

Loss and Bereavement Awareness Webinar (2 – 2½ hrs)

SAMPLE WORKSHOP FORMAT

Cruse Bereavement Care can work in partnership with you to ensure your people have a greater awareness of the impact of bereavement and grief. This awareness can then inform how they are able to respond and support bereaved people, whether they are colleagues, clients, customers or friends and family.

Learning outcomes

By the end of the webinar, the participants will have:

- Reflected on the grieving process and gained an understanding of current models that help understand grief and bereavement
- Become aware of the impact of loss and bereavement on families
- Considered, through our own understanding of the impact of loss, the ways we may assist individuals following bereavement
- Considered skills relevant to their role and organisation which will improve how they communicate with bereaved people
- Developed awareness of support organisations, and how and when to refer individuals for further support, including an understanding of the boundaries of our roles

Each webinar will have a planned break after approx. 60 minutes.

The exact content of the webinar will be adjusted based on the main training needs that your organisation identifies but typically the webinar would cover:

- Registration and introduction
- Presentation: Awareness of bereavement
- Factors affecting the grieving process
- Skills of communication
- Exploring in your context
- Self-care
- Q & A

Why Work with Cruse?

Cruse Bereavement Care is the leading national charity providing bereavement support services in England, Wales and Northern Ireland with a sister organisation in Scotland. Cruse offers support, advice and information to children, young people and adults when someone dies and works to enhance society's care of bereaved people. More detail about our work can be found in Appendix 1.

Registration and introduction

- Trainer introduces self and Cruse Bereavement Care
- Capture expectations for the session: what are you and your team's needs with regards to working with bereaved people? What are you struggling with in your communications and what do you need to achieve in these conversations?

Presentation: awareness of bereavement

- Modern theories and models of grief including:
 - The Dual Process Model
 - Tonkin's model
- How and why these manifestations of grief impact your interactions with customers

Factors affecting the grieving process

- Sudden or traumatic death – the impact of Covid-19 and current restrictions
- When grief becomes 'complicated'
- Group discussion of case studies featuring the above experiences; exploring anger, guilt and blame reactions in such circumstances

Skills of communication

- Respect, empathy, genuineness
- What to say and not to say, with reference to telephone communication
- Dealing with anger and distress



Exploring in your context

We hope to be able to include some type of group discussion of case studies or situations relevant to your organisation.

Self-care

How to take care of yourself:

- Personal strategies for self-care when working with those who are bereaved
- External organisation and resources available for your use

Q & A

Background

Founded in 1959 Cruse Bereavement Care (www.cruse.org.uk) is the leading bereavement care organisation working with anyone who has been bereaved, providing bereavement support services throughout England, Wales and Northern Ireland with a sister organisation – Cruse Scotland. The charity is contacted by over 100,000 bereaved people each year.

As co-authors of the Bereavement Care Service Standards, and publishers of the international journal Bereavement Care, Cruse has a longstanding reputation for excellence in both research and practice. Cruse provides bereavement support and counselling for individuals and groups, both face to face, by telephone or via email.

The full range of bereavement support services, both nationally and locally through our 79 local Areas includes:

- One to one, face to face bereavement support and counselling
- A national helpline – 0808 8081677 (including Cruse at Christmas)
- Website – www.cruse.org.uk
- E-mail support – Helpline@cruse.org.uk
- Facilitated bereavement support groups
- Social support groups
- Publications and leaflets

- Bespoke training and consultancy for organisations across all sectors
- Contingency planning and support after a major incident or disaster
- Support for major cultural or sporting events e.g. Cruse was contracted by LOCOG to provide support for the 2012 Olympic and Paralympic Games.

Cruse is the largest provider of bereavement care for children and young people in the UK.

Our services for them include:

- Children and young people’s website, email support and message board service at www.hopeagain.org.uk
- Helpful leaflets, specially written for children and young people
- Face to face, one to one bereavement support and counselling

Cruse Bereavement Care Vision, Mission and Values

Cruse’s vision is that all bereaved people have somewhere to turn when someone dies. Our mission is to offer support, advice and information to children, young people and adults when someone dies and to enhance society’s awareness of bereaved people.

All support services are delivered by volunteers and are free at the point of need.