



## HR as Coach & Peacemaker™

### INTRODUCTION

The essential mediation and coaching skills course for HR professionals.

This two-day course builds on delegates' instinct for mediation and their experiences of grievance resolution.

It offers a tried and tested model of mediation along with a series of practical tips and guides to help them secure a positive resolution in workplace grievances and disputes.

It also enables 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.

*"We contacted The TCM Group because we needed to review the way that we deal with conflict and disputes in the workplace. We really needed to understand conflict and how to use mediation to achieve win-win outcomes. I was extremely happy with the training provided, as a result of this training, I now feel more confident to use mediation in the workplace."*

- Pippa Byrne, Former Head of HR at Hugo Boss

**HR as Coach & Peacemaker™ provides delegates with the skills to be able to respond calmly and neutrally during mediation, to use a range of active listening and reframing skills to move a situation forward, and to understand how to create and manage boundaries and set clear goals.**

#### **We recommend this course for:**

All HR professionals, specifically HR Advisors and HR Managers.

### PRACTICAL INFORMATION

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

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

**Trainers:** Delivered by TCM's expert resolution consultants.

**Suitable for:** HR, ER, OD and learning and development professionals.

#### **Cost:**

Contact us on 0800 294 9787 to find out our latest prices for in-house courses. [Click here to complete the enquiry form for our latest prices.](#)

#### **Reviews:**

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



## OBJECTIVES



Understand the nature and causes of conflict including the life cycle of a conflict, plus the various tools and strategies available for managing conflict at work.



Coach 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, refraining, negotiation and influencing skills to secure constructive and commissionaire remedies to complaints, concerns and conflicts.



Apply positive psephology, emotional intelligence and nudge theory to help to 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:

The nature of conflict and mediation



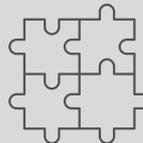
### Module 2:

Introducing the FAIR model



### Module 3:

The 5 stages of FAIR mediation



### Module 4:

Core mediation skills



### Module 5:

Managing the joint meeting



### Module 6:

Coaching your managers and leaders



## 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 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, as required.
- ✓ Assessment and a personal report for each learner.
- ✓ Full access to the amazing resources of the TCM Community for all delegates including lifetime phone and email support.
- ✓ 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 to 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.

# TCM

GROUP

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