

The Bereavement Journey (ICCM)

Course programme

For further information, please contact training@apse.org.uk

09:45 - 10:00	REGISTRATION
10:00- 11:15	UNIT 1: The Bereavement Journey <ul style="list-style-type: none">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
11:15 - 11:30	COMFORT BREAK
11:30 - 12:45	UNIT 2: The Customer Journey <ul style="list-style-type: none">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?
12:45 - 13:15	LUNCH
13:15 - 14:30	UNIT 3: The Bereavement Curve <ul style="list-style-type: none">Stages of griefRecognising and responding to emotional behaviours
14:30 - 14:45	COMFORT BREAK
14:45 - 15:45	UNIT 4: Creating the right Environment. <ul style="list-style-type: none">Risks and Hazards across the serviceSafeguarding the welfare staff and customersBereavement pathways and signpostingAction planning for professional and service improvements
15:45 - 16:00	PLENARY, FEEDBACK AND CLOSE

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