

BECOMING A RESOLUTION CHAMPION™

Develop the skills, confidence, and competence to become an effective, empathetic and resourceful Resolution Champion within your organisation.



INTRODUCTION

This 2-day course has been developed to equip your selected Resolution Champions to provide impartial information, advice and guidance to colleagues involved in both early and formal conflict resolution processes. The course, based on our unrivalled understanding of workplace mediation, will enable delegates to develop a theoretical understanding of the causes of conflict whilst practicing essential conversational skills and emotional intelligence to support their colleagues.

Being involved in conflict of any form can be stressful for the parties affected by it. Even when informal methods such as mediation are used, those involved are likely to have questions, concerns, and uncertainties. This is where the Resolution Champion role comes in. Through the training they will learn how they can support parties experiencing conflict and challenge in the workplace, to navigate and understand early and formal resolution pathways.

Resolution Champions are a multidisciplinary staff group, who are available at any stage of the resolution process to provide peer support and guidance for all parties where it is required. Often it can be helpful to discuss an issue with someone not directly involved, as it can help to gain a different perspective on the issue and decide on the best course of action to take.

On completion of the course, your organisation will have a trained team of resolution experts on hand to support parties at all stages of conflict within your organisation.



PRACTICAL INFORMATION

Becoming a Resolution Champion

A two-day course, online, at the TCM Academy or delivered in-house.

Trainers: Delivered by TCM's expert and highly skilled resolution consultants. All TCM trainers are experts at creating a powerful and empowering training environments where thoughts and concepts can be challenged and new skills practiced in a safe space. A wide range of learning and evaluation methods are used including specific case studies and role-plays, tailored to your organisation needs.

Suitable for: Anyone selected for the role of Resolution Champion in your organisation regardless of background, role and position.

There is a need for an expert, impartial person(s) in each organisation who can advise and support staff with concerns. It is essential that there is at least one person who is seen as genuinely independent and has the confidence of and derives his/her authority from the CEO and the board.

SIR ROBERT FRANCIS





OBJECTIVES

- ✔ To understand the context and consequences of conflict, and the various conflict management styles.
- ✔ To understand the Resolution Framework, its various stages, and when they can be used.
- ✔ To understand how facilitated conversations, mediation, conflict coaching, and team mediation can be used to create open dialogue between parties.
- ✔ To develop the conversational skills needed to succeed in the role of Resolution Champion.
- ✔ To be able to understand and apply emotional intelligence as part of the Resolution Champion role.



BENEFITS

- ✔ Parties involved in conflict within your organisation will have access to the support of an impartial advisor, for better wellbeing throughout the resolution process.
- ✔ Uptake of early resolution methods such as mediation can be increased, through overcoming common objections of those involved.
- ✔ The organisation will develop a working culture where employees are more confident in talking about issues of conflict in their earlier stages.



AGENDA



Module 1:

Exploring the causes and life cycle of conflict.



Module 2:

How to use the Resolution Framework to positively manage conflict.



Module 3:

Understanding the various Routes to Resolution.



Module 4:

Using the essential conversational skills.



Module 5:

Overcoming objections to informal resolution.



Module 6:

Applying emotional intelligence as a Resolution Champion.



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 toolkits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the TCM Workplace Investigators Handbook™.
- ✓ One to one coaching for delegates during the course and once the course concludes, as required.
- ✓ Assessment and a personal report for each learner.
- ✓ A free refresher workshop or webinar 6 months after the training concludes.
- ✓ Free membership with The Institute of Organisational Dynamics.



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 with other NHS, health and social care professionals, through interaction before, during and after the programme to share knowledge and resources.

TCM GROUP
Train · Consult · Mediate

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