



Dispute resolution for the modern business

TCM+ delivers mediation, resolution, coaching, troubleshooting and legal services for small, medium and large businesses.

Workplace
disputes

Discrimination
or bullying in
the workplace

Employment
contract
disputes

Team issues

Mergers and
acquisitions

Management
buy outs
(MBOs)

Partnership and
shareholder
disputes

Disputes in
family
businesses

Will and
probate
disputes

Boardroom
disputes

Consumer
disputes or
customer
complaints

TCM+
Better Business Solutions

**Business disputes
cost the UK economy
£33billion a year
according to the CBI.
The stress and the time
taken to resolve tough
business issues is over-
whelming and causes
a distraction that few
business leaders need.**

**The TCM+ team of experts resolve
business disputes, conflicts or
challenges in a fast, discrete and
cost-effective manner with minimal
impact.**

Companies with a wide variety of needs will benefit from a TCM+ subscription. Whether you're a micro business, a small family business, an SME, a public body or a blue chip organisation with multiple sites, TCM+ will deliver a peace of mind that complex issues or challenges will be resolved without the threat of legal action or damage to your reputation.

With a dedicated help-line and world class experts including: lawyers, mediators, judges, facilitators, investigators, coaches and leadership experts, TCM + delivers a comprehensive package of solutions. From dispute triage to boardroom facilitation; mergers and acquisitions to workplace mediation.

As a subscriber to TCM+, you are guaranteed peace of mind. You know that you are working with one of the world's leading dispute resolution, mediation and leadership consultancies.

TCM+ delivers 3 key benefits:

- A faster, cheaper and more effective way to resolve complex business challenges, disputes or conflicts.
- Reduce your exposure to and risk from litigation, tribunal or formal dispute processes.
- Create a business environment where your people know that issues and challenges are resolved quickly and effectively and in a way that preserves those all important business relationships.

"Over the past two years, TCM 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.

The satisfaction rate amongst employees who enter mediation is far greater than any other ER process I have encountered. I was a strong advocate of making mediation more widely available across the BT Group and I am glad that, with TCM's guidance and expert support, mediation is now available to employees across the entire group."

Carol Russell
Head of Employee Relations, BT Retail



TCM+ offers a wide range of support to resolve business disputes

Practical dispute resolution advice and support from expert mediators and mentors

When you subscribe to TCM+, you will have access to the top dispute resolution experts in the UK. You will have access to a unique helpline to provide advice and guidance on all of your business issues.

Neutral evaluations and dispute triage

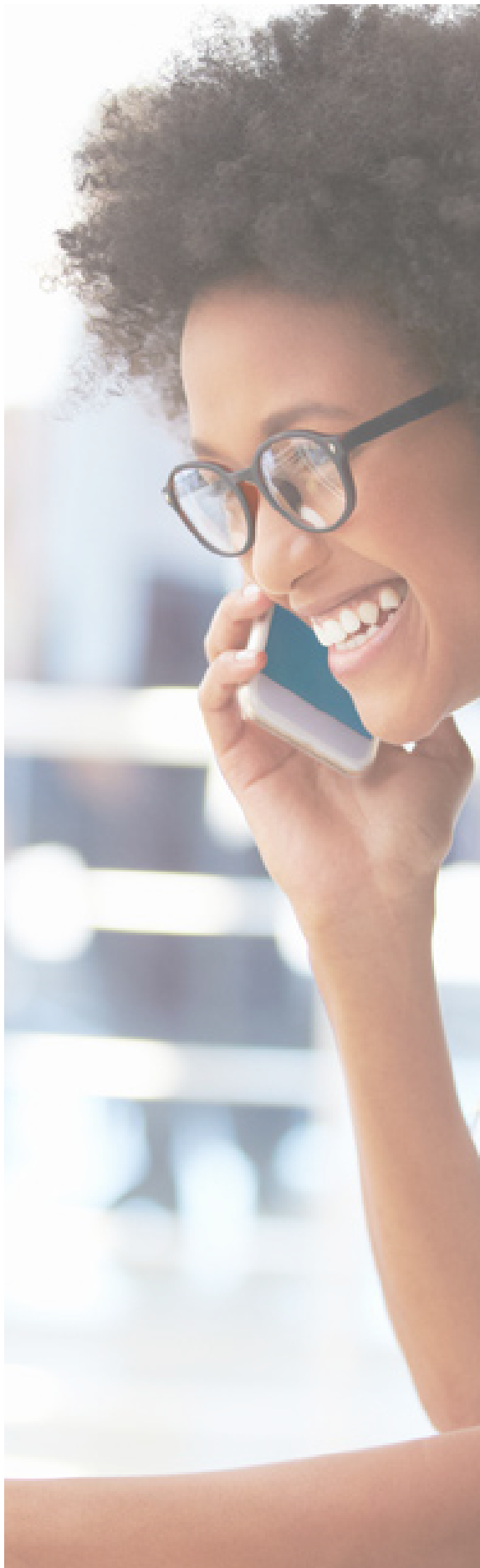
Our dispute resolution experts can undertake a through triage or assessment of a situation in your business and provide objective and practical advice about the best route to resolution. We will speak to everyone involved to assess their needs and goals and we will work with you as you implement the agreed approach. Our goal is to reduce the stress, the time and the cost associated with resolving business disputes.

Dispute resolution updates and briefings

Subscribers to TCM+ will receive regular updates and briefings covering all aspects of dispute resolution. We will also provide occasional white papers, clinics and webinars for TCM+ subscribers.

Professional mediation services using the acclaimed FAIR Mediation Model

We can provide professional mediators into any kind of business dispute. Mediation tends to last for one full day and is particularly effective at resolving complex disputes where the parties have a vested interest in maintaining a relationship such as business partners, work colleagues or siblings running a family business. We also mediate in cases where there is a likelihood of a legally binding settlement. TCM+ mediators secure a successful resolution in over 90% of cases.



TCM empowers people and organisations to adopt new approaches to dispute and complaints resolution; workplace relations; human resources and leadership development. We are passionate about protecting relationships whilst securing lasting and sustainable outcomes.

We work in partnership with our customers to develop the core values, systems, processes and behaviours which encourage co-operative problem solving, open dialogue and stakeholder engagement.

We develop and apply insightful teaching and consultancy methods which are accessible to all. We are inspired by approaches such as positive psychology, principled negotiation and emotional intelligence as we believe that the positive and constructive resolution of business challenges is more effective than the traditional, adversarial and often divisive approaches that currently exist.



2 SENIOR MANAGERS
SURVEYED CLAIM THAT THEIR MOST RECENT TRIBUNAL COST THEIR ORGANISATION BETWEEN **£20,000-£30,000**

Legal advice

TCM+ offers subscribers access to a network of lawyers who can support you with almost any aspect of your legal requirements, from employment law advice or contract law advice, through to complex commercial disputes.

Investigation services and panels

Sometimes, a situation is too serious for mediation and in those cases, business leaders need to act quickly to identify the facts and reach a clear headed, reasonable and objective view of a situation. TCM+ provides subscribers with access to world leading investigators who can undertake a thorough and robust investigation. We provide a coherent, well-structured report with clear findings. We can also support you through the determination process and any subsequent appeals processes. In fact, we can set up a determination process or appeal panel for you so that you can be assured of its complete independence.

Online Dispute Resolution – Introducing Apaxio

TCM+ delivers a world leading virtual dispute resolution service to its subscribers. In some circumstances, such as customer complaints or some workplace or business disputes, a physical meeting is not required. In these cases, we are able to mediate the case using an online system. The mediation process is much like a physical mediation, however, it is less involved, cheaper and faster than physical mediation. You can be assured of the same exacting quality standards as our physical mediation services and the outcomes are broadly similar with over 90% of ODR cases reaching a successful resolution.

Executive mentoring and coaching

TCM+ subscribers have access to a world class network of coaches and mentors. From one off sessions to focus on a specific business issue to a series of coaching and mentoring sessions to help you and your team work through complex business challenges. We can also run psychometric tests for business leaders and TCM+ subscribers have access to accredited consultants who use MBTI®/DISC®/Insight® amongst others.

Training and development

TCM+ subscribers will have access to world leading training from the TCM Group. This includes mediation skills, negotiation skills, facilitation skills plus management and leadership courses. TCM uses a blended learning approach using classroom, virtual and one to one teaching and learning methods. We can tailor our courses to meet your specific needs and requirements.





TCM+ will relieve your organisation from the ever increasing pressure of business disputes.

Dealing with disputes, conflicts or other business issues can divide a business affecting productivity, morale and ultimately, your bottom line.

In these tough situations we understand that a quick but fair resolution can benefit, not only the parties involved, but the entire businesses.

TCM+ is a one stop shop for all dispute resolution needs of the modern business.

"The TCM approach is very personalised, nothing is too much trouble. You are dealing with people who have a passion for mediation and experience of mediating, often at international level. For me, TCM have a credibility that other training providers don't have. They stand head and shoulders above the rest."

Philip Edwards,
International Employee Relations Manager

MARKS &
SPENCER

How it works:

There are 3 levels of TCM+ subscriber

- Introductory (suits micro businesses and SME's with fewer than 250 employees)
- Intermediate (suits organisations with 250-3000 employees)
- Advanced (suits organisations with more than 3000 employees)

Subscribers are allocated a number of resolution units for use based on their subscriber level. The units are available to be used for any of the following services:

Activity	Duration	Units
Neutral evaluation or triage	One day plus report	8 units
2 party mediation	One day	10 units
Boardroom mediation or facilitation	Daily fee	15 units (delivered by Principal Resolution Consultants only)
Team mediation or facilitation	Daily fee	10 units per day
ODR	Half a day	6 units
Investigation, hearing or appeal	Daily fee	10 units per day onsite
Customer complaints resolution	Daily fee	10 units per day
Training and coaching	Daily fee	15 units per day
Employment law advice	Hourly rate	2 unit per hour
Executive coaching	Hourly rate	2 unit per hour

Introductory (Bronze)	Intermediate (Silver)	Advanced (Gold)
<p>60 resolution units to use with TCM each year.</p> <p>PLUS:</p> <ul style="list-style-type: none"> • Access to the TCM+ specialist dispute resolution helpline. • Monthly TCM+ thought leadership and round up • Free 2 hour webinar to support the integration of TCM+ • Annual review of TCM+ to evaluate effectiveness and ROI • Priority resolution services – anywhere in the UK • 5% discount on all other TCM courses and services 	<p>175 resolution units to use with TCM each year</p> <p>PLUS:</p> <ul style="list-style-type: none"> • Access to the TCM+ specialist dispute resolution helpline • Monthly TCM+ thought leadership and round up • Free half day consultancy to embed TCM+ into your organisation. • Free case management and template documents to support integration of TCM+ • Annual review of TCM+ • Priority resolution services – anywhere in the UK • Discounted prices on all other TCM courses and services • 7.5% discount on all other TCM courses and services 	<p>300 resolution units to use with TCM each year</p> <p>PLUS:</p> <ul style="list-style-type: none"> • Access to the TCM+ specialist dispute resolution helpline • Free onsite consultancy day to embed TCM+ into your organisation and to meet key stakeholders. • Free resolution audit to evaluate your current dispute resolution systems • Free case management and template documents to support integration of TCM+ • Six monthly review of TCM+ with your dedicated account manager • Priority resolution services – anywhere in the world • A named account manager/resolution consultant. • 10% discount on all other TCM courses and services
<p>1-year subscription = £695 per month 3-year subscription = £595 per month</p>	<p>1-year subscription = £1,895 per month 3-year subscription = £1,795 per month</p>	<p>1-year subscription = £2,795 per month 3-year subscription = £2,695 per month</p>



About the TCM Group

With an expert team, extensive experience, unrivalled depth of knowledge and many years perfecting our mediation skills - it is no surprise that we are widely regarded as the UK's foremost provider of business, employment and workplace mediation services.

All our work is based on three simple but unique beliefs which underpin our practice:

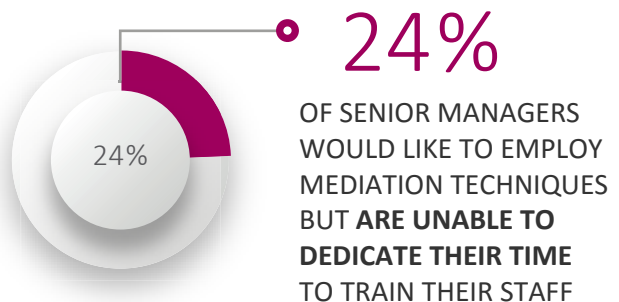
Prevention of conflict is the most effective way of maintaining strong relationships

When conflict does occur, a resolution should be sought - speedily and constructively

Mediation transforms relationships. It builds more effective, more productive and more harmonious teams

“We understand that HR and resolution resources can be stretched to breaking point. We aim for TCM+ to close that gap for businesses and staff alike.”

David Liddle
CEO, The TCM Group



One off set up fee for all new subscribers = £295 plus vat

Additional units can be purchased at 10 units = £1,995 plus vat

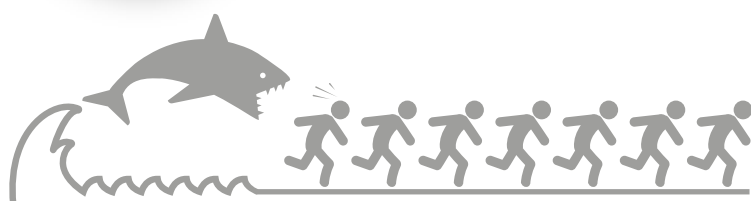
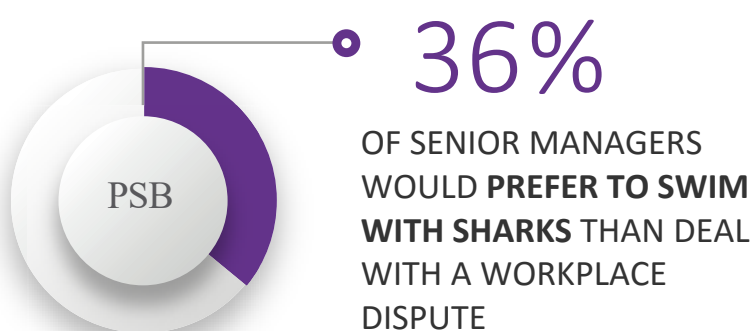
*Prices quoted exclude: VAT at 20% & Travel or overnight accommodation where required (outside of the M25)



“Before TCM helped us to set up our mediation service we had a very skeletal conflict resolution service. It couldn’t adequately meet the case work that was arising in the organisation. Mediation has helped us to cope with the volume and complexity of these cases.”

Gail Simpson
Employee Relations Consultant, City of London Corporation



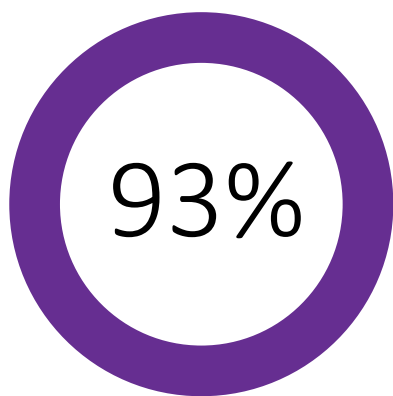


Introducing the 30 day TCM+ Trial Period

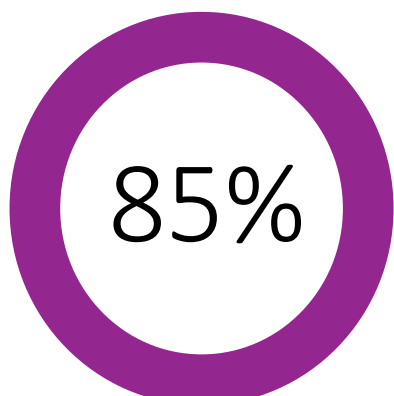
We are offering all new TCM+ customers a 30 day trial period. If you are not completely satisfied with the services that you receive during the first 30 days of your subscription with TCM+, we will refund you the cost of the first month's subscription* and rip up your contract.

** This does not include the initial set up cost which is not refundable.*





Problem resolved
by one-day
mediation



Reduction in
grievances from
internal mediation



Customers would
recommend us
to a friend or
colleague





0800 294 9787

www.thetcmgroup.com/plus