

# HOW TO RESPOND

## ～応対・接遇～

One of the things that language supporters might face when they respond to survivors is their psychological reaction. Everyone who sees or experiences a disaster is affected by it in some way. We will learn psychological aspects and manners in the next lesson. Let's look at some expressions that might be key in understanding them and being good allies.

### Words and Phrases

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> <b>Being with survivors</b> | 被災者に寄り添うこと                         |
| <input type="checkbox"/> <b>Concern</b>              | 心配事、懸念                             |
| <input type="checkbox"/> <b>Anxiety</b>              | 不安                                 |
| <input type="checkbox"/> <b>Respect</b>              | 尊重                                 |
| <input type="checkbox"/> <b>Rapport</b>              | 信頼し合うこと                            |
| <input type="checkbox"/> <b>Non-judgmental</b>       | 批判的な目で見ないこと、裁かないこと<br>人を価値判断しないこと  |
| <input type="checkbox"/> <b>Caring</b>               | 思いやり                               |
| <input type="checkbox"/> <b>Under stress</b>         | ストレスを感じている                         |
| <input type="checkbox"/> <b>Active listening</b>     | 傾聴                                 |
| <input type="checkbox"/> <b>Paraphrasing</b>         | 言い換えること（ここでは、気持ちなどを別の言葉で表現してあげること） |