

Bereavement Training

What our clients say

Professional grief and bereavement training, backed by dedicated helplines and consistently excellent service from **Adroit** and **National Bereavement Service** specialists, delivers practical advice for those dealing with a death, whether that's colleagues, customers, clients or service users.

Employers, service providers and brands in the UK are leading the way with investment in bereavement training that empowers their people with the skills they need to communicate better with, and advise, bereaved people.

Social Prescribing

"The NBS provided two training sessions to our Social Prescribing Team. We speak with bereaved people every week and we all felt that we needed more education around how best to support their needs.

Overall, we all found that the training made us think about how we might support patients more appropriately going forward and we gained so much knowledge and insight.

We would highly recommend the training to other organisations, especially as many patients have let us know that after a death, they have found some institutions (such as banks, insurance companies, etc.) have been particularly unhelpful and obstructive to those coping with bereavement. We would suggest that this type of training should be mandatory in these situations."

Lisa Appadurai, Link Worker
Social Prescribing

Our clients include:



Our clients

Sky

“NBS facilitated a thought-provoking session on bereavement using their expertise to provide employees with an opportunity to better understand and prepare for the bereavement process, encouraging more open discussions on this topic.

NBS wove two Sky personal story speakers into their interactive session to demonstrate to Sky employees how grief can affect people differently followed by Q&A.”

Sky,
Mental Health Empowerment - Finance & Procurement

St David's Hospice

“The training was really helpful. Having conversations with those who have been bereaved can be difficult and you always want to make sure that you're making the person you're in contact with feel as comforted as possible.

Using the techniques and wording provided by Lis will really help us going forward and has already created more positive conversations.”

James Wilde, Head of Supporter Care
St David's Hospice - Hospis Dewi Sant (North West Wales)

Pru (part of M&G plc)

“Over 500 advisers attended the webinar and provided overwhelmingly positive feedback, and many requested further information.

The comments post the event suggested that this difficult but extremely important subject was something they really welcomed expert guidance on.”

Vince Smith-Hughes , Director of Specialist Business Support
Pru (part of M&G plc)

Aegon

“We were interested to learn how [Bereavement Training] could supplement our existing bereavement and vulnerable customer training.

The team at the NBS were proactive, engaging and clearly proud of the work they do to support organisations and the public.

Anne Wadey and her colleague Zoe delivered a workshop for us on ‘Communicating with Bereaved People’. The workshop was well designed and well delivered, but what made it extra special was Anne's unique and impressive storytelling. This is testament to Anne's long career spent working with bereaved people. Anne and Zoe were professional and personable, making them a joy to work with.

The training was informative and enjoyable, and I'm confident it will add great value to our organisation and workforce. Thanks again to the National Bereavement Service team.”

Lisa Barwood
Learning & Development Consultant

Our clients

TC Group

“We engaged NBS as some staff were finding it difficult to engage with clients and colleagues who were experiencing bereavement.

The staff found [the training] both interesting and useful. Those who could not attend will attend a follow up Zoom meeting.

We cannot recommend the service enough.”

Neil Townsend
TC Group

Pinsent Masons LLP

“The information provided was affirming in terms of our current processes with some food for thought on how we can make improvements.

We would recommend the training to corporate organisations who deal directly with bereaved individuals.”

Christina Bowyer, Partner
Pinsent Masons LLP

Exizent

“The team at Exizent are so grateful for the time Anne and Lisa took to talk to us about their experience supporting families, and how they carefully tailored the talk for us.

It was so well received and paved the way for a lot of interesting discussions, particularly on the language we should use when talking about loss. Thank you both, it was very thought-provoking.”

Nick Cousins, Founder & CEO
Exizent

Department for Transport

“This was exactly the sort of information we were looking for when we contacted you. The comments section was going off the hook with people stating that they’d found the session helpful and reassuring, even someone saying it had lessened their anxiety around this topic.

The training was brilliant, I feel far more educated and up-to-speed in the bereavement space and I think a lot of our colleagues will benefit hugely from this.”

Charlotte Bedford, Senior Policy Advisor
Department for Transport

Arbuthnot Latham & Co.

“The National Bereavement Service tailored training for our vulnerable client champions along with a webinar for all colleagues.

The sessions focused on conversations with bereaved clients, providing valuable insights, case studies and practical guidance on handling the initial call. The training was excellent, equipping staff with the knowledge needed not only to support our clients and executors but also their family and friends.”

Dianne Bevan, Business Support Manager
Arbuthnot Latham & Co.

Our clients

Northumberland County Council

“Thanks so much for the training sessions that you delivered. The Customer Service team has given great feedback about the usefulness of the information, the way it was delivered and the excellent slides and handouts.

They all have said that they feel much more confident and comfortable when speaking to bereaved people now, which is great! Most importantly, I am confident that our customers will feel listened to and better supported when they contact us. It's a win-win!”

Vicki Atkinson
Customer Services Manager

Mercer Marsh Benefits

“Back in January we had the pleasure of receiving some training from Zoe at NBS. Straight away she made us all feel comfortable and at ease.

The session was excellent. One of our favourite parts was bringing back what we do day to day in our roles, to our personal lives and how bereavement affects us. We know now that all of our processes are fit for purpose and that was the main aim of the day for us! Thank you so much and we look forward to working with you again.”

Ellie Richards
Team Leader

North Tyneside Carers' Centre

“Our Centre recently participated in a bereavement training session facilitated by the National Bereavement Service. We found it an empowering, positive, and interesting discussion about what can be a difficult yet integral part of our work.

The trainer (Zoe) supported discussions, and taught us powerful emotional and practical means to support our service users moving forward. The training was a safe space, with us all feeling able to open up without feeling ashamed.

I know that everyone who participated in this training would recommend it – in fact, I already have! I also know that we will all continue to reflect, learn, and grow from the session as well as engage with the National Bereavement Service as a trusted source of emotional and practical support.”

Lucy Hodgeon,
Adult Carers' Team Leader

Advanced Inheritance Limited

“Thanks so much for the session today. It was really informative and we all took plenty away to think about.

I think your training will better equip us to help our customers, and we're minded to send future recruits along on the session as the business starts to grow.

Thanks also for the background reading. You're clearly very passionate about the subject and knowledgeable to boot. Thanks again.”

Dan Baines
Chief Executive Officer

University of Leicester

“The training we received from Zoe at the National Bereavement Service was absolutely fantastic.

From putting together a very thorough proposal that clearly met the needs of the team identified in advance, to delivering an expertly-handled, interactive session, we couldn't have asked for a better approach to a really sensitive topic.

We would totally recommend any organisation and team taking part in training from the NBS to enhance the support provided for employees and line managers.”

Elliot Newstead
Head of UK Student Recruitment & Outreach