Working with Bereaved Supporters

Rosalind Sherlock-Jones

Legacy Manager WaterAid

1. **Why this matters**

- Contact at a difficult time
- The person behind the process
- Every interaction matters
- Compassion alongside professionalism

The whirlpool of grief



2. Understanding bereavement

- Everyone experiences grief differently
- There is no set timetable
- Grief can affect concentration and memory
- Avoid assumptions
- Respond to the individual

3. Listening and Communicating

- Listen and give people time
- Clear, compassionate language
- Consider tone in emails and letters
- Avoid jargon and information overload
- Communicate with the person, not just the process

4.Difficult Conversations

- Grief can present in different ways
- Anger, frustration and distress
- Stay calm and acknowledge feelings
- Compassion with professional boundaries
- Know when to pause or signpost

5. Looking after ourselves

- Working with Bereavement can affect us too
- Recognise when something stays with you
- Take time to reset
- Seek support when needed
- Maintain healthy boundaries

6. Key Takeaways

- There is no single experience of grief
- Listen and avoid assumptions
- Communicate clearly and sensitively
- Be compassionate while maintaining boundaries
- Look after yourself too

Working with Bereaved Supporters

Rosalind Sherlock-Jones

Legacy Manager WaterAid