

Professional Grief & Bereavement Training by the NBS

Empower your teams to communicate better with bereaved people

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



National
Bereavement
Service

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

- **Confidently & compassionately communicate with a bereaved person?**
- **Give practical & emotional support to bereaved colleagues, customers & clients?**
- **Understand the emotional, cultural & legal impact of bereavement?**

Professional, CPD-accredited bereavement training from the NBS's experienced facilitators helps your people to have better conversations, and to support bereaved people with sensitivity, empathy and professionalism at one of the most challenging times in someone's life.

Why it matters

- 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)
- Only 1 in 3 employers have a bereavement policy in place (Marie Curie Respecting and supporting grief at work)

Training tailored to your organisation

All bereavement training courses are designed to dovetail with your organisation's policies, brand values, learning objectives and participants' roles. Co-branded to ensure consistency for your team and encouraging interaction through workshop exercises, training is suitable for:

- **Line managers & HR teams**
- **Customer service & telephony staff**
- **Mental Health First Aiders**
- **Volunteers & people leaders**

Training formats range from 1-hour webinars to full-day, face-to-face workshops and specialist sector-specific modules, in one or across multiple UK-based or international sites.

Trusted by leading cross-sector employers

Equipping people to communicate confidently, to offer compassionate support, and to improve outcomes for bereaved individuals, 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

Improve customer experiences with:

- More compassionate & professional conversations
- Better outcomes & reduced stress at times of crisis

Our clients' staff benefit from:

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

Testimonials

We recently booked a session with the National Bereavement Service, which was hugely beneficial to our team. We talk to bereaved people every day, and the training session has left us feeling more confident about having these conversations and talking about death.

The sections on language to use was particularly useful, and there was plenty of opportunity for discussion within the training session. Our trainer, Zoe, created a safe environment where everyone felt comfortable sharing their ideas and experiences.

We would highly recommend the bereavement training conducted by the National Bereavement Service.

Tash Turner

Senior Supporter Care Officer
Alzheimer's Research UK



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.

Zoe 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



Zoe found a way to create a safe space in the room and make us feel comfortable when talking about such a sensitive and uncomfortable topic. She was also really mindful of the work we do as a charity and the practical applications of the training to our everyday roles.

Of particular benefit to the team was the section about self care - often something we forget when our jobs revolve around caring for others!

Air Ambulance Kent
Surrey Sussex



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

Zoe 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.

She delivered the training with great care, empathy, and sensitivity, creating a safe and supportive environment for everyone involved.

Laura Sheil

People Partner
Travel Counsellors



The training we received from Zoe at 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



Start the conversation

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

Call 0800 024 6121 or visit www.theNBS.org

CPD-accredited | Tailored to you | Delivered by experts

