

Inquire about needs and concerns	
Principles	Examples
Phrase your questions as invitations to speak	“What would you like to talk about?”
Ask open-ended questions to encourage her to talk, instead of asking questions that can be answered with just “yes” or “no”	“How do you feel about that?”
Reflect her feelings back to her in your words so she knows that you have listened/observed and understood	“It sounds as if you are feeling angry about that” “You seem upset”
Ask for clarification if you do not understand	“Can you explain that again, please?” “Could you tell me more about that?”
Help her to identify and express her needs and concerns	“Is there anything that you need or are concerned about?” “It sounds like you may need a place to stay” “It sounds like you are worried about your children”
Summarize what she has expressed	“You seem to be saying that...”
Things to avoid	
Do not ask leading questions, such as, “I would imagine that made you feel upset, didn’t it?”	
Don’t ask “why” questions, such as “Why did you do that?” They may sound accusing.	

Validate

Validating lets a survivor know that their feelings are normal, that it is safe to express them, that they have a right to live without violence and fear, and that you believe what they say without judgement or conditions.

Important things that you can say:

- “It’s not your fault. You are not to blame.”
- “Help is available.” (Say this only if it is true.)
- “What happened has no justification or excuse.”
- “No one deserves to be hit by their partner or anyone.”
- “You are not alone. Unfortunately, many other women face this problem too.”
- “You are valuable. Your life and your health are important.”
- “I am worried that this may be affecting your health.”

Reference: WHO 2020 Clinical management of rape and intimate partner violence survivors Developing protocols for use in humanitarian settings, pg 12-13