

Communicating with the Bereaved

This programme has been written for employees who communicate with people who have been recently bereaved.

As part of the session, boundaries around the employee's role are discussed, with the aim of members of staff learning how important it is to avoid becoming over-involved.

Programme objectives:

By the end of this programme, delegates will be able to:

1. Identify the stages of bereavement that individuals may experience
2. Identify the key mistakes that people can make with the bereaved
3. Be able to explain the Egan three stage module for communicating with people who have been bereaved
4. Use different communication processes appropriately, including questioning, listening and summarising
5. Use empathy to demonstrate understanding
6. Introduce sources of help sensitively and appropriately.

Further information

Whilst the programme content is focussed on a serious topic, the course itself is presented lightly and sensitively.

Duration: Half day