

Quick Reference Skills



At the beginning of the call

- Ensure safety to talk
- Reassure confidentiality

During the call

- Utilize active listening and empathy
- Present caller with options
- Support a caller's decision
- Believe the caller
- Set realistic expectations

At the end of the call

- Summarize key points/next steps
- Remind caller they can call back if they have any additional needs

After the call

- Take time to decompress after a difficult call
- Enter data and relevant referrals

Assessing Risk

- Assess current risks (escalating violence, substance use, weapons, children or other bystanders)
- Listen to what a caller is saying
- Ask additional questions

Trauma Informed Care

- Be aware of the effects trauma can have on how a caller presents
- Use language caller will understand
- Explain the steps being taken

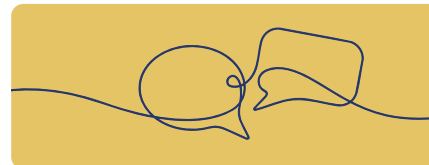
ABC's of Advocacy

- Awareness
- Balance
- Connection

Safety vs. Safer

- Safety happens incrementally, not all at once
- Even if callers cannot reach all of their safety goals, what are some ways they can stay safe (i.e., refrain from using violence) in their reality?

Motivational Interviewing



- R** Recognize resistance
- U** Understand one's motivations for change and related barriers
- L** Listen with empathy
- E** Empower the individual to create a change

1

PRECONTEMPLATION

The caller does not see their behaviour as a problem

Plant a seed of reflection. It sounds like you're really frustrated. Have you ever thought about other ways to handle those moments?

2

CONTEMPLATION

The caller begins to recognize their use of IPV as problematic

Validate awareness and encourage reflection. It's a good sign that you're thinking about this. What would things look like if you reacted differently?

3

PREPARATION

The caller is considering change and possibly seeking resources

Offer encouragement and practical next steps. That's an important step. There are programs that can help—would you like me to share some options?

4

ACTION

The caller has started making changes

Reinforce effort and accountability strategies. It's great that you're working on this. What's been helping you, and what makes it harder?

5

MAINTENANCE

The caller is consistently non-violent and staying accountable

Acknowledge progress and reinforce accountability and reflection. That's a big change. What's been most helpful in keeping you on track?

Remember, just being with the caller *is* intervention.

¹ Miller, W. R., & Rollnick, S. (2013). *Motivational interviewing: Helping people change*, 3rd edition. The Guilford Press.

² Prochaska, J. O., & Norcross, J. C. (2002). Stages of Change. In *Psychotherapy relationships that work: Therapist contributions and responsiveness to patients*. (pp. 303-313). Oxford University Press.