

# Professional Grief & Bereavement Training by the NBS

## Communicate better with bereaved people



Bereavement affects most people during their lifetime, but many don't know what to do when someone dies, or how to sensitively communicate with someone who is recently bereaved.



### Do your people, managers, service providers or volunteers know how to:

- **Communicate & have a conversation with a bereaved person?**
- **Give practical & appropriate support to bereaved colleagues, employees or customers?**
- **Understand the emotional impact of bereavement?**

Professional bereavement training from the National Bereavement Service's experienced facilitators helps your organisation to have better conversations and to support bereaved people more effectively and sensitively, with invaluable guidance at what can be an extremely challenging time.

### Did you know?

- A third of bereaved employees did not receive any communication from managers or leaders in relation to grief or bereavement (Sue Ryder (2021) Grief in the workplace)
- 1 in 3 line managers would welcome help in how to support bereaved employees (Marie Curie Respecting and supporting grief at work)
- Modelling suggests that bereavement in the workplace costs the UK economy nearly £23bn a year

### Training tailored to your organisation

All death, dying and bereavement training courses are tailored to your organisation's values, policies, objectives and course participants, co-branded to ensure consistency for your team and to encourage interaction through workshop exercises.

Training is suitable for everyone, from people with responsibility for staff management and welfare, to those who are directly customer-facing, including telephony teams. Themes include all aspects of a bereaved person's experience, emotional and legal support, and how to become more confident and compassionate in both communication and support.

Bereavement training is delivered online or face-to-face, from 1-hour virtual webinars to full-day, in-person workshops. Legal and financial training topics related to death, dying and bereavement are offered in partnership with our sister company, Adroit Legal Services.

### Our training courses include:

- **Managing & supporting bereaved employees in the workplace:**  
Best practice, policies, processes & resources
- **Communicating well with bereaved people:**  
Knowledge, skills & confidence to communicate sensitively & compassionately
- **Understanding cultural traditions:**  
Factors to consider when offering bereavement support
- **Bereavement for HR & line managers:**  
Promoting a grief-aware company culture, supporting bereaved employees & managing return-to-work
- **Bereavement for customer service teams:**  
Conducting death administration conversations compassionately & professionally

# Who we work with

A huge range of organisations work with the NBS to train their people managers, customer service teams, Mental Health First Aiders and volunteers, including universities and schools, primary and secondary care providers, nursing homes, banks, insurers, charities, housing associations, local authorities, NHS Trusts, television production companies, travel and consumer-facing agencies, pension providers, IT and technology businesses and utilities providers.

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## Improve customer experiences with staff who:

- Understand how to have good conversations & communicate with bereaved people
- Understand the practical & emotional aspects of bereavement
- Can signpost a bereaved person to additional sources of support when appropriate

## Our clients' staff benefit from:

- Better understanding, confidence & skills in communicating with bereaved people & families, resulting in improved & more positive interactions
- Greater loyalty, engagement & retention through employer investment in training & bereavement support
- Confident & resilient managers with knowledge & resources that meet the needs of bereaved team members

## Testimonials

“ 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  
Pru (part of M&G plc)

“ The Customer Service team has given great feedback about the usefulness of the information, the way it was delivered and the excellent slides and handouts.

They all have said that they feel much more confident and comfortable when speaking to bereaved people now, which is great! Most importantly, I am confident that our customers will feel listened to and better supported when they contact us. ”

### Vicki Atkinson

Customer Services Manager  
Northumberland County Council

## 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 0800 024 6121 or visit [www.theNBS.org](http://www.theNBS.org)**