

What did you learn from the course?

- The course is useful to the line of my duty. It is very resourceful.
- Sharing with the team their opinions about end of life.
- How to support families and encourage them.
- Identifying challenges when going through end of life and bereavement and how to deal with it.
- Last office, how to deal with deceased.
- Very relevant to me.
- How to see the world in a positive and negative way. Focus on the positive.
- Skills and knowledge to help families deal with end of life. Bereavement process.
- Different way to communicate. What to say / not to say. Deeper understanding of grievance.
- I learnt some tips on how to be emotionally ready and in times of bereavement especially on how to deal or comfort affected families and colleagues.
- I gained knowledge in how to support the families, colleagues and myself at the time of any case of death in the home.
- I learnt about how to deal, help and support people when they are going through difficult moments.
- The strategies of going through grief and resilience.
- To help when someone passes away.
- There is no 'right' or 'wrong' way in dealing with death.
- Approach to relatives, dealing with colleagues.
- Understanding emotional reactions. Resilience strategies. Looking after yourself and therefore others.
- End of life, supporting families, our colleagues and taking care of us.
- That we have to be compassionate and help people.
- Sharing responsibilities when working with colleagues. Helping others.
- Understanding of emotional reactions, building resilience and helping others.
- To be supportive and listen and support.
- How to offer better support.
- How to be supportive, understanding, kind and polite.
- About bereavement and resilience.

What do you intend to put into practice?

- The best practice taught during the course and avoid the bad practice.
- I feel more confident to support both colleagues and families when they are going through bereavement and assist with end of life discussions.
- To cope with different challenges. To look after myself and others (staff).

- Everyone will go through grieving. Able to communicate and ask what's happened and what they need.
- I will put into practice if there is occurrence and also to deal with family, show them sympathy.
- To be myself in this situation.
- Do an end of life care plan – putting their wishes and preferences into consideration. How to look after colleagues, self and families.
- How to deal with families, support colleagues, look after my emotions in times of supporting others.
- Be more involved with helping people (staff/family) in difficult situations.
- Everything that I've learned depending on the situation.
- I intend to put in practice the emotional and the practical part of the course, in the way in how to support the families and colleagues.
- To understand that a difficult person is a person in difficulty, not to judge them but show empathy and try to understand what they are going through. Focus on positivity side.
- The strategies we discussed.
- All if I can.
- Tips to enhance my 'resilience'.
- Understanding people even in a difficult situation.
- Supporting clients, relatives and staff by listening, talking, reflecting, finding out what they need.
- All the information is useful.
- Everything.
- Supporting families through a difficult time.
- Look after and take care of myself. Support and comfort others in need.
- Having more empathy.
- Supporting co-workers, understanding people's stories.
- Continue being supportive.
- Looking after oneself.

Comments about the trainer/training?

- The trainer did a very good job. The whole lecture was lively and interactive.
- The trainer was very helpful and I love what I learnt. He was very supportive and listened as well. I am very satisfied.
- Paced the training well. Allowed staff participation.
- The training was brilliant. Delivered on my expectations.
- Good training style. Very inclusive. Enough reflective sessions on each element.
- Very good experience that will help me and my work. I will recommend the training.

- Easy to get engaged, was paying attention to all answers and was commenting on them.
- Very good.
- Good. Funny.
- Very good. Funny.
- Really good. Enjoyed it.
- Trainer good.
- Nice and explicative.
- Good communication with the trainees.
- Very good verbal presentation.
- Very kind and informative.
- He was clear in his explanations. I enjoyed the course.
- Very good, informative and interactive.
- Very good. Helpful.
- He expressed himself well: made it to everyone's understanding.