

## **IMPLEMENTATION OF THE TRAINING REQUIREMENTS FOR THE EU DIRECTIVE ON VICTIMS OF CRIME**

Article 25 of the EU Directive on Victims of Crime asks member states to ensure adequate training of criminal justice officials and those providing support services to victims. Kathleen O'Hara has developed a two-part training program to help you implement these training requirements. These trainings will be adapted to your specific needs and time frames.

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### **PART 1**

#### **GENERAL AND SPECIALIST TRAINING PROGRAMME:**

##### *Understanding and Helping the Victim*

This training is designed to help you increase your awareness and understanding of the needs of victims and deal with them in an impartial, respectful and professional manner while determining the services they require.

#### **You will develop the following skills and techniques:**

- Understand who is a victim and how to treat them respectfully
- Understanding the impact of crime on victims and how to help them
- Develop sensitivity to the victims experience and recognize their cultural, sexual, gender, religious orientations
- Improve your communication skills with victims
- Conduct professional, appropriate interviews and assessments to determine the needs of victims
- Understand your interactions with victims so they are not re-victimized or re-traumatized
- Identify vulnerable and special populations and how to help them
- How to provide emotional and psychological support to victims
- How to set up specialist support programs and develop service models
- Identify referral resources in your community that can offer specialist support
- Identify and develop grassroots community groups that serve victims and work with them to provide best services
- Co-ordinate responses between agencies, referrals and all those who come in contact with victims
- Determine on-going care and exit strategies for completion of services

## PART 2

### **COMPASSION FATIGUE:**

#### *How To Avoid Burnout Among Volunteer And Staff*

Compassion Fatigue among those who work with victims is now recognized as a serious problem which must be addressed to help volunteers and professionals stay in service. Organizations make significant investments in their staff and it is important to provide them with the tools to avoid burnout and secondary traumatization

**This training addresses the following topics to help staff and supervisors stay healthy while helping others:**

- Recognizing the symptoms of Compassion Fatigue before it is a problem
  - Developing a system of accurate self-awareness of stress and how to deal with it
  - Setting good Boundaries to stay healthy in interaction with victims
  - Setting realistic expectations of self and others
  - Managing emotions of both self and victim
  - Developing good time management
  - Controlling and setting the tone for each interaction and interview
  - Providing techniques for debriefing
  - Teaching practical, simple stress management techniques
  - Providing a menu of self-care options to stay healthy and enjoy work
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The trainings are specifically adapted to the needs of each member state and organization and can be done in several different formats, depending on needs assessment. Trainings are delivered in English.

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