



**HR AS COACH
& MEDIATOR™
(FOR HEALTHCARE)**

The essential mediation and coaching skills course for Healthcare HR professionals.



HR AS COACH & MEDIATOR™ (FOR HEALTHCARE)

Conflict has been shown to be more prevalent within healthcare than other sectors, due to the high demands of the job, stress and the devastating impacts when mistakes do happen. With every element of work within the sector focused on the wellbeing of its patients, it is crucial that unnecessary conflict is resolved, to prevent an impact upon patient care.

Our HR as Coach & Mediator™ (for Healthcare) course provides healthcare professionals with the skills to be able to respond calmly and neutrally during the various stages of conflict. It looks at a range of active listening and reframing skills to move a situation forward, to understand how to create and manage boundaries and to set goals. This approach enables your healthcare teams to lead by example, and avoid the distraction and damaging impacts of unnecessary conflict.

This two-day course builds on delegates' instinct for resolution; using their experience of conflict coaching, mediation or purely a desire to understand these areas more. It offers a tried and tested model of mediation along with a series of tips and guides to help them secure positive resolution for a wide range of healthcare disputes. During the course we will focus on both inter-staff disputes and those where a patient is involved, or made a complaint.

By combining Emotional Intelligence with theories such as 'Positive Psychology', it also enables healthcare HR and ER professionals to provide coaching and support for managers to help them secure constructive outcomes without the need for recourse to formal grievance, disciplinary or performance management procedures.



PRACTICAL INFORMATION

HR as Coach & Mediator™ (for Healthcare) - Online

A two-day course, delivered online as 4 hours per day over 4 days.

HR as Coach & Mediator™ (for Healthcare) - Classroom based

Two days at the TCM Academy or delivered in-house.

Trainers

Delivered by TCM's expert resolution consultants, with a wealth of healthcare sector-specific training experience.

Suitable for

Healthcare HR, ER, OD and learning and development professionals.

A brilliant course, I learnt a lot of different skills and techniques and it solidified a lot of work we currently do in our business, having it aligned through this training was great. Harriette, our trainer was fantastic, the training was well paced, and exercises helped us apply the techniques she talked us through. Would recommend this course to others. Thank you.

MONICA MASSON, ER ADVISOR AT WW UK



Please [click here](#) to read more reviews from past delegates on this course.



OBJECTIVES

- ✓ Understand the nature and causes of typical examples of conflict within the healthcare setting, including the life cycle of a conflict, plus the various tools and strategies available for managing conflict within your specific setting.
- ✓ Coach healthcare managers and employees to have difficult conversations thereby avoiding the need for a formal discipline and grievance process.
- ✓ Develop a range of mediation skills to help set up and run facilitated conversations (online and face to face).
- ✓ Use a range of active listening, reframing, negotiation and influencing skills to secure constructive and commissionaire remedies to complaints, concerns and conflicts within the healthcare setting.
- ✓ Apply positive psychology, emotional intelligence and nudge theory to help create and manage boundaries and set clear goals.



BENEFITS

- ✓ Be able to respond calmly and neutrally during mediation.
- ✓ Use a range of active listening and reframing skills to move a situation forward.
- ✓ Understand how to create and manage boundaries and set clear goals.



AGENDA



Module 1:

Shaping healthcare conflict to resolution



Module 2:

Listening to understand (active listening and the mediation framework)



Module 3:

Coaching conversations



Module 4:

Emotional intelligence and how we can use it in our roles as healthcare professionals



Module 5:

Applying positive psychology to coach and lead our healthcare teams



DELIVERY

TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.

- ✓ Training delivered by a world class trainer who has practical experience (within the healthcare sector) of the subject being taught.
- ✓ The unique online TCM Delegate Zone, which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the TCM Delegate Pack.
- ✓ One to one coaching for delegates during the course and once the course concludes, with additional support via the TCM helpline as required.
- ✓ Free membership with The Institute of Organisational Dynamics.
- ✓ A free refresher workshop or webinar 6 months after the training concludes.



BLENDED LEARNING

All delegates receive 12 months follow-up support to help them embed the learning.

This TCM blended learning programme incorporates pre- and post-course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources with other professionals, within the healthcare sector and beyond.

TCM

GROUP

Train · Consult · Mediate

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