

Name:	Candidate No:
Module number: 1	Evidence No:
Date:	Evidence type: Work based

# Frontline Funeral Service Operations

## Assignment for module 1: Sensitive communication

Learning Outcome 1, 2, 3 and 4: Team working and effective communication

To meet the criteria for this learning outcome you are required to complete the following tasks:

**Task 1:** An important part of the role of your service is communicating with the relatives, friends and carers of the recently deceased.

**Briefly describe** 3 good and effective communications skills:

1:

2:

3:

**Briefly describe** 3 barriers to effective communication:

1:

2:

3:

**Task 2:** With the aid of a diagram briefly describe common reactions to bereavement / grief:

common reactions to bereavement:

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In your own words, briefly explain below, how **you** enable the bereaved to talk and help them to feel comfortable:

**Task 3:** Provide a piece of work based objective evidence demonstrating your department (s) supports clients during bereavement with differing religious and cultural beliefs.

Insert evidence:

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Mentor signature:

**Task 4: In your own words** write a paragraph explaining why effective communication with the bereaved is important in your role.

Why communication is important in my role:

**Task 5:** A variety of individuals will need to communicate with you on a professional basis, both internal and external to your department / organisation.

**Produce** an organisational chart of your department / organisation and include roles.

List the range of **external** of individuals you may need to communicate with on a professional basis (both on regular and an occasional basis):

Group / individual / department	Role

**Task 6:** Using your departmental / organisation standard operating procedures explain how you would communicate with a client during a first call.

**Describe** what information would you give / take from the client (bullet points only)

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List the follow up action (s) you would take following this call

Ref doc (s)

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You are advised to refer to the online guidance when carrying out this assignment