MANAGING THE VICTIM DIMENSION OF CRISIS

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Victims Are:
- People
- Animals
- Living systems

Victimization Is:
- Self-designating
- Self-maintaining
- Self-terminating

Causes of Victimization:
- Abuse
- Arrogance
- Assault
- Belittling
- Bullying
- Callousness
- Carelessness
- Commission
- Confrontation
- Contention
- Deception
- Demeaning
- Denigration
- Discrediting
- Disdain
- Dismissiveness
- Disparagement
- Embarrassment
- Exclusion
- Intimidation
- Fear
- Lies
- Minimizing
- Negligence
- Omission
- Ridicule
- Sarcasm
- Shame
- Surprise

Victims Feel:
- Anger
  - Betrayal, disbelief, dread, anxiousness
- Frustration
  - Powerlessness, helplessness, fearfulness, humiliated, impotence, irritability, loneliness
- Inadequacy
  - Walking but wounded, agonized, confused, weak judgment and resolve
- Betrayal
  - Trust no one, no one to trust, irritable, anxious, agitated
**Victim Reaction:**

<table>
<thead>
<tr>
<th>Your Action</th>
<th>Their Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendly gestures</td>
<td>Interpreted as threats</td>
</tr>
<tr>
<td>Personal interest</td>
<td>Perceived as intrusions and betrayal</td>
</tr>
<tr>
<td>Well-meant advice</td>
<td>Perceived as insulting or controlling</td>
</tr>
</tbody>
</table>

**Victims Suffer:**

- Intellectual deafness
- 24/7 internal and external monologue
- Everything is a question

**Victims Need:**

- Validation
  - Preferably by the perpetrator
- Visibility
  - To describe their pain and warn others
- Vindication
  - Credit for resolutions that prevent the victimization of others
- Apology
  - Verbal or written admission of responsibility, the promise of amends

**Victim Management Imperatives:**

- Control your own sense of outrage and betrayal
- Keep the real victim’s circumstances in perspective
- Recognize the utter loneliness of victims, much of which they end up having to resolve themselves, by themselves, in their own time
- Be empathetic, keep at it, be helpful
- Anticipate and act ahead of patterns
- Recognize the deafness problem, repeat key information frequently
- Help move toward closure
- Be empathetic . . . do helpful stuff rather than saying helpful stuff (they are deaf)

If you’d like more information or equally interesting views, ideas, and concepts, contact the author’s website at [www.e911.com](http://www.e911.com).