

NAVIGATING CHALLENGING CONVERSATIONS WITH SURVIVORS IN CRISIS

December 20, 2022, 2-3:15 PM ET

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ABOUT **KRIS THOMAS, JD**

They/Them/Theirs/Mx.

Kris received their Juris Doctorate from the University of Oregon in 2013 where they specialized in International Human Rights Law and served as the Executive Editor of the Oregon Review of International Law. Kris started with the National Domestic Violence Hotline as an overnight phone services advocate in 2014, and joined the Training Department in July 2018. They currently work as The Hotline's Curriculum & Instruction Senior Manager, where they co-facilitate The Hotline's 95-hour Domestic Violence Advocacy Training Program, develop and maintain The Hotline's online training curriculum, and facilitate trainings on domestic violence & healthy relationships for various professionals around the country. A dedicated advocate for social change, they have over 13 years of



experience working with national non-profit organizations, and over 18 years of activist work with LGBTQIA+ and women's causes.

ABOUT THE **WEBINAR**

Working with people who have experienced trauma can sometimes mean navigating challenging emotions and responses. Survivors of violence, especially intimate partner violence, often reach out for support while they are still in crisis or experiencing the impacts of crisis. For workers and helpers who are supporting survivors, it is important to understand the impacts of trauma, how to de-escalate situations of crisis, and how to compassionately navigate and end challenging conversations. In this training, you will learn how to navigate these kinds of challenging conversations, including the emotional impact on you as a helper.

LEARNING OBJECTIVES

- Identify different types of challenging contacts for staff in Compensation and Assistance programs in state offices
- Understand the impact of trauma on survivors
- Confidently respond to crisis situations with empathy, de-escalation tactics, and resources
- Know how and when to disengage with challenging conversations
- Understand the impact of vicarious trauma on helpers