

Professional Grief & Bereavement Training



Empowering your teams to communicate with confidence & compassion

Bereavement affects almost all of us during our lives, but does your team know how to respond when someone dies, or how to communicate sensitively with people who are grieving?

Are your teams confident in supporting bereaved people?

Specialist training from the NBS's experienced facilitators gives your managers, HR teams, frontline staff and volunteers the knowledge, confidence and practical communication skills needed to support bereaved individuals with empathy, clarity and professionalism.

- CPD-accredited training sessions & workshops
- Training tailored to your organisation & participant roles
- Sector-specific modules
- Practical learning that's immediately applicable in the workplace
- Delivered online or face-to-face, in the UK & overseas

Why it matters.

2027

will see unpaid bereavement leave becomes a "day one" statutory right, making bereavement policies a necessity in every workplace

£23bn

is the annual cost of workplace grief to the UK economy, driven by lost productivity, absenteeism & staff turnover (Sue Ryder (2021), *Grief in the Workplace*)

56%

of employees would consider resigning if they did not receive proper support after a bereavement (Sue Ryder (2024), *Back for a Moment Campaign*)

Improve customer experiences with:

- More compassionate & professional conversations
- Better outcomes & reduced stress at times of crisis
- Practical support & cultural understanding

Your people benefit from:

- Greater emotional resilience & confidence
- Enhanced engagement & staff retention
- Managers equipped to support bereaved team members

Trusted by leading cross-sector employers

Equipping people to communicate confidently, to offer compassionate support, and to improve outcomes for bereaved people, NBS's training clients span organisations including:

- Financial services (banks, investment & pension providers, mortgage lenders, insurers & utilities)
- NHS & healthcare providers
- Local authorities & universities
- Charities, Housing Associations & care providers

Navigating Bereavement 

CPD
The CPD Certification Service

"Training was delivered with great care, empathy, and sensitivity, creating a safe and supportive environment for everyone involved."

Laura Sheil
People Partner, Travel Counsellors

Client testimonials

The training provided by the National Bereavement Service was tailored to the work we do with our clients. We appreciated the call before the training to understand how we work and what we were looking for. The training itself was delivered well and allowed ample time for questions.

The information provided was affirming in terms of our current processes with some food for thought on how we can make improvements. We would recommend the training to corporate organisations who deal directly with bereaved individuals.

**Christina Bowyer, Partner
Head of Pinsent Masons,
Pensions Services**



The training was exactly what we we're looking for as an organisation, it was informative and engaging.

I think everyone should be educated in the bereavement space, it was such a worthwhile session that has opened my eyes to a whole new way of thinking about death and the grieving process.

Our trainer was brilliant and I feel confident that the knowledge I have learnt from the session will benefit a lot of our colleagues, especially working in the healthcare sector. Starting these kind of open discussions will be invaluable to us.

**Emma Doyle,
Staff Health & Wellbeing Coordinator,
Dorset County Hospital
NHS Foundation Trust**



The training we received from the National Bereavement Service was absolutely fantastic.

From putting together a very thorough proposal that clearly met the needs of the team, to delivering an expertly-handled, interactive session, we couldn't have asked for a better approach to a really sensitive topic.

**Elliot Newstead,
Head of UK Student Recruitment &
Outreach,
University of Leicester**



It was a pleasure to work with the National Bereavement Service, who delivered bespoke bereavement training for our colleagues.

They invested time in understanding the specific challenges our teams encounter, covering essential

topics such as emotional and stress responses to grief, active listening and communication techniques, appropriate language to use (and avoid), and important cross-cultural considerations.

Training was delivered with great care, empathy, and sensitivity, creating a safe and supportive environment for everyone involved.

**Laura Sheil,
People Partner,
Travel Counsellors**



The webinars provided a compassionate and insightful exploration into how bereavement affects families, equipping our team with the understanding and tools needed to respond with empathy and confidence in their roles.

NBS's commitment to enhancing practitioner knowledge and sensitivity around bereavement and loss has made a meaningful difference. Their work has strengthened our collective ability to support families during some of the most challenging times in their lives.

**Donna Williams,
Head of Quality &
Practice Improvement ISU,
Leeds City Council**



Start the conversation

CALL 0800 024 6121

Email info@thenbs.org or visit thenbs.org

- CPD-accredited
- Tailored to you
- Delivered by experts

Navigating Bereavement 

