

Appendix 1 Scenario-based activity

An audio recording will be played that shows an example conversation between a woman and a hotline staff person. The woman is distressed because she experienced a gang rape at work and her manager did not do anything to help her when she told him. The hotline staff asks how she is feeling today. She says she is having nightmares and loss of appetite. It is making her weak and she feels like she cannot work even though she must because she needs income. The hotline staff asks her if she has a trusted person in her life or if she told any friends? The woman says she is ashamed and feels guilty. The hotline staff tells her that it is not her fault. She says this several times. “This is not your fault. The people who should be guilty are the ones who did this to you.” The staff person listens to her talk so more and then asks her to make sure to have a warm meal today. She also suggests that she take a long shower or bath and to be kind to herself while she is healing from this trauma.

10. What do you think went well with this interaction?

11. What do you think could have gone better?

- PROBE: Did you like the tone of the staff person?
- PROBE: How do you think this conversation made the woman feel?