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## Bereavement Support

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# Introduction

- ❖ My name is Joseph Barsby, I'm the 3<sup>rd</sup> Generation of my family to be at the helm of the business
- ❖ At G. Seller, we are bereavement support specialists, as well as funeral directors & memorial masons
- ❖ I've been full time within the business since I was 19 but have grown up around it
- ❖ We've been a LAMP business club member for a number of years
- ❖ In 2019, we established a Bereavement Support, aftercare programme which has made a real difference to the community
- ❖ Our ethos is to care for every family we have the privilege to serve as if they were part of our own family. Ordinarily the service from the funeral director finishes on the day of the funeral and we feel that someone's grief journey is just beginning then and may need support to readjust to that new normal

# Background

## Statistics

- ❖ Yearly **deaths in 2022** for England and Wales was **576,869**
- ❖ **7,058** of deaths in 2022 occurred in **Leicestershire**
- ❖ In the week ending **24<sup>th</sup> February 2023** there were **11,952** deaths registered in England & Wales
- ❖ The likelihood of you **coming into contact** with a bereaved person is around **28.4%**

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What does our bereavement support service encompass?

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# Bereavement Support



G. Seller can provide Bereavement Support to any of the families we have been privileged to care for.

If you or a member of your family are struggling with your emotions after the death of a loved one, please know that you do not have to go through this alone.

Bereavement groups and 1 to 1 support are available and myself or my colleague Tracy will meet with you in person to discuss what is the right choice for you.



Alison Wormleighton  
Bereavement Counsellor



Tracy Orton  
Bereavement Counsellor

## Bereavement Support Groups

Losing a loved one is a very emotional experience, by coming to a bereavement group we hope it can create a gentle space to share and explore some of the difficult feelings you are experiencing with your grief.

Grieving can feel very lonely at times, so by being with people who are going through something similar and

truly understand what you are going through may allow you to work through your grief and make some sense of how you are feeling.

The group offers a relaxed and safe space to come together and express your emotions and share experiences to help normalise your grief and can help to take away the anxiety of 'Am I going mad?' or 'Am I grieving right?' Grief can appear at any time.

## A Group To Fit Your Needs



### Hope Group

A group for people bereaved of adult loved ones.



### Angel Group

A group for parents, grandparents and the wider family who have so tragically lost a baby or young child.



### Butterflies Group

A group for children bereaved of loved ones.

Bereavement Groups are monthly and you will be invited to 6 sessions. There is a small fee to attend. The venue & date information will be given to you at your initial meeting with us.



## 1 to 1 Bereavement Support

Some people prefer to talk on an individual basis. 1 to 1 support can provide a safe confidential space to work through some of the difficult feelings and emotions that you may be experiencing.

You will be offered up to 6 sessions, to be arranged weekly or fortnightly.

Sometimes it is hard to talk to family and friends and you just need that one person who takes the time to listen and helps you to understand and process some of your painful emotions.

“

There are three needs of the griever: to find the words for the loss, to say the words aloud, and to know that the words have been heard.

Victoria Alexander

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There is a moderate charge for 1 to 1 Bereavement Support, although this is subsidized by G. Seller as much as possible.

## Educational Workshops For Businesses

Through feedback in the support we provide to families we have served, it has become evident that there are significant challenges being faced around their return to work after a bereavement.

We have developed an educational package to help employers and colleagues to confidently support a member of their team in the workplace.

The aim of the workshop is to:

- ▶ To gain understanding of the grief process in the early months and in the ongoing years
- ▶ To feel more confident in supporting bereaved employees and colleagues
- ▶ To understand the importance of a Workplace Bereavement Policy
- ▶ To treat each person as an individual, to listen and to respond empathically

The workshop lasts around 60-90 minutes and we recommend to keep the workshop to a small group of 5-8 people per session to make sure everyone gets as much out of the session as possible.

In one year

# 7.9m

(24%) of employed people experience a bereavement

Bereavement in the workplace costs the UK economy nearly

# £23bn

a year

Only

# 30%

of employees say the leadership of their organisation have communicated with them about grief or bereavement in the past year

Office for National Statistics, Sue Ryder 2020

“

Tracy was an excellent trainer, clearly very experienced and able to answer any questions our group asked. For HR teams looking to develop confidence in how to support staff through bereavement I would strongly recommend this.

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Mattioli  
Woods plc  
Wealth Management

“

The bereavement workshop was delivered and received by our team extremely well, despite it being a difficult topic. Tracy delivered the session in a very open yet sensitive way and allowed plenty of time for reflection and questions. The session was also quite thought provoking in how we can look to implement a bereavement policy within the Society to help support our employees further in difficult times.

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H&R  
HENCKELS & GRUBERT  
INSURANCE SOCIETY

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## Bespoke Projects For Businesses

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We can provide a wide range of services that follow on from the initial workshop. This can be in the form of:

- ▶ Reviewing or creating a Bereavement Policy
- ▶ Creating workshops for other members of the team with different challenges
- ▶ Giving immediate advice or providing support when a bereavement occurs to one of your colleagues or a colleague passes away

If you have any queries or need any support, we can create something that suits your needs and particular challenges. Our team is highly experienced and passionate about making a difference.

### Case Study

We created a dedicated workshop to Independent Financial Advisers who deal with bereaved clients on a regular basis. This had particular emphasis on active listening and communication styles to the bereaved clients. Some of the advisors had struggled with adapting their communication style and were worried about saying the wrong thing.

The outcome of the workshop was that all those present felt more confident and had a broader understanding of bereavement, together with some empathy of what their clients were going through.

# The Needs of Bereaved People in the Workplace

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## **From Management and HR:**

Ask the bereaved person what they need from the company. Such as:

- ❖ Adequate time off – no 'right' length of time – individual
- ❖ Agree how to be contacted during time off – email, text, phone call
- ❖ Agree how and when the news is shared with colleagues
- ❖ HR support with salary and statutory leave payments
- ❖ Ease back into work – phased return/ reduced duties
- ❖ A Bereavement Policy – this creates a secure expectation of what the bereaved person can expect





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# Communication Techniques

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# Active Listening

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## What is Active Listening?

Involves the listener carefully understanding, remembering and thoughtfully responding to what they have heard



# What Is Empathy?

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## empathy

noun [ U ]

the ability to imagine and understand the thoughts, perspective, and emotions of another person

[www.oxfordreference.com](http://www.oxfordreference.com)

'To really demonstrate empathy, I believe you have to be genuinely curious about people and want the best outcome for your customers'

Steve Shellabear

People will forget what you said, people will forget what you did, but people will **NEVER FORGET** how you made them feel

Maya Angelou



# How Do We Convey Empathy With People During A Meeting?

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**In our body language and actions:**

- ❖ The setting of the meeting
- ❖ The pace of the meeting
- ❖ The tone of your voice
- ❖ Showing patience
- ❖ Relaxed body language
- ❖ Understanding, acknowledging and respecting cultural views and approaches to death



# Ways of Relating to a Bereaved Person

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How are things going?

Do not avoid talking to the person

Arrange meetings to discuss the most appropriate support

Make sure you have time to listen if they ask a question

Regular check-ins with a designated support person



# Communicating Empathically With Colleagues or Clients

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## Recap:

- ❖ Active listening
- ❖ Clear and concise communication
- ❖ Conveying empathy verbally and in your actions



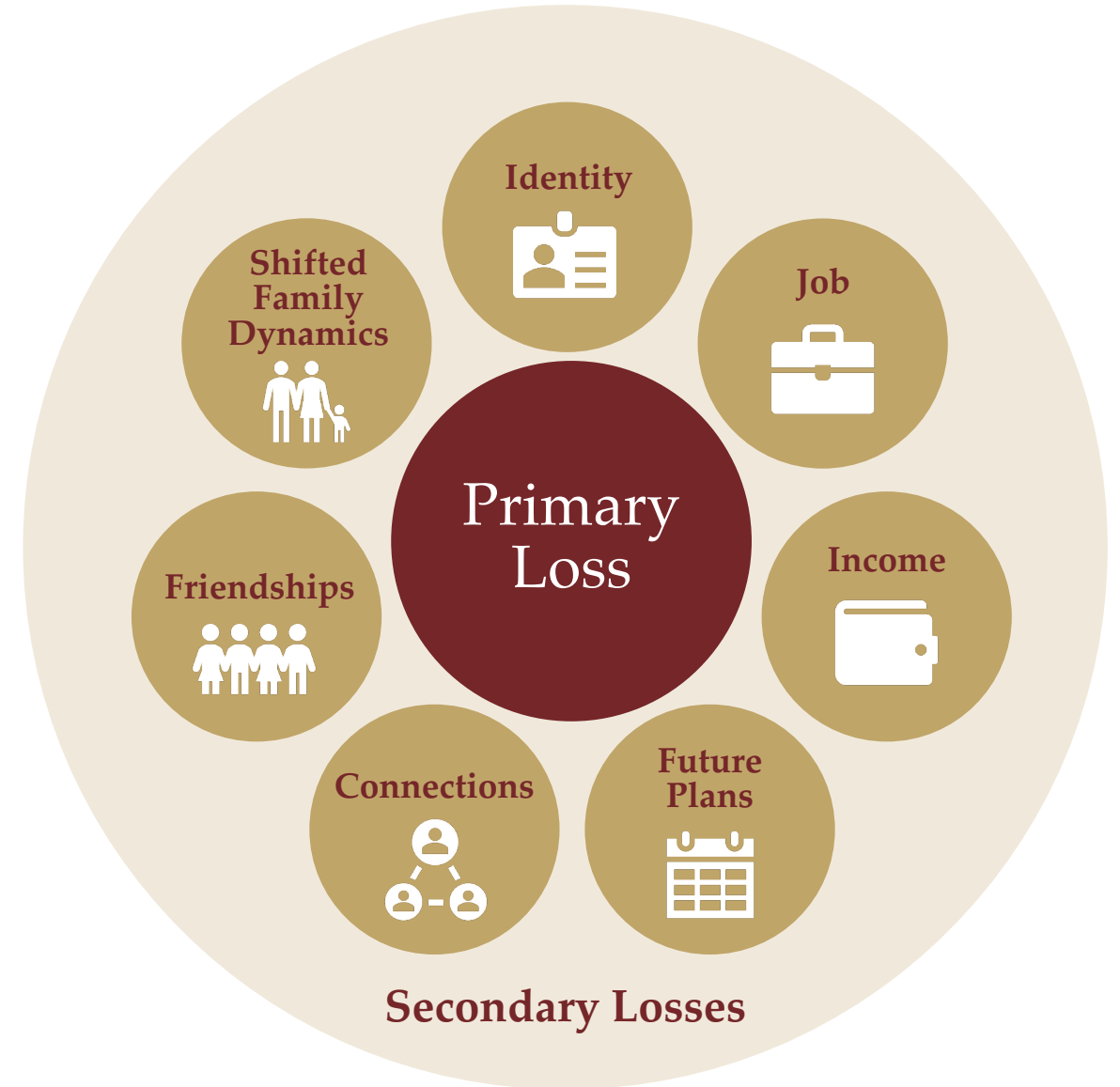
# Secondary Losses

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Stability of life can be rocked and can lead to anxiety and loss of confidence.

This can affect a person's decision making ability

Understanding that people may be in need of more support and guidance after a bereavement



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How we've dealt with  
Bereavements within our business

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# Bereavement within our business

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Really difficult scenario to manage as we have incredibly passionate, caring and compassionate people that see their role as vocational but they still have their own needs, so to balance that is subjective

Head of Operations lost her father

- ❖ Rallied around her in terms of emotional and day to day support
- ❖ Sit down with her to ascertain mindset and ability to carry out her role
- ❖ Agree on how we'd let the rest of the team know and what we'd say
- ❖ She had an informal discussion with our bereavement support team intermittently
- ❖ Allowed her as much involvement in her father's funeral as she wanted; she wanted quite a lot!
- ❖ Wanted a few days off after the funeral
- ❖ Senior team who know her incredibly well maintained a vigilance with whether she was struggling or not, adapting where necessary



# Thank you for listening...



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