

## Understanding and Responding to Grief – Facilitated Online Course

This course is open to any employee currently working in an NHS commissioned mental health telephone response service (e.g. MH crisis response or 999/ 111 call handlers) and individuals working in associated organisations.

The **Understanding and Responding to Grief** facilitated online course is being delivered for Health Education England by Samaritans.

### Overview

Grief is a **universal experience**...and a uniquely personal one. Emotions around loss are a personal journey. Everyone grieves differently and experiences the emotions of grief in different ways at different times. While grief is most often associated with the loss (by death) of a loved one, people can experience grief for other reasons too. Any situation that causes a disruption in life, or the feelings of loss, can result in a person feeling grief – e.g. a job loss, the end of a relationship, moving away from home, being unable to complete a life experience etc.

**Understanding and Responding to Grief** will equip you to recognise common emotional responses to five typical (but by no means universal) stages of grief and to respond sensitively and effectively.

### Objectives

Specifically, this course will help you to:

- Explore five typical stages of grief and common behaviours at each stage.
- Learn and practise sensitive and effective responses.
- Appreciate why people who are grieving show anger and how to respond effectively.
- Know where and how to signpost to sources of additional support.

The course is led by an expert Samaritans facilitator and uses a variety of tools to encourage interaction and group learning.

### Workbook

You will receive a workbook containing the key concepts, examples and practical techniques explored in the course for your ongoing reference.

### Duration

This is a 3 hour course including a break:

AM: 09:30-12:30

PM: 13:30-16:30

To secure your place, please click on one of the links below, selecting your preferred date and time. This will take you to an Eventbrite booking page. We recommend you use the Chrome Browser.

If you require any further information, please contact [externaltraining@samaritans.org](mailto:externaltraining@samaritans.org)

Please note: Failure to attend or cancel a booked place will exclude you from future applications.

16th September 2022 – 09:30 – 12:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-388577464657>

16th September 2022 – 13:30 – 16:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390355081557>

28th September 2022 – 09:30 – 12:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390355412547>

11th October 2022 – 09:30 – 12:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390355663297>

11th October 2022 – 13:30 – 16:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390356004317>

27th October 2022 - 09:30 – 12:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390356214947>

8th November 2022 – 09:30 – 12:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390356455667>

8th November 2022 – 13:30 – 16:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390357057467>

30th November 2022 – 09:30 – 12:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390357227977>

1st December 2022 – 09:30 – 12:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390357568997>

1st December 2022 – 13:30 – 16:30 – <https://www.eventbrite.ca/e/understanding-and-responding-to-grief-facilitated-online-course-tickets-390361540877>