



IoCF Best Practice 18th April 2015

The Claret Centre, The Towers, Buckden,
St Neots, Cambs. PE19 5TA

Arrival from 9:15

- 9.15 Registration and coffee – Parlour and entrance hall
- 10.00 Welcome and Introduction – IoCF Chair, Christine Ogden
- 10.30 **Workshop Session 1 – Onwards and Upwards**
- Improving your service to families.
 - Improving the writing and delivery of your service – Janice Thomson
 - Current trends in ceremonies (Technology focus) – Andrew Hamel-Cooke and Jonathan Chapman
- 11.30 Refreshments – Parlour and Entrance Hall
- 11.45 **Mark Turner from Road Victims Trust** - Supporting victims of serious road collisions
- 12:30 Lunch
- 1.30 **Funeral Director Darren Barker – Anglia Co-operative Funerals**
How funeral directors choose a celebrant and working with difficult and special needs families.
- 2.00 **Workshop Session 2 – Toolkits** -Sarah Willis
- What is a toolkit?
 - Developing your own toolkit
 - How do you use your toolkit
- 3.30 Coffee whilst working
- 4.00 **Workshop 3 – Crystal Voice Coaching** - Andrew Hamel-Cooke
- Increase your voice projection. A light-hearted and fun session exploring your voice.
- 4.30 Close – Christine Rose and Christine Ogden

The central theme of the Best Practice Day is 'Families'. We are keen that the Best Practice Day reflects the Institute's ethos, of raising standards, is brought out on this day. We will give you practical and tangible systems and experiences to take away and use in your own business.