Bereavement Service or Box Shifters?

Carole Henderson

Grief Recovery (UK)
Bereavement Service or Box Shifter?
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Grief Recovery Method
What is Bereavement?

Collins Dictionary:

“Bereavement is the sorrow you feel or the state you are in when a relative or close friend dies”
Who are you serving?

The Director of Finance?

The organisational process and procedure?

You (your career)

The Funeral Directors?

The Bereaved?
The fresh eyes audit

Finding you
Signage
The toilets
The grounds
The human angle

Telephone Answering
Email response
Google Reviews
Social Media
Training
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
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
What IS helpful to the bereaved?

Acknowledgement

Clear information, basic English

Follow up
Questions?