



COMPASSIONATE EMPLOYER PROGRAMME - WORKSHOPS

We will undertake a small introductory meeting with key people in the organisation who are going to lead the work on behalf of the organisation. The purpose is to discuss how the Compassionate Employer programme can benefit an organisation and which resources best meet the needs of the organisation. As part of those resources we offer three workshops and timings for workshops may be tailored to meet the organisations' needs. The workshops are:

1. A two hour 'Introduction to the *Compassionate Employer* programme' workshop aimed at senior and middle managers, HR personnel and can also be used as 'taster' workshop when delivering to a group of organisations. The workshop includes:

- An animated short film to cover the overall purpose of the programme
- Background on the National Council for Palliative Care
- How the Compassionate Employer programme came about and the benefits it brings to the organisations and their employees
- What the Compassionate Employer programme offers and how individual resources can be combined into a tailored package for an organisation:
 - A self-assessment diagnostic tool
 - Assessment process against rigorous criteria – initial and final assessments undertaken by our expert team leading to the CE logo award which is reviewed every three years
 - Three workshops delivered by experienced trainers in bereavement support:
 - An Introduction to the Compassionate Employer programme (this workshop) – aimed at more senior/middle and HR managers who may be responsible for working with us in taking the programme forward within their organisation
 - Bereavement in the Workplace workshop – our main workshop and aimed at all employees including line managers – 15 employees per workshop
 - Train the trainers workshop – aimed at in-house trainers who may have an interest in cascading the 'Bereavement in the Workplace' workshop once they have attended the workshop and think they can deliver the training in house.
 - The website which has a member's only section for registered organisations to access resources and other useful information which includes:
 - A guide to what makes a compassionate employer

- A range of 10 leaflets including a template leaflet for organisations to use for their employees who are bereaved
- A template for a bereavement policy based on ACAS guidance
- Two interactive scenario based films to support managers and line managers
- Signposting to other specialist supporting materials including organisations providing support
- Opportunities to have a dedicated 'Find Me Help' microsite
- Guidance on developing 'measures' for the organisation to identify the benefits of providing improved bereavement support in the workplace
- Bespoke consultancy days to work with employers around bereavement policy development and other bespoke resources as required
- Membership of NCPC and Dying Matters
- A practical 'taster' presentation to include:
 - Outline of how grief can affect employees
 - Providing tips for managers with a focus on communication
 - Following a pathway on one of our interactive films that can be used to help managers provide better support to employees

Q&A and close

2. A half day workshop 'Bereavement in the Workplace'

This is our main workshop for all managers and employees, and will be of special interest to line managers who are often at the forefront when it comes to a company's employees as they understand their teams, workload and often personal circumstances.

Aims

Our workshop is about helping you as part of an organisation and as individuals to think about your roles and responses when there is a death in the work community or when a colleague experiences a death in their family or friendship circle. We aim to:

- Describe how loss and grief through bereavement can affect people in the workplace
- Increase your confidence to offer proactive and flexible support to help a colleague or employee to cope with their grief
- Help line managers and other employees identify when a vulnerable or traumatised person may need access to specialist support
- Provide a range of hints and tips to help you support colleagues and employees who are bereaved

Content

The workshop works best with a group of 15 people attending, lasts about three and a half hours (without breaks) and those attending will be asked to complete a short questionnaire for evaluation.

Areas covered include:

1. An introduction to the Compassionate Employer programme and the resources available
2. The importance of respecting diversity and the euphemisms for death and dying
3. The impact and secondary losses experienced through death of someone close to an employee or the death of an employee – this session includes an interactive exercise
4. Supporting an employee who may also be a carer of someone terminally ill

5. Breaking bad news in the workplace
6. The role of the organisation and key messages for line managers if an employee dies
7. The role of the organisation and key messages for line managers when someone close to an employee dies
8. Be careful about what you say, what you could say and how to recognise behaviours in people who are bereaved
9. How organisations can support their staff returning to work
10. Recognising issues around social media

In addition, following the workshops we can provide an analysis of feedback to show how those attending believe the content improved their confidence in offering support in the workplace and what they had learned. This feedback can provide valuable information to support ROI and also used as a measure for those organisations undertaking the full assessment process.

Note: It would be useful for the organisation to provide someone on the day who could support anyone attending the workshop who may become distressed and want to leave the workshop.

'Now I have attended the workshop I have a greater understanding of the different ways people need support and the impact of bereavement on other colleagues'

'I feel more confident to deal with a bereavement situation and know more about what not to say and not to talk around the topic'

Feedback from a workshop held in Aug.16

See leaflet for download

3. Train the Trainers Workshop

This workshop is designed to support existing trainers within an organisation to deliver and disseminate the 'Bereavement in the Workplace' workshop throughout their organisation.

It is not designed to train someone how to become a trainer and will assume participants have a background in training delivery. For those who do not have a background in bereavement or end of life care the workshop will provide a basic knowledge, and ongoing support and advice to the trainers will be available by phone from the core team of trainers at NCPC or on the *Compassionate Employer* website.

The aim is to help in house trainers understand the content and sensitivity of the workshop as well as some of the emotions and reactions it can trigger, and be confident and receptive to dealing with these in a way that is supportive to the staff attending.

It will be the responsibility of the *Compassionate Employers* core team of trainers to assess the suitability of in-house trainers who may volunteer to undertake the training and advise the organisation accordingly before training commences. Employers will need to acknowledge that not all trainers will feel comfortable with delivering the workshop and it should also be open to them to decline the training or withdraw from the Train the Trainers workshop process at any time. The *Compassionate Employer* core team of trainers will be available to discuss their reasons and support in house trainers should they not wish to continue.

Pre – Workshop

It will be important for the in-house trainers to have undertaken some preparation before attending a Train the Trainers workshop to ensure they understand their own feelings and

attitude towards grief and bereavement as well as the aims of the Compassionate Employer programme:

- a) They must have attended a 'Bereavement in the Workplace' workshop delivered by one of the core team of Compassionate Employer trainers and be prepared to discuss what they experienced as a participant and any issues or queries they may have come away with.
- b) They explore and understand their own feelings and attitudes towards grief, loss and bereavement so that they achieve greater understanding and 'buy in' to the support they will need to offer as part of delivering the workshop. They will be provided with recommended additional resources to access e.g. Dying Matters materials, and a short list questions to enable them to reflect and prepare:
 - Think back to a bereavement or significant loss and work through how you dealt with it.
 - If you were working at the time how did people you worked with react, and did you feel that what you were going through was understood?
 - How do you react to grief in others (1) within the workplace and (2) outside of the workplace and if they differ try to understand why?
 - How do you describe the culture and attitude of your organisation towards loss and bereavement and how would you like to see it change?
 - Do you feel you can offer the support to help other people think about grief, bereavement and loss?

The TtT Workshop

In most cases the workshop will be delivered by the same *Compassionate Employer* core team trainer as delivered the 'Bereavement in the Workplace' workshop so will be known to the organisation. It is likely that 'one size does not fit all' so our experienced trainers will tailor the day based on their prior knowledge of the organisation gathered when delivering the workshop. It is likely to be a full day event with 10 attendees as the maximum number. It is expected that those attending will have undertaken the pre-workshop preparation. The focus of the TtT workshop will be:

1. Their experiences of the 'Bereavement in the Workplace' workshop when attending as a participant.
2. Explaining the materials used in the workshop so that those attending feel comfortable and confident in using them.
3. The specific issues around facilitation and delivery of the workshop materials; including handy tips on tailoring the delivery to reflect the organisation's culture.
4. Dealing with concerns and anxieties about what may come up and how to handle emotions and distress that can be triggered.

Post-Workshop

All workshops subsequently delivered by the in-house trainer should be evaluated using the workshop questionnaire and the feedback reviewed with the trainer. The trainer will get ongoing support from the *Compassionate Employer* core training team if required. It is suggested that the trainers 'buddy up' when first starting to deliver the workshops providing support to their colleague as well as other employees attending.

Venues and refreshments – All workshops

Venues for all the workshops and the refreshments are expected to be arranged and supplied by the host organisation and are not included in the costs for the training workshops.

www.compassionateemployers.org.uk