

Trauma Informed Family Liaison Practice Training

Facilitation guide

This training video can be accessed individually, however, some organisations or teams may prefer to participate in a group, either in person or online. The below provides a brief guide to facilitators to promote engagement and enhance opportunities for discussion and reflection.

BREAKS

We would recommend scheduling a break at the end of section 3. Whilst the training lasts 70 minutes, given the nature and intensity of the content, it is necessary to create space to reflect on, and process the information.

ACCESSIBILITY

The training is designed to be flexible. If you are facing limitations in terms of time, you may consider dividing the training into its respective sections so that the commitment is shorter and offers further opportunities for discussion and exploration. We also hope that the sections enable you to access the information you need, at the point when it is needed.

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SAFETY

It is important to be mindful of the content of the training. Whilst the title and outline of each of the sections provide an indication of the topics which will be discussed, it is always worth creating a 'safety' message to be delivered at the start to remind participants of the importance of self-care and giving them the permission to pay attention to their own needs. I often reassure participants that if they are 'triggered' by any of the content (such as feeling distressed or overwhelmed), they should feel able to take a break and do what they need to do in order to feel safe and supported. During online sessions, I suggest that if they do take a break, they let the facilitator know so that they have the option to catch up on any missed material and to ensure that they are aware of their need for support so that they can check in with them. No matter what our level of experience and knowledge or in what capacity we access the training, discussions about traumatic bereavement in particular can be heart-breaking and harrowing; a trauma informed approach starts by making a commitment to look after ourselves.

QUESTIONS

Whilst there is no 'live' facility for asking questions, Nicola can be contacted directly with feedback and questions and so we advise creating a platform for generating questions such as using post-it notes, a whiteboard or flipchart paper if the session is being facilitated in person, or the chat function if it is online and downloading it after the session so that it can be shared with the group. We would also encourage you to discuss these questions and to generate your own suggestions. This will offer a useful opportunity to share knowledge and learning. It will be important to reassure participants that this is a confidential space, free from judgement so that they feel safe and supported in sharing their experiences and ideas

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POINTS FOR DISCUSSION

Much of the focus within this training video is on the practical application of knowledge and understanding about both traumatic bereavement and the processes which follow a sudden death. Below are some suggested areas for further exploration:

- i. For each of the six principles of trauma informed practice, you may wish to consider and share your own examples, as well as identify changes that you could make to your practice to integrate these principles in the future.
- ii. The family liaison role requires a significant commitment and, at times, there may be individual and organisational barriers which could prevent you from taking up this role. It may be helpful in groups to consider what these barriers are and how they might be overcome.
- iii. As the training highlights managing expectations and concluding the family liaison role can be particularly challenging, it can be helpful to consider from the outset what commitment you are able to make and to explore what your organisation might also expect from you.
- iv. At the end of section 3, there is a suggested practical activity which aims to prepare participants for the notification role. Creating the time and space to complete this activity will be useful to equip participants but also provide the opportunity for them to become familiar with the recommended language which may be different to what they feel comfortable with.

FEEDBACK

A reminder that we would very much welcome your feedback. Our intention is to create a training programme which provides you with the knowledge and supports you to develop the skills needed to integrate this learning into your practice. We appreciate that this is an extremely challenging area of practice, and whilst it is a privilege to undertake this role, it requires a significant commitment. Your feedback will help us to continue to develop practice and training in this area which we hope will be of benefit to both bereaved families, and those who seek to support them.

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