

Responding to grief and loss

when conversations take place remotely

It can be difficult for staff to have conversations with people who are going through experiences of bereavement, grief, and loss. These conversations really matter, and they can leave a lasting impact on both the bereaved person and the member of staff. Different challenges also arise when these conversations take place virtually or over the phone.

What staff will learn

During a series of interactive skills workshops, we will cover:

- How dealing with death, dying, and bereavement may impact people, and how it can affect their telephone or virtual interactions
- The skills and techniques required to make sure conversations are supportive and constructive, with a satisfactory outcome for both parties involved
- Why it's important for staff to attend to their own physical and psychological wellbeing, and some tips that may be of help.



The benefits

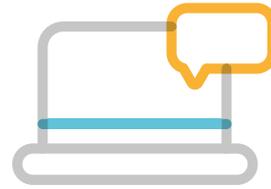
After completing the skills workshops, participants will have:

- Identified their own experiences and attitudes towards dealing with grief, loss, death, and the associated taboos in the workplace
- Increased their skills and confidence in managing challenging and/or uncomfortable conversations, with the ability to guide them to a good resolution
- Increased their awareness of selfcare strategies to help make sure that they are resilient and effective in their role.



A series of skills workshops

The series consists of three virtual sessions:



- **Workshop 1**
Covers the theory behind grief and loss to help participants understand ways to manage situations differently (1.5 hours)
- **Workshop 2**
Focuses on improving skills in verbal communication and managing emotionally challenging conversations virtually or over the phone (2 hours)
- **Workshop 3**
Explores ways in which staff can take care of themselves to manage and cope with challenging calls (1.5 hours)

Contact

For more information or to discuss your needs, please get in touch:



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Palliative and end of life care experts

Claire Henry Associates provides professional training, quality improvement, consultancy, and support in all aspects of palliative and end of life care. We work with organisations, teams, and individuals across the public, private and voluntary sectors.

Our team of likeminded consultants is made up of people with a wealth of experience in providing high quality end of life care services, as well as those with personal experience of the loss of a loved one. Our focus is on improving palliative and end of life care by working in collaboration with a wide range of partners.