

Module 5: Communication with Victims and Survivors

Time Required

3 hours, 30 minutes

Purpose

This module introduces basic communication skills that are necessary for victim service providers to successfully advocate for victims in the aftermath of a crime and throughout their involvement in the criminal or juvenile justice system. Victim service providers must practice basic communication skills to be able to provide effective services to victims.

Lessons

1. Key Communication Skills: Active Listening and Paraphrasing (1 hour, 45 minutes)
2. Key Communication Skills: Reflective Listening, Affirmation, and Open-ended and Closed-ended Questioning (1 hour, 30 minutes)
3. Using Key Communication Skills (15 minutes)

Learning Objectives

By the end of this module, participants will be able to:

- Demonstrate their use of active listening techniques.
- Differentiate between open-ended and closed-ended questions.
- Demonstrate their use of five communication skills (i.e., active listening, paraphrasing, reflective listening, affirmation, and open-ended and closed-ended questioning) to establish trust with a victim.

Worksheets

- Worksheet 5.1, Case Scenarios: Open- and Close-ended Questions
- Worksheet 5.2, Communication Self-Assessment

Equipment and Materials

- Listen to My Story: Communicating with Victims of Crime video

Preparation

- Read Chapter 5, Communication with Victims and Survivors, in the Participant's Text.
- Preview Listen to My Story: Communicating with Victims of Crime video.