

# Professional Grief & Bereavement Training

## Training from the National Bereavement Service

Bereavement affects most people during their lifetime, but many don't know what to do when someone dies.



### Do your people, service providers or volunteers know how to answer questions such as:

- **What do you need to do when someone dies?**
- **Who should I contact?**
- **Where can I get help?**

Professional bereavement training for your organisation from the National Bereavement Service and Adroit's advisors helps you to support your people, clients and customers more effectively and sensitively, with invaluable guidance at what can be an extremely challenging time.

### Did you know?

- More than half of employees would consider leaving their employer if they were treated badly following a bereavement (NCPC Dying Matters (2015) *Life after death bereavement report*).
- 1 in 3 line managers would welcome help in how to support bereaved employees (Marie Curie (2021) *Respecting and supporting grief at work*).
- Only 1 in 3 employers have a bereavement policy in place (Marie Curie (2021) *Respecting and supporting grief at work*).

### Training tailored to your organisation

Our bereavement training courses are tailored to your organisation and the course's participants, co-branded to ensure consistency for your team and include good interactive opportunities and Q&A.

Training is suitable for everyone. From leadership and HR teams to staff, volunteers or even members of the public, participants learn what to do when someone dies, how to talk with bereaved people and how to provide sensitive, practical and emotional support to colleagues and clients.

Bereavement training is delivered online or face-to-face according to your preferences. Legal and financial training topics related to death, dying and bereavement are offered in partnership with Adroit Legal Services.

### Our training courses include:

- **Overview: What to do when someone dies**  
Coping with grief and other emotional aspects of bereavement, as well as what you have to do when someone dies.
- **Step by Step: What to do when someone dies**  
A deep-dive into what to do, and the practical steps to take, when someone dies.
- **The experience of grief**  
Grief and bereavement training that focuses on feelings, and behavioural aspects of grief.
- **Communicating with bereaved people as part of your job**  
An interactive training session that helps your team to deliver useful information clearly and with empathy.



# Who we work with



**Together with Adroit Legal Services, the National Bereavement Service enhances wellbeing for our client organisations through professional bereavement training together with a public facing service.**

Providing access to practical and emotional understanding, support and new skills, death, dying and bereavement training brings greater confidence and lasting positive impacts for our clients' organisations, their people and their customers.

“ I was delighted with the content and feedback, with over 500 advisers attending the webinar and providing overwhelmingly positive feedback, and many requesting further information.

The comments post the event suggested that this difficult but extremely important subject was something they really welcomed expert guidance on.

**Vince Smith-Hughes** Director of Specialist Business Support Retail Distribution - Prudential (part of M&G plc) ”

“ The team at Exizent are so grateful for the time Anne and Lisa took to talk to us about their experience supporting families, and how they carefully tailored the talk for us.

It was so well received and paved the way for a lot of interesting discussions, particularly on the language we should use when talking about loss. Thank you both, it was very thought-provoking.

**Nick Cousins** Founder & CEO - Exizent ”

“ This was exactly the sort of information we were looking for when we contacted you. The comments section was going off the hook with people stating that they'd found the session helpful, reassuring, even someone saying it had lessened their anxiety around this topic.

The training was brilliant, I feel far more educated and up-to-speed in the bereavement space and I think a lot of our colleagues will benefit hugely from this.

**Charlotte Bedford** Senior Policy Advisor - Department for Transport ”

“ NBS facilitated a thought provoking session on bereavement using their expertise to provide employees with an opportunity to better understand and prepare for the bereavement process, encouraging more open discussions on this topic.

NBS wove two Sky personal story speakers into their interactive session to demonstrate to Sky employees how grief can affect people differently followed by Q&A.

**Mental Health Empowerment** - Finance & Procurement - Sky ”

## Find out more about bereavement training services from NBS & Adroit

Speak to our team to explore professional bereavement training services tailored to your organisation.

**Call 01207 268 681 or visit [www.thenbs.org](http://www.thenbs.org)**