



Updated 2/2017

## **Listening: Speaking with a Victim**

### Video Outline

#### **CENTRAL IDEA**

Good communication helps build trust, ensure safety, stop harm, and promote healing. The skills required to communicate with a victim must be practiced in order to be mastered. We can break down these skills by focusing on Position, Posture, and Words.

#### **OBJECTIVES**

- Identify key factors or actions that will positively affect your Position, Posture, and Words.
- List key phrases to say when speaking with a victim.
- Identify things that you should NOT say to a victim.

#### **DEFINITIONS**

**Position:** your location with respect to the victim and the setup of the room/area.

**Posture:** the way in which you hold yourself, including (but not limited to) your facial expressions, and arrangement of arms, body, and legs.

#### **TECHNIQUES & SKILLS FOR SPEAKING WITH A VICTIM**

- Need to practice skills in order to master.
- Good communication helps build trust, ensure safety, stop harm, and promote healing.
- Watch the person's reactions to adjust your presentation accordingly.

When listening, think in terms of:

- Position
- Posture
- Words

#### **POSITION**

Privacy  
Visibility  
Signal  
Easy Exit  
Remove Barriers  
Personal Space  
Remove Distractions  
Same Height

## POSTURE

Open Position  
Eye Contact  
Lean Forward  
Facial Expressions

## WORDS

Don't Promise Secrecy  
Attention on the Speaker  
Native Language  
Simple Vocabulary  
Affirmations  
Do Not Interrupt  
Limit Clarifying Questions  
Accept Silence  
Accept Emotions  
Reflective Listening  
Nonjudgmental Words

### **DON'T** Say:

- You should have . . .
- You should not have . . .
- What did you do to him/her?
- What were you wearing?
- When you dress like that . . .
- Have you ever had physical relations with him/her before?
- Were you drunk?
- Did you orgasm?
- Why were you out so late?

### **DO** Say:

- It's not your fault
- You do not deserve to be treated that way.
- You are brave for coming to tell me.
- Do you feel safe now?
- How do you feel now?
- If you do not feel safe, please come tell me.
- What would you like to happen?