



Sexual Assault
DEMONSTRATION INITIATIVE
Enhancing Sexual Assault Services

ACTIVE LISTENING TERMS

Paraphrasing: when we repeat back what the survivor has said in a shortened form. Paraphrasing allows the survivor to know that we have heard them and can also highlight what has been said

Silence: giving quiet time to let a survivor think, and letting them know you are there whenever they are ready to talk again

Building on Past Successes: exploring coping strategies for building on previous strengths, success, and resiliency often done through a simple question such as, “what has worked for you in the past?”

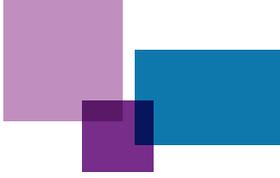
Validation & Encouragers: natural responses that acknowledge a survivor has been heard and validates how they are feeling

Clarifying & Checking-In: repeating back what we think we have heard to make sure it is right, and also used to identify and clarify a survivor’s feelings

Reframing: turning a negative statement into a neutral or positive one

Summarizing: summing up thoughts, feelings, or a plan at the end of a conversation

Mirroring: reflecting back the emotions and thoughts of what someone has been sharing, and using words and a tone that match the emotions and thoughts shared



Questions: using open-ended and “how” questions to get to underlying thoughts, feelings, and for sharing more information or to encourage thinking deeper about something

Normalizing & Prioritizing: letting the survivor know that what they are feeling is normal such as, “it’s natural to be having these feelings, you get to decide how you’d like to move forward”

Opening & Closing: providing a warm genuine welcome, clear understanding of what you are working on together, and taking the time to develop next steps together that allows for creating a safe and predictable space for the survivor

Breathing: a way for helping a survivor slow down and stay present in the moment, helping them to check-in with themselves, reflect, and stay mindful in the moment

