

*'Bereavement is a part of my working life.
Cruse helped me to understand'*

- Sussex Police Force



LOSS & BEREAVEMENT AWARENESS TRAINING

2011-12 PROGRAMME

Many professionals come into contact with bereaved people through work and are unsure of how to respond to their needs. Cruse has over 50 years' experience in caring for those suffering from a loss and its experts provide comprehensive, affordable training in how to ensure you can give caring and professional support to bereaved clients and colleagues.



- Learn how to support bereaved clients and colleagues
- Gain a strong understanding of bereavement issues and the factors affecting the grieving process
- Learn about how different cultures view grief
- Improve your communication and inter-personal skills
- Ask questions and share your experiences

One day public courses

These one day workshops can be attended by anyone who wants to understand the issues surrounding bereavement and how to communicate with clients and colleagues suffering from loss.

An interactive, informative day and a chance to have your questions about this taboo subject answered, these courses are particularly popular with staff from the NHS, local councils, emergency services and the voluntary sector, with 89% of people feeling that they have a good ability to communicate with bereaved people by the end.

The workshops cost just £140 + VAT and run throughout the year. To book, please complete the form overleaf or contact us.

Dates for 2011-12

London

17 May 2011
14 June 2011
15 September 2011
18 October 2011
17 November 2011
24 January 2012
21 February 2012
22 March 2012

Manchester

19 May 2011
20 October 2011

Other locations
may also become
available, please visit
[www.cruse.org.uk/
training.html](http://www.cruse.org.uk/training.html)



Cruse also runs specialist one day courses for those wishing to learn about supporting bereaved children and young people. For more information please email training@cruse.org.uk or telephone 0208 939 9547.

Bespoke training for organisations

Cruse provides high-quality training to organisations and professionals who want to improve the way that they interact with bereaved clients. Courses are designed according to the organisation's requirements, meaning that their staff receive the most relevant, up-to-date training in a timeframe and setting that suits them.

"It was a huge success not only in terms of what the team gained as to how to help and understand clients facing bereavement, but also in terms in individual learning."

Sue O'Neill, Manager - Health Outreach Team, Citizens Advice Sefton

Training staff together can help to strengthen teams and ensure that they have confidence in each other's skills and support. Training is completely customised and learning outcomes could include:

- An understanding of bereavement issues and coping with loss
- An understanding of how others react to bereaved people
- Insight into talking to the bereaved via telephone and in person
- Knowledge of the factors affecting bereavement and grief

Fees for 2011-12

Voluntary sector: £ 810 + VAT

Public sector: £1045 + VAT

Private sector: £1370 + VAT

Costs include a day's training for up to 20 people, excluding trainer's expenses and VAT.

For more information or to discuss your course requirements please email training@cruse.org.uk or call 0208 939 9547.

About Cruse Bereavement Care

At Cruse we understand that the death of someone close can be devastating and passionately believe that all those facing bereavement deserve exceptional care.



With over 50 years' experience, Cruse is the UK's largest grief support charity and cares for over 100,000 people every year. We provide face-to-face support, telephone helplines, publications and informative websites: www.cruse.org.uk and www.rd4u.org.uk. We also manage special projects for children and the military.

To talk to a Bereavement Volunteer, call our helpline on 0844 477 9400 or our freephone line on 0808 808 1677 if you are under 18. You can also email helpline@cruse.org.uk or visit our website.

How to book training

Simply tear off the slip below and return it to Training, Cruse Bereavement Care, PO Box 800, Richmond, Surrey TW9 1RG, or contact the training coordinator at training@cruse.org.uk or 0208 939 9547.

Name:	Organisation:
Address:	
Postcode:	
Email:	Telephone:
Interest:	
One Day Course:	<input type="checkbox"/> Date Requested:
Bespoke Training:	<input type="checkbox"/>
Please tick if you would like further details regarding:	
Future courses and training events	<input type="checkbox"/>
Publications available through Cruse	<input type="checkbox"/>
Fundraising events and volunteering opportunities:	<input type="checkbox"/>