



Cutting the cost of conflict at BT

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BT is one of the world’s leading communications services companies, serving the needs of customers in the UK and in more than 170 countries worldwide.

BT’s main activities include the provision of fixed-line services, broadband, mobile and TV products as well as networked IT services.

In 2008 the organisation decided to try mediation as a means of resolving workplace issues. The TCM Group was invited to develop a pilot mediation scheme within BT Retail by delivering accredited mediator training for a team of internal mediators within the ER team in Newcastle.

BT retail is the consumer customer service and sales arm of BT and has around 18,000 employees and 20 million customers. During the pilot period, mediation was used in over 100 grievances and disputes.

BT Retail reported a successful resolution in over 95% of cases which in return delivered a reported saving of more than £200,000. BT reported a ROI in excess of 1000 per cent.

In addition to saving costs, mediation had a clear

and positive effect on employee engagement with many employees expressing gratitude to management for the opportunity to resolve their issues through mediation.

In 2010, Carole Russell, Head of Employee Relations at BT Retail stated “over the past two years, mediation has made a significant contribution to our business. By working with TCM to train a team of internal mediators, we have already cut the cost of conflict by many hundreds of thousands of pounds”.

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On the back of this success, BT invited The TCM Group to roll mediation across the entire group - covering some 100,000 employees. The training and implementation is now well underway and BT is embedding mediation within all aspects of their people and HR systems.

If you would like more information on how your organisation can benefit from mediation and negotiation skills training, call today and speak to a member of the team.