

TCM GROUP
Train · Consult · Mediate

PERSONNEL TODAY
AWARDS 2020
Celebrating the best in HR

WINNER

HR Consultancy
of the Year

NATIONAL CERTIFICATE IN HEALTHCARE MEDIATION™

Equipping you to resolve
disputes between staff
members, and complaints
raised by patients.

The National Certificate in Healthcare Mediation™ is a fully interactive, instructor led OCN accredited mediation skills programme that enables healthcare professionals to learn essential skills and principles for mediation, practice skills and demonstrate competency to become a healthcare mediator.

Since 2001, The TCM Group have been transforming the way healthcare organisations across the UK handle conflict. Central to this has been the training of TCM Accredited mediators who are equipped to rebuild damaged working relationships amongst a range of staff groups.

A unique element to work within the healthcare setting is the possibility of complaints being raised by patients against staff. Such occurrences can be especially challenging to respond to, while causing great distress and concern for the staff members involved. In our experience, mediation very often offers a favourable solution for both patient and employee. Delegates who complete our National Certificate in Healthcare Mediation™ will also practice the specific skills required to mediate conflicts involving patients in a calm, conscientious and empathetic manner.

Healthcare organisations we've supported across the years include Kent Community Health, London Ambulance Service, Northumbria Healthcare, The BMA, and many more.

Delegates who successfully complete the course refer to themselves as TCM Accredited Mediators – thereby demonstrating the highest standards of mediation practice in the UK.



The National Certificate in Healthcare Mediation™ was one of the first accredited mediation courses available to healthcare professionals in the UK. We pride ourselves in delivering a world class course to delegates. Don't just take our word for it, please [click here](#) to read the several hundred testimonials from previous delegates.



WHY ARE HEALTHCARE ORGANISATIONS INVESTING IN MEDIATION SKILLS TRAINING?

Conflict presents huge challenges to healthcare organisations and can pose a direct danger to patient care and safety.

Formal HR processes tend to put an additional strain on the staff (or patients) involved, and very often worsen disputes, rather than resolving the underlying problem. Mediation offers a cost-effective, person centred approach which is a highly successful tool for dealing with a wide range of disputes.

"The National Certificate in healthcare Mediation course was fantastic & the trainer was brilliant. I learned more than I thought possible all in the space of a week. One of the most helpful learning experiences I've had."

LOUISE THOMAS, ASSISTANT DIRECTOR OF HR & OD AT HERTS VALLEYS CCG





YOUR HEALTHCARE ORGANISATION BENEFITS BY TRAINING INTERNAL MEDIATORS BECAUSE:

- ✓ Mediation is effective at resolving a range of issues including relationship breakdown, personality clashes, communication problems, bullying, discrimination, or harassment.
- ✓ It might be a single employee with a grievance, a disagreement between an employee and a manager, or an issue between two co-workers.
- ✓ Differences between individuals at work can lead to grievances, absenteeism and ultimately loss of valuable employees. As a result, workplace disputes cost healthcare organisations a huge amount of money each year.
- ✓ Mediation is also a valuable tool for mediating conflicts and complaints involving patients. Trainees will develop their skills through interactive role plays involving both inter-staff and patient-centred disputes.
- ✓ Mediation helps people sort out their differences – often in just one day. That’s why more and more healthcare organisations are training their staff to mediate in workplace disputes.



TCM TRAINERS

TCM trainers are experts at creating a safe, empowering, and challenging training environment.

The TCM blended learning style incorporates a range of interactive approaches before, throughout the course and post training. Participants develop their knowledge through group discussions, case studies and participation in healthcare-relevant role-plays. Peer-based evaluation and reflective learning feature heavily throughout the course and this is supported by the course facilitator’s extensive and detailed assessment of learners’ progress.

Independent learning and reflection, which takes place outside course hours, will also be assessed. Participants gain expertise in mediation, negotiation, problem-solving and facilitation whilst developing the skills and competencies to work as mediators within the uniquely challenging healthcare setting. Upon completion of the National Certificate in Healthcare Mediation™, participants will have developed a highly effective framework enabling them to work as a TCM Accredited Mediator.



ACCREDITATION

This course is fully accredited by the Open College Network (OCN) and is delivered by the UK's top healthcare resolution experts. The OCN undertake rigorous external verification of the course to ensure it is delivered to the highest of standards. OCN London is a national qualification awarding organisation regulated by Ofqual and the Quality Assurance Agency for Higher Education (QAA).

POST COURSE SUPPORT AND EVALUATION

As a classroom or fully online course TCM delivers extensive support for delegates on the National Certificate in Healthcare Mediation™ before, during and after the course concludes.

- ✓ Open College Network (OCN) accreditation fees.
- ✓ The unique online TCM Delegate Zone™ which includes useful toolkits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the Workplace Mediators Handbook™ for all delegates.
- ✓ One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- ✓ Assessment costs and a personal report for each learner.
- ✓ Free refresher workshop or webinar for all delegates after 6-12 months.
- ✓ Lifetime aftercare and support for all delegates with TCM's unique mediator helpline – The Mediator Helpline™.
- ✓ Free membership with The Institute of Organisational Dynamics.



DELIVERY

TCM training for the National Certificate in Healthcare Mediation™

Delivered over 5 or 6 full days – either online via Zoom or Microsoft Teams, face-to-face at the TCM Academy or delivered in-house. Assessment is included in the course and accreditation requires completion of a portfolio. Participants are supported to complete all aspects by our expert facilitators.

Trainers:

Delivered by TCM's expert trainers and facilitators. Your course will be delivered by a consultant with specific experience working in the healthcare sector.

Assessment:

This course is assessed by way of an online portfolio and an assessed practical activity. Please contact us for the full course syllabus including criteria for assessment.

Suitable for:

Line managers, supervisors, human resources and employee relations professionals, union officials and anyone who may be required to undertake a mediation to help people resolve conflict in the healthcare setting.

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