

The Lukaszewski Group

A Division of 

America's Crisis Guru®
Crisis Management, Leadership
and Organizational Recovery

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 | • Commission | • Dismissiveness | • Negligence |
| • Arrogance | • Confrontation | • Disparagement | • Omission |
| • Assault | • Contention | • Embarrassment | • Ridicule |
| • Belittling | • Deception | • Exclusion | • Sarcasm |
| • Bullying | • Demeaning | • Intimidation | • Shame |
| • Callousness | • Denigration | • Fear | • Surprise |
| • Carelessness | • Discrediting | • Lies | |
| | • Disdain | • Minimizing | |

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

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Victim Reaction:

Your Action

- Friendly gestures
- Personal interest
- Well-meant advice

Their Response

- Interpreted as threats
- Perceived as intrusions and betrayal
- Perceived as insulting or controlling

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.