

1. Listen to the victim

- If a victim of sexual harassment comes to talk to you about an incident, it means they trust you. It is important to respect this trust.
- Adopt a sympathetic attitude, without judgement or interpretation.
- Stay focused on the victim, not on the accused person.
- Contain your emotions as you listen to the victim. Concentrate on their needs.
- Do not question the victim to try to find out if what they are saying is true.
- Accept that you do not have an immediate solution for the victim.
- Do not take on the role of “saviour”.

2. Explain where the victim can get support

- Explain that there is a university service (the VSSH Service) specifically for this type of situation.
- Reassure them and point out that the service won’t force them to do anything they don’t want to do. It can just be a place where someone will listen to them.
- Give the victim the service’s generic email address: violences-sexistes@unistra.fr
- Or suggest that they contact one of the members of the service directly. Their contact details are available on the <http://violences-sexistes.unistra.fr> website:
 - SOS Aux Habitants Association [SOS Citizen Support Association]
 - University Health Service doctors
 - Occupational psychologist
 - Social Worker
- Show or give them the address for the Unistra resources web page: <http://violences-sexistes.unistra.fr>
- Speak to the victim at a later date to find out whether they followed your advice. If they haven’t done so, ask if they want you to help them with it.

3. Contain the information

- DO NOT inform your or the victim’s work unit.
- The victim may only need to talk to someone and may not yet know whether they want to report the incident. The VSSH Service can support them in this process.

- It is important to keep the information that the victim entrusted to you to yourself, to avoid any risk of this information leaking out. Another person, including someone you trust, may feel the need to share the information in turn, and so on. The sensitive nature of these situations means that rumours spread very quickly as everyone feels the need to “share” the emotional burden associated with it.
- The risks of this type of information getting out can have serious and devastating consequences for the individuals and the team:
 - Rumours
 - Defamation
 - Putting the victim and the accused in danger
 - Difficulties for yourself
- Ask the victim whether they have spoken to anyone else, besides you. If so, suggest that they inform that person that a specialised service is taking care of the matter and ensure their discretion.

NOTE: These recommendations are not applicable if a crime has been committed. Rape is a crime. In that case, the matter should be reported to the public prosecutor immediately.

4. Get help for yourself

- The VSSH Service, where you should direct the victim, can also offer you counselling or advice if you feel affected by the victim’s situation in any way.