Bereavement Service or Box Shifters?

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Grief Recovery (UK)

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What is Bereavement?

Collins Dictionary:

"*Bereavement* is the sorrow you feel or the state you are in when a relative or close friend dies"

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Who are you serving?

The Director of Finance?

The organisational process and procedure?

You (your career)

The Funeral Directors?

The Bereaved?

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The fresh eyes audit

Finding you

Signage

The toilets

The grounds

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The human angle

Telephone Answering

Email response

Google Reviews

Social Media

Training

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Useful to know

Grievers have a reduced ability to concentrate

Grievers take longer to find the answers to questions

How to identify a griever just by looking at them

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What never to say

Anything that shifts blame

Any sentence that starts with “at least”

“Free”

I know how you feel

Everything will be OK

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What IS helpful to the bereaved?

Acknowledgement

Clear information, basic English

Follow up

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Questions?