



LOSS AND BEREAVEMENT AWARENESS

Course overview

Understanding loss and its impact
Grief – understanding theories of grief
Communication
Complicated grief
Putting it all into practice
Applying to situations
Self care and supporting the team
Agencies who can help
Covid-19 – understanding our responses

Suitable for: anyone involved in working with or supporting bereaved people

Equipment required: a computer, phone or tablet with internet connection, video and microphone function, able to run Teams.

Learning Outcomes

- Understand the impact of loss
- Knowledge of the theories of grief
- Improved communication skills
- Understand complex grief
- Awareness of self care and team support
- Understand response to Covid-19

Attendance:

£125.00 plus VAT for ICCM members

£175.00 plus VAT for non-members

During the online training, attendees can submit questions and comments using the Chat function. The trainer will answer these at the end of the course.



ICCM

Institute of Cemetery and
Crematorium Management



© Cruse Bereavement Care

The ICCM and Cruse have developed this training course specifically for anyone involved in working with bereaved people. The course provides an invaluable introduction to how grief can affect people, and how you can use that understanding to better help them.

Programme

10.05 Sign in available
10.15 Introduction
10.20 Understanding loss and its impact
10.45 Grief – understanding theories of grief
11.30 Short break
11.45 Communication
11.45 Complicated Grief
12.00 Putting it all into practice
12.15 Looking after yourself
12.45 Questions and answers
13.00 Finish

Booking Form

I wish to attend/have the following attend the ICCM and Cruse Bereavement Care Loss and Bereavement online training course on:

Available course dates:

Wednesday 17th November 2021 10:15-13:00 – online training

ICCM Member?

Name 1: _____
Job Title _____

Y/N

Name 2: _____
Job Title: _____

Y/N

Representing: _____

Email: _____
Confirmation and link to the training course will be sent by email

Phone No: _____

Address for invoice: _____

Order No: _____

The fee for the online training covers attendance and documentation. The fee is £125.00 + VAT for ICCM members and £175.00 + VAT for non-members.

Please do not send cash or a cheque with the booking form – an invoice will be sent to you at the address you give above.

Cancellations and refunds – receipt of the completed booking form is a contract. Cancellations must be made in writing at least 10 working days before the training course, and will incur a 20% administration fee. Cancellations made after 10 working days before the training course will not be refunded. No refund will be given for non-attendance. Substitution of delegates at no extra charge may be made by emailing julie.callender@iccm-uk.com. In the unlikely event of cancellation by the organisers, any fees paid will be refunded but no further liability will be accepted. The organisers reserve the right to make changes to the programme, speakers and venue should this be necessary.

Please note that the cost quoted on the application form is per person, not per authority. If more than one attendee is to share a video link, each attendee must be booked onto the training course and have agreed to pay the required fee. Copyright of all training courses and materials remains with the ICCM and they must not be copied, reproduced or otherwise used without the written permission of the ICCM. Training courses will not be recorded by the ICCM, and must not be recorded by any of the participants.

Please return completed forms to Julie Callender at julie.callender@iccm-uk.com, or to

ICCM National Office, City of London Cemetery, Aldersbrook Road, Manor Park, London, E12 5DQ