

# FIRST LINE BASIC PSYCHO SOCIAL SUPPORT LIVES



**Learn to Listen  
with Your »**

-  **Eyes** - Giving her your undivided attention
-  **Ears** - Truly hearing her concerns
-  **Hearts** - With caring and respect

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**ENHANCE  
SAFETY**



**Words Can  
Heal too....**

Discuss a plan to protect herself from further harm if violence occurs again.

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Listen to the woman closely, with empathy, and without judging

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Assess and respond to her various needs & concerns - emotional, physical, social & practical (e.g. childcare)

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**VALIDATE**



## Words Can Heal too....

Show her that you understand & believe her. Assure her that she is not to blame.

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**You are Her  
Only Way Out!**

Support her by  
helping her  
connect to  
information,  
services and  
social support.

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**Hearts** - With caring and respect