tv-research/live-subtitling/sampling\\_results\\_4](https://www.ofcom.org.uk/research-and-data/tv-radio-and-on-demand/tv-research/live-subtitling/sampling_results_4)
- Ofcom (2017). *Ofcom's Code on Television Access Services*. [https://www.ofcom.org.uk/\\_\\_data/assets/pdf\\_file/0020/97040/Access-service-code-Jan-2017.pdf](https://www.ofcom.org.uk/__data/assets/pdf_file/0020/97040/Access-service-code-Jan-2017.pdf)
- Oncins, E., Bernabé, R., Montagut, M., & Anaiz Urquiza, V. (2020). Accessible scenic arts and Virtual Reality: A pilot study in user preferences when reading subtitles in immersive environments. *MonTI. Monografías de Traducción e Interpretación*, 12, 214-241. <https://doi.org/10.6035/MonTI.2020.12.07>
- Romero-Fresco, Pablo (ed.) (2015). *The Reception of subtitles for the deaf and hard of hearing in Europe*. Berna: Peter Lang.
- Romero-Fresco, P. Negotiating quality assessment in media accessibility: the case of live subtitling. *Univ Access Inf Soc* (2020). <https://doi.org/10.1007/s10209-020-00735-6>
- Saerens, G., Tampir, M., Dutka, Ł., Szczygielska, M., Szarkowska, A., Romero-Fresco, P., A., Pöchhacker, F., Figiel, W., Schrijver, I., Haverhals, V., Robert, I., (2020) *How to implement live subtitling in TV settings. Guidelines on making television broadcasts accessible to hard of hearing and deaf people as well as foreigners*. <http://ka2-ilsa.webs.uvigo.es/guidelines>
- Szczygielska, M., Dutka, Ł., Szarkowska, A., Romero-Fresco, P., Pöchhacker, F., Tampir, M., Figiel, W., Moores, Z., Robert, I., Schrijver, I., Haverhals, V. (2020) *How to implement speech-to-text interpreting (live subtitling) in live events. Guidelines on making live events accessible*. ILSA Project. <http://ka2-ilsa.webs.uvigo.es/guidelines>
- Van Waes, L., M. Leijten and A. Remael (2013). Live Subtitling with Speech Recognition: Causes and Consequences of Text Reduction. *Across Languages and Cultures* (14), 15-46.

### 3 Unit 3. IT competence

This list includes recommended readings by your Unit 3 trainer, Enrico Pigliacampo, from the SUBTI-Access in Italy.

This Unit has three elements:

- Element 1. Input tools
- Element 2. Output tools
- Element 3. How to set up the working environment?

#### 3.1 Element 1. Input tools

Al-Aynati, M., & Chorneyko, K. A. (2003). Comparison of Voice-automated Transcription and Human Transcription in Generating Pathology Reports. *Archives of Pathology and Laboratory Medicine*, 127(6), 721–725.

Arumì Ribas, M. & Romero-Fresco, P. (2008) A practical proposal for the Training of Respeakers. In *The Journal of Specialised Translation* 10, 106-127. Available at <http://www.jostrans.org/archive.php?display=10>

Damper, R., Lambourne, A., & Guy, D. (1985). Speech Input as an Adjunct to Keyboard Entry in Television Subtitling. *Proceedings Human-Computer Interaction—INTERACT'84*, 203–208.

Imai, T., Kobayashi, A., Sato, S., Homma, S., Oku, T., & Takagi, T. (2008). Improvements of the Speech Recognition Technology for Real-Time Broadcast Closed-Captioning. In *Proceedings of the Spoken Document Processing Workshop*.

Manetti, I. (2018). L'interaction homme-machine – analyse d'un cas de sous-titrage interlinguistique semi-automatisé. *CoMe*, 3(1), 65–80. <http://comejournal.com/wp-content/uploads/2019/03/5.-I.-Manetti-CoMe-III-1-1.pdf>

Romero-Fresco, P. and Eugeni, C. (2020) Live Subtitling through Respeaking. In M. Deckert and Ł. Bogucki (eds.) *Handbook of Audiovisual Translation and Media Accessibility*. London: Palgrave, 269-295.

Zick, R. G., & Olsen, J. (2011). Voice Recognition Software versus a Traditional Transcription Service for Physician Charting in the ED. *The American Journal of Emergency Medicine*, 19(4), 295–298.

### 3.2 Element 2. Output tools

Eugeni, Carlo, & Mack, G. (2006). Special Issue on New Technologies in Real Time Intralingual Subtitling. *InTRAlinea*. <http://www.intralinea.org/specials/respeaking>

Directorate-General For Translation (European Commission) (2013) *Crowdsourcing Translation*. <https://op.europa.eu/s/oMpm>

Hutchins, W.J. & H.L. Somers (1992) *An Introduction to Machine Translation*. London Academic Press.

### 3.3 Element 3. How to set up a working environment

Bosman, Lisa (2019) From Doing to Thinking: Developing the Entrepreneurial Mindset through Scaffold Assignments and Self-Regulated Learning Reflection. *Open Education Studies 1*: 106–121. <https://www.degruyter.com/document/doi/10.1515/edu-2019-0007/html>

Eugeni, Carlo. (2008). Respeaking the News for the Deaf: For a Real Special Needs-oriented Subtitling. In *Studies in English Language and Literature*. Taipei: National Taiwan University of Science and Technology.

Pirelli, G. (2006). Le necessità dei sordi: la sottotitolazione in tempo reale all'università. In C. Eugeni & G. Mack (Eds.), *Intralinea, Special Issue on Respeaking*. <http://www.intralinea.org/specials/article/1699>

Wieseke, Jan; Geigenmüller, Anja; Kraus, Florian (2012) On the role of empathy in customer-Employee interactions. *Journal of service research*. London: Sage Periodicals Press.

## 4 Unit 4. Entrepreneurship and Service competence

This list includes recommended readings by your Unit 4 trainer, Julia Borchert, from the TV broadcaster ZDF Digital in Germany.

This Unit has three elements:

- Element 1. Management and interpersonal skills
- Element 2. Stress management and personal skills
- Element 3. Business management

### 4.1 Element 1. Management and interpersonal skills

Atkinson, R. (1999). Project management: cost, time and quality, two best guesses and a phenomenon, its time to accept other success criteria. *International Journal of Project Management*, 16(6), 337-342.

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## 7 Additional metadata<sup>1</sup>

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