Communication Skills

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THREE MOST HELPFUL CHARACTERISTICS TO PORTRAY

WARMTH
(56% tone, 37% body language, 7% words)

EMPATHY

RESPECT

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SPECIFIC SKILLS

Active listening
- Body language
- Eye contact
- Get on their level

Mirroring
- Assuming similar posture
- Used to relax an upset person
SPECIFIC SKILLS

Questions – person asking is in control
   Open – lots of info
   Closed – specific info
   Who, what, when, where but NOT “why”

Parroting
   Choose one word
   Purpose – more information

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SPECIFIC SKILLS

Reflecting
- Diffuses the emotion
- Gets at emotions

Paraphrasing
- Clarifies
- Forces you to listen
- Lets them know you’re listening
- Lets them hear what they said

SILENCE

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Self Reflection Exercise

Write down on a piece of a paper a time in your life you were in crisis or needed help

List the things people did that were helpful

List the things that were NOT helpful

Make a list of at least 3 things you could improve in reference to how you interact with people based on this insight

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Empowerment and Response

ALL Victimization is about power and control

Victimization creates CRISIS

Competent communication can EMPOWER
Empowerment and Response

3 parts to Empowerment:

- Safety (physical, emotional, psychological)
  - Safety & security
  - Basic Needs
- Options (Awareness)
- Action (control)
Empowerment and Response

General Communication “Tips”

• BUT BUT BUT BUT
  • Change to “AND”
• Know yourself and how you are perceived
• Be culturally competent
• Be mindful of what you wear

What are some unique cultural considerations in your work?
Empowerment and Response

DON’T

Make judgmental/hurtful statements:

- “It could have been worse”
- “You are lucky that…”
- “I understand how you feel”
- “You’ll get over it”
- “Be strong for…”
- “Calm down”
Empowerment and Response

Choose words carefully...

- Reactions vs. feelings
- Tell about experience vs. share
- Crime vs. event
- Name vs. alleged victim, accuser
Champion Dignity and Compassion

Establish Safety/Security

acknowledge the impact (build rapport)

- Introduce yourself/role
- “I’m sorry this happened/is happening to you”
- “I can’t imagine what this may be like”
- “You are safe now”
- “I’m here just to be helpful to you”
- Use their NAME
- “YOU are in control of what happens next”
Champion Dignity and Compassion

Allow for ventilation, validate reactions

- “It sounds like you did everything you knew to do”
- “These reactions are common”
- “Just so I understand…”
- “you have every right to feel ______”
- “What are you most concerned about right now?”
Champion Dignity and Compassion

Predict/Prepare for the future, assist with resources and remediation

- “Things will never be the same, but they can get better”
- “What ideas do you have?”
- “Has anything similar ever happened to you before? What did you do?”
- “If you had a friend in this situation, what would you suggest they do?”
- “What would make you feel safe right now?”
- “What would you like to see happen next?”
Skill Summary Exercise

Storyteller: Choose a minor topic, and tell a story about anything you choose

My Job: Use each of the specific communication skills throughout conversation

Your job: Count and track each instance of each skill, observe, give feedback