

Support ISN'T:

- Rushing
- Advising
- Judging
- Having an agenda
- Filling silences
- Panicking
- "It will be OK"
- Taking responsibility
- Assuming (anything)
- Analyzing the perpetrator
- "I understand"
- Asking "Why?"
- Comparing
- Taking things personally

Support IS:

- Listening without judgment
- Keeping focused on the caller
- Empathizing
- Validating
- Making connections
- Seeing strengths
- "You can call anytime"
- Seeing the survivor as the expert
- Staying with feelings
- Offering options and referrals
- Expressing concern
- Setting clear and fair boundaries