

WHAT SKILLS AND KNOWLEDGE SHOULD THE TRUSTED PERSON IN A COMPANY HAVE?

INTERACTIVE PATHWAY FOR (RE)INTEGRATION AT WORK OF WOMEN FACING DOMESTIC VIOLENCE



Step 3 Remobilisation

WHAT IS A TRUSTED PERSON?

A trusted person or resource person listens to and advises workers on well-being in the workplace and the prevention of psychosocial risks.

Designating a trusted person is not mandatory everywhere in Europe. Sometimes the law suggests it, sometimes it is the employer's initiative. Check the situation in your country.

In terms of preventing violence and combating domestic violence in the workplace, it is useful to designate a trusted person who can be the violence referral person to whom victims can ask for help and/or the implementation of support measures in the workplace.

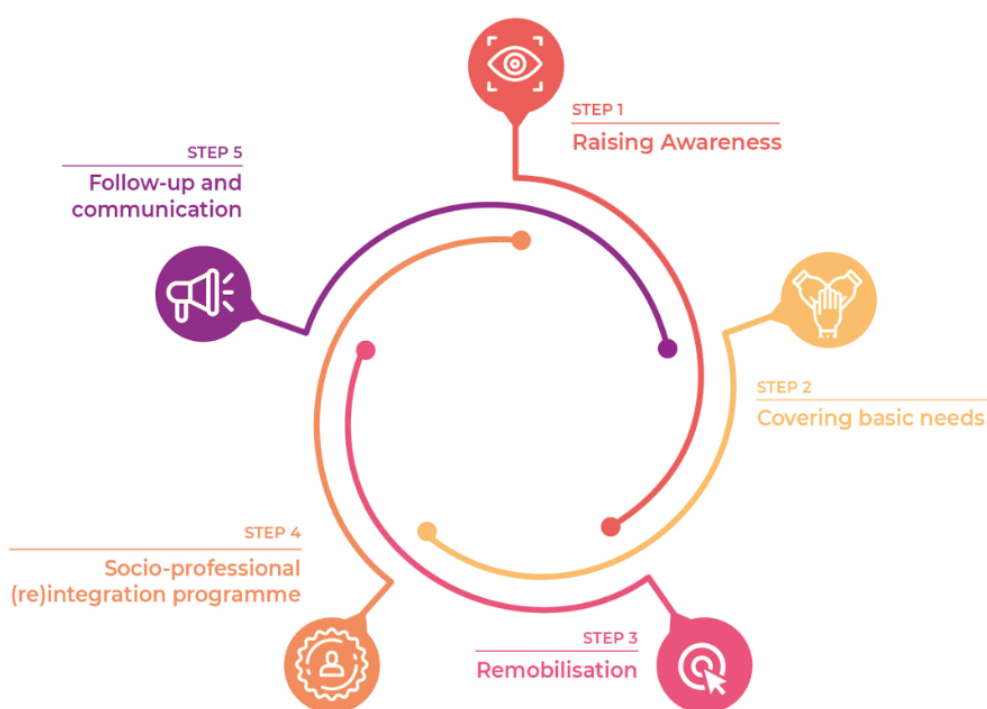
WHAT SKILLS AND KNOWLEDGE DO I NEED?

- Find out if there is mandatory/provided training in your country;
- Know the legislation, especially related to diversity, well-being at work, and psychosocial risks at work in a broad way;
- Know interviewing techniques;
- Be familiar with nonviolent communication techniques;
- Know how to listen actively;
- Demonstrate empathy;
- Pay attention to your non-verbal language;
- Be able to manage conflicts;
- Be aware of your own emotions and reactions;
- Guarantee confidentiality.

BE A (DOMESTIC) VIOLENCE REFERRAL

- Recognise that the gender of the violence referral can influence the confidence of the victims;
- Be trained on the issue;
- Understand the issues related to gender-based violence, including domestic violence;
- Recognise domestic violence as a potential psychosocial risk in the workplace because it can influence the quality of work;
- Know the emergency numbers;
- Be aware of associations working to combat domestic violence in the vicinity of the workplace;
- Never act without the consent or request of the victim;
- Help the women understand that there is help and hope in her case and that she is not alone;
- Do not blame a victim of violence.

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