

## Build Trust/Develop Rapport

- Welcome the caller with a helpful, warm and friendly tone.
- Reassure the caller the call is confidential & anonymous.
- Treat the caller with dignity and respect.
- Offer the caller space to share their experiences and needs by asking open-ended questions and validating feelings.

## Listen Actively and Empathetically

- Minimize distractions and increase your ability to be completely present for the caller.
- Give the caller the time that s/he needs to talk while indicating that you're listening by asking clarifying questions, offering validation, and using minimal encouragers.
- Reflect what you're hearing the caller express as his/her primary needs, feelings, and experiences.

## Promote Caller's Self Determination

- Be patient and non-judgmental as the caller identifies needs and options.
- Support the caller's decisions and help identify potential outcomes.
- Understand where the caller may be in his/her process of change and what types of next steps they might be ready to take.
- Validate caller's strengths and progress made.
- Understand how caller's cultural background and experiences may inform their choices and options.

## Make the Caller's Safety a Priority

- Listen for and acknowledge red flags of potentially dangerous and/or lethal batterer behaviors or threats in your caller's situation.
- Develop a safety plan with your caller tailored to your caller's individualized needs to minimize risks in their specific situation.
- Strategize around ways to increase emotional/psychological well-being, as well as physical and sexual safety.
- Explore risks and benefits of options available to the caller, and as appropriate, help the caller access local service systems, advocating on her/his behalf when necessary.

## Balance Your Needs with Those of the Caller

- Take the time to process difficult calls.
- Use your fellow advocates for support.
- Regularly assess your emotional state and problem solve with your supervisor.
- Take breaks regularly.
- Develop and maintain a plan for your personal wellness.