

Responding to grief and loss

Training for call handlers

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 call handler and the bereaved person. Different challenges also arise when these conversations take place over the phone.

What staff will learn

Working interactively, we will cover:

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



The benefits

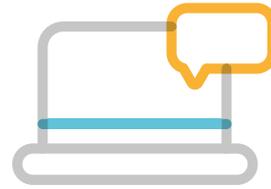
After completing this training, participants will have:

- 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.



The training

The training consists of three virtual workshops:



- **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 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 in 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.