



Cruse Bereavement Care

Bereavement Awareness Training



*...Bereavement is part of my working life,
Cruse helped me understand...*



Why train your staff in Bereavement Awareness?

Corporate Organisations

In any business environment staff who are confident and competent in their interactions with clients can find themselves feeling very apprehensive when confronted by a bereaved client. Yet for some companies, this is a fairly common occurrence, and a caring but professional response can significantly enhance the quality of the service given and reduce stress levels of staff involved.

...the training was well-organised and a lot of material used. It gave me an idea of how to meet and deal with grieving people in a way that will help them and meet their needs...

Norwich Union

Health or Social Care Professions

It is important that staff are equipped with the necessary skills to communicate effectively with patients and their families about loss and bereavement.

...the course was clear and concise. I was able to gain more insight into bereavement. Looking at the case studies e.g. Soham murders was very helpful...

Harrow Child Psychology Unit

Human Resources

HR professionals often want to increase their understanding of bereavement so that they can provide appropriate support and guidance when a member of their staff loses someone close.

...after today's session I felt reassured, positive and confident in dealing with any of our staff who have suffered a bereavement...

Bradford City Council

Any organisation that has contact with bereaved people

Those working in professions where encounters with death are common can benefit from facilitated debriefing and support sessions. These are important in helping professionals deal with stress in a healthy way, avoiding burn out and longer-term complications.

...bereavement is part of my working life. Cruse helped me understand...

Sussex Police Force

What does Bereavement Training cover?

The training is interactive and uses a variety of teaching methods to ensure participants gain as much from the course as possible. A typical programme might include:

Understanding Loss & Bereavement

This section aims to give participants a good understanding of the issues surrounding bereavement and examines the processes, models and theories of grief. Participants will study:

- Different reactions to loss
- The processes and theories of bereavement and grief
- Models of bereavement (Schut, Worden *et al*)
- Healthy bereavement vs. unhealthy bereavement
- Understanding anger
- Sudden traumatic death
- Children and young people

Loss & Bereavement Skills

Upon completion of section one, participants will be ready to develop the appropriate skills needed to enable them to communicate confidently with bereaved people. This section teaches:

- Listening skills
- Gaining control using open and closed questions
- How to encourage bereaved people to express their emotions
- Effectively handling anger
- Skills unique to sudden traumatic death
- Telephone skills
- Non verbal communication skills
- Taking into account different cultures & customs
- Support systems – how to take care of yourself

Cruse has provided training for insurance professionals, police authorities, residential care staff, charities, teachers, solicitors, the armed forces, registrars, healthcare professionals, child psychologists and government departments.

Course Options

Bespoke training for organisations

Cruse has a diverse team of qualified, experienced trainers throughout the UK. All of our trainers have had extensive experience of working with bereaved people, and a good knowledge of designing and implementing bespoke courses for a variety of organisations. In all cases we work with your organisation to ensure we select the trainer with the most suitable skills to deliver your course.

A training programme can be discussed and tailored to the particular needs of any company, department or institution. Our trainers are able to travel to your organisation to deliver the course and in all cases we discuss your training needs with you before selecting a trainer.

Bespoke Course fee per day	Prices per day
Private Sector (Max 20 Participants)	£1,175
Public Sector (Max 20 Participants)	£895
Voluntary Sector (Max 20 Participants)	£695

Price excludes VAT and trainer's expenses

One Day Loss and Bereavement Workshop for professionals

- Designed for individuals from all professions who would like to develop their knowledge and skills in the field of bereavement
- The course ensures participants gain a full understanding of the issues surrounding bereavement
- Participants are taught the skills that are vital to communicating with bereaved people in an effective but caring way
- Upon completion of the course participants will feel confident with their newly learnt skills and abilities and will be able to provide a better level of service and care to the bereaved people they come into contact with

One Day Introductory Loss & Bereavement Workshop	Location	Costing
Visit www.cruse.org.uk or call 020 8939 9552 for course dates	London	£120 + VAT per participant

Price includes lunch, refreshments and all training materials

One Day Loss & Bereavement Workshop Booking Form

Name:

Company:

Position:

Address:

Postcode:

Telephone:

Email address:

Date of workshop:

Payment

One Day Loss & Bereavement Workshop £141 (including VAT)

Please tick ✓

- I enclose a cheque made payable to Cruse Bereavement Care
- I would like to pay by credit/debit card, please contact me
- I would like to be invoiced at the above address

Terms and conditions

PAYMENT MUST BE RECEIVED BEFORE THE COURSE DATE

Cancellation 15-28 days prior to course date will be charged at 25% of total fee

Cancellation 8-14 days prior to course date will be charged at 50% of total fee

Cancellation 7 days prior to course date will be charged at 100% of total fee

Please tick ✓

- Please contact me with further details about bespoke courses for organisations
- Please provide me with further details of publications available through Cruse
- Please keep me informed of future Cruse training events
- Please tell me how I can become a supporter of Cruse and be kept up to date with news and fundraising events

Contact information

Cruse Bereavement Care
PO Box 800
Richmond, Surrey
TW9 1RG

Training Co-ordinator
Direct line: 020 8939 9552
Fax: 020 8940 1671
training@cruse.org.uk

Signature:

Date:

Contact details

Day by Day Helpline

0844 477 9400

or email us at helpline@cruse.org.uk

Open Monday to Friday 9.30am to 5pm

Young Persons' Freephone Helpline

0808 808 1677

or email us at info@rd4u.org.uk

or visit www.rd4u.org.uk

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