

Bereavement  
Awareness  
Training

What do I say to someone who is bereaved?  
Should I just listen? What if I say the wrong thing?

# It's time to talk...



# Let's talk about it

We all come into contact with bereaved people during the course of our working lives – be it clients, customers or colleagues – and even the most confident person can find it hard to know what to say.

At Cruse we have over 50 years' experience caring for people when someone close to them has died. Our experts provide comprehensive affordable training in how to support and communicate with bereaved people, whatever the circumstances.

## On our training courses you will:

- Learn how to communicate effectively and compassionately with bereaved people
- Develop your confidence talking about difficult and sensitive topics
- Understand bereavement 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

## In-house training

Our in-house training courses can be tailored specifically to your organisation's requirements – ensuring that staff will receive the most relevant training in a timeframe and setting that suits.

We provide in-house training across public, private and voluntary sectors – and have previously designed and delivered workshops for charities, local authorities, healthcare trusts, financial services, and the Armed Forces.

Training your staff together can help to strengthen your team, and ensure that they have confidence in each other's skills and support.

### In-house training fees

Voluntary sector: from £810

Public sector: from £1,045

Private sector: from £1,370

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

To discuss your course requirements please telephone **0208 939 9547** or email **training@cruse.org.uk**



'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 of individual learning.'

Health Outreach Team, Citizens Advice Sefton



## Public workshops

Individuals or small teams can attend one of our Bereavement Awareness Training workshops. These are helpful for anyone who wants to understand the issues surrounding bereavement and how to communicate with clients and customers after someone close to them has died.

These training days are interactive and informative and provide an opportunity to have your questions about this taboo subject answered. Our courses are popular with individuals working in education, childcare, counselling and therapy, funeral homes, and the voluntary sector.

**89% of people report that they have a good ability to communicate with bereaved people by the end of the course.**

The workshops cost £140 (plus VAT) per person for a full day's training.

### Upcoming dates 2015

Bristol		13 May 2015
London		13 May 2015
London		24 June 2015
London		22 September 2015
Bristol		21 October 2015
Manchester		21 October 2015
London		19 November 2015

### Upcoming dates 2016

London		4 February 2016
London		8 March 2016
Manchester		8 March 2016

To book, please complete the form opposite or contact us:  
telephone **0208 939 9547**  
email **training@cruse.org.uk**

## Booking form Public workshops

**Please complete all sections of the booking form (both sides) and return it to:**

**Training, Cruse Bereavement Care, PO Box 800,  
Richmond, Surrey TW9 1RG**

**Or book online at:  
[www.cruse.org.uk/training](http://www.cruse.org.uk/training)**

### FEES

£140 (plus VAT) per person for a one-day training workshop. Fees include refreshments and lunch.

### BOOK YOUR PLACE

I wish to attend a one-day public workshop  
(please specify date)

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### YOUR DETAILS

Name:

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Job title:

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Company:

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Address:

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Postcode:

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Telephone:

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Email:

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Dietary requirements (please give details)

Accessibility requirements (please give details)

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# Booking form Public workshops



## PAYMENT

Amount: £

### Method of payment

Please indicate

Cheque (enclosed)

Please invoice me  
*Purchase order number must be provided*

Credit/Debit card *(complete details below)*

Card type:

Visa  Mastercard  Delta  Maestro

Card number:

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Name on the card:

Registered address:

Security code *(three digits)*:

Start date *(mm/yy)*:

Expiry date *(mm/yy)*:

Issue number *(if applicable)*:

Please indicate your future contact preferences:

- Contact me with further details about bespoke Cruse courses
- Keep me informed of future Cruse training events
- Provide me with details of Cruse publications
- Tell me how I can support Cruse and get news and updates

**Terms and conditions of booking:** Payment must be received before the course date. **Cancelling your booking:** cancellation 15–28 days prior to course date will be charged at 25% of total fee; cancellation 8–14 days prior to course date will be charged at 50% of total fee; cancellation 7 days prior to course date will be charged at 100% of total fee.

**Data Protection:** Cruse will destroy all credit card details once payment has been confirmed and destroy records of delegates credit card accounts details.

## About us

Cruse Bereavement Care is the leading national charity for bereaved people in England, Wales and Northern Ireland. We offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people.

Cruse offers face-to-face, telephone, email and website support. We have a national helpline and local services, and a website and freephone helpline specifically for children and young people. Our services are provided by trained volunteers and are confidential and free. Cruse also provides training and consultancy for external organisations and for those who may come into contact with bereaved people in the course of their work.

## Talk to us

For enquiries regarding training and consultancy please contact our training team:

**telephone: 0208 939 9547**

**email: training@cruse.org.uk**

If you have been bereaved please call our national helpline on **0844 477 9400** or visit our website for details of your local service.

**[www.cruse.org.uk](http://www.cruse.org.uk)**

Cruse Bereavement Care. Registered charity: 208078

Calls to our National Helpline cost 5p per minute from a BT landline, calls from other operators and mobile providers may vary.

