THREE STAGES OF A CALL OR VISIT

Before: Be aware of you own attitudes and knowledge about violence against women

   Be aware of you own cultural biases, beliefs, prejudices, etc.
   • Safety and medical issues are first. Ask direct questions.

HOW TO BEGIN

   • Introduce: Say who you are and why you are there.
   • Establish a positive relationship: Listen carefully. Be respectful. Believe her.

MIDDLE PHASE

   • Let her tell her story. Don’t interrupt (unless she is in danger or is hurt).
     Use open-ended questions, be supportive.
   • Help her say what she needs to. Help define the problem.
   • Help her find her power: What are her strengths? What can she do?
   • DO NOT: Give advice, make decisions, rescue or give false hope.
   • DO: Let her know what your limits are (I’m not a lawyer).

CLOSING PHASE

   • Give her feedback: What did you hear her say?
   • As a team, start summarizing (ask for her help).
   • Prepare her to deal with other agencies.
   • She needs correct information to make decisions - if you don’t know, tell her you’ll find out.
   • DO NOT tell her you are disappointed in her decision.
   • DO tell her you are afraid for her (if you are).
   • What’s next? (Call again, Come in, Shelter, etc.)

NOTE: Sometimes the conversation starts going in circles. Tell her you feel like you’re not getting anywhere. Summarize again. Tell her you are on a crisis line - you need to go. Invite her to call again or come in to talk.