

Compassionate Engagement Training for Family Liaison Officers



This course is for:

Family Liaison Officers, patient experience leads, PSIRF engagement leads, and those supporting families following patient safety incidents.

The FLO role sits at the heart of PSIRF and to be done well, you need practical, hands on guidance to support the role. You are expected to maintain regular, compassionate contact with families at the hardest moments, navigate Duty of Candour requirements, manage expectations during an active investigation, and absorb considerable emotional weight, sometimes alongside existing clinical responsibilities.

This training is built for people in exactly that position.

Developed and delivered by experienced NHS practitioners, it gives you a grounded, practical understanding of how to engage families in ways that reduce harm rather than compound it, for them, and for you.

Content includes: what compassionate engagement looks like in practice; how to involve families meaningfully in the investigation process; communicating with families when information is still incomplete; supporting yourself and colleagues in a high-exposure role; and how systems thinking can reframe difficult conversations.

Format:

1 day, Best delivered face-to-face for maximum interaction, with online options available

