

Course Programme

The Bereavement Journey (ICCM/APSE)

Start times, for this course, vary.

Registration

Technical Check

Unit 1: The Bereavement Journey

- ✂ What do we mean by Bereavement Services?
- ✂ Why is it important to understand the "bigger picture"?
- ✂ Bereavement Services' mapping - What? Why? and Who?
- ✂ Current issues in your role

Unit 2: The Customer Journey

- ✂ Who are our customers (internal & external)?
- ✂ Cultures and behaviours - how does this relate to your role?
- ✂ Customer experiences - when it goes right & when it goes wrong
- ✂ Bereavement Services mapping - When? Where? How?

Registration

Technical Check (on split days)

Unit 3: The Bereavement Curve

- ✂ Stages of grief
- ✂ Recognising and responding to emotional behaviours

Unit 4: Creating the right Environment

- ✂ Risks and hazards across the service
- ✂ Safeguarding the welfare staff and customers
- ✂ Bereavement pathways and signposting
- ✂ Action planning for professional and service improvements
- ✂ Summary; final Q&A session

Note: Please complete an online feedback form at the close of your session. Your certificate of attendance will be issued on return.