



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 or colleague. Yet for some companies this is not an uncommon occurrence, and a caring but professional response can significantly enhance the quality of the service provided 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 was very helpful...

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...

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 .

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

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 and Bereavement

This session aims to give participants a good understanding of the issues surrounding bereavement and examines the processes, models and theories of grief. Participants 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 and 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 and 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)	£1,370
Public sector (max. 20)	£1,045
Voluntary sector (max. 20)	£810

Prices exclude VAT and trainer 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 and Bereavement Workshop

Location

Cost

Visit www.cruse.org.uk
or call 020 8939 9547

London

£140 plus VAT
per person

Prices include lunch, refreshments and training materials

One day Loss and Bereavement Workshop Booking Form

Name: _____

Company: _____

Position: _____

Address: _____

Postcode: _____

Telephone: _____

Email address: _____

Date of workshop: _____

Payment:

One Day Loss and Bereavement Workshop £140 plus VAT

I enclose a cheque payable to Cruse Bereavement Care _____

I would like to pay by credit/debit card _____

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 your preference:

Contact me with further details about bespoke Cruse courses

Keep me informed of future Cruse training events

Provide me with details of Cruse publications

Tell me how I can support Cruse and get news and updates

Contact information: training@cruse.org.uk

Training Co-ordinator Call: 020 8939 9547

Cruse Bereavement Care Fax: 020 8940 1671

PO Box 800

Richmond, Surrey, TW9 1RG

Signed

Dated

Contact details

Daily helpline

0844 477 9400

Email helpline@cruse.org.uk

(Staffed Monday to Friday, 9.30am to 5pm)

Website: www.cruse.org.uk

Children and young people's freephone helpline

0808 808 1677

Email info@rd4u.org.uk

Website: www.rd4u.org.uk

Central Office:

Cruse Bereavement Care

PO Box 800

Richmond

Surrey, TW9 1RG

Tel: 020 8939 9530

Fax: 020 8940 1671

Email: info@cruse.org.uk



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