

TCM^{GROUP}



THE TCM SYSTEM™

Your blueprint for a fair, just
and high-performing culture.

INTRODUCTION

The TCM System is a robust framework which integrates across your human resources, people management, OD, learning & development, customer experience and employee relations environments.

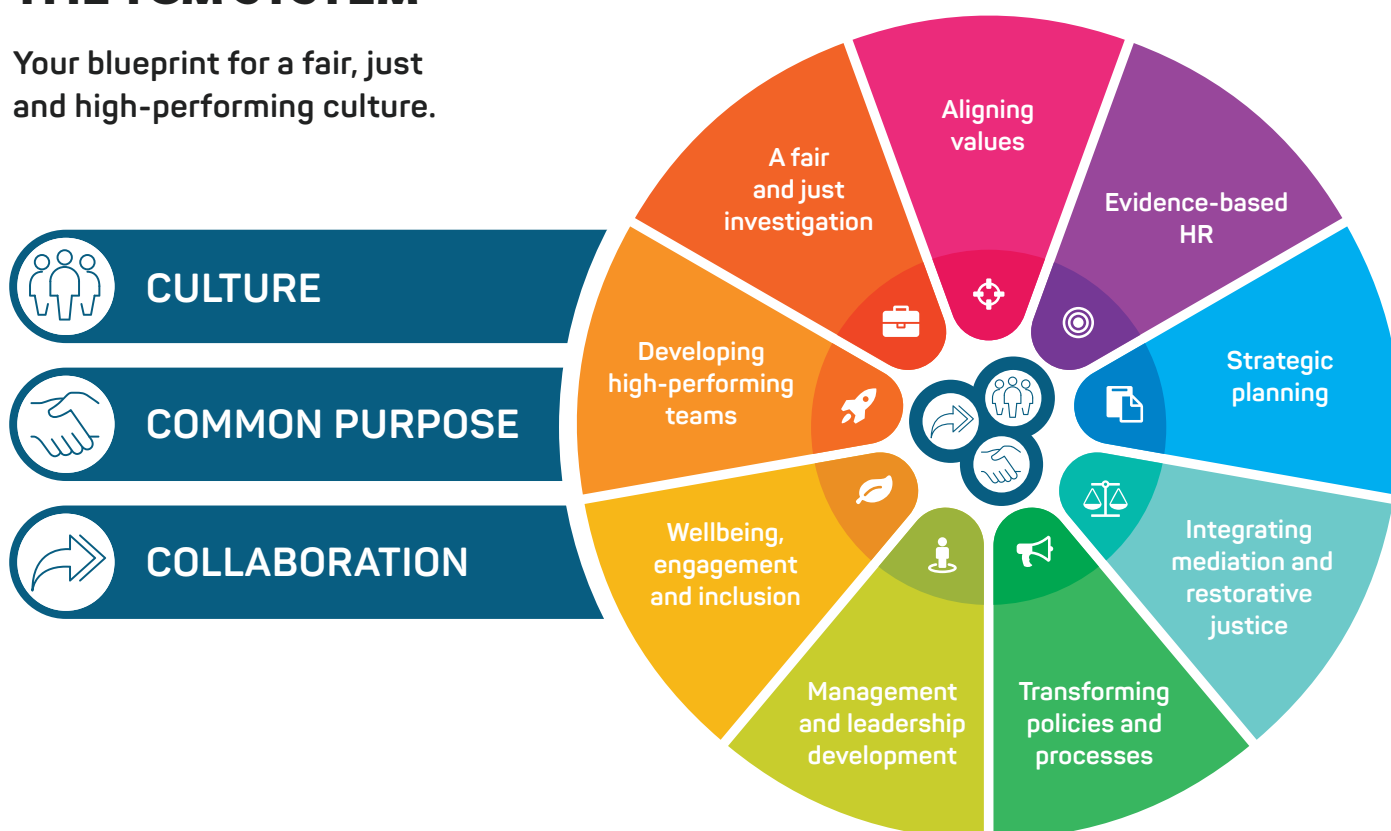
The TCM System puts the core values of your organisation at the heart of your corporate and people strategies. It enables you to reframe your HR policies, business processes and management competencies, making them less about reducing risk, and more about maximising the potential of your people.

By aligning your employee with your customer experience, The TCM System underpins a healthy, a happy and a harmonious workplace culture. These cultures are increasingly recognised as being enablers of increased engagement, productivity and profitability.

By applying latest thinking in systems thinking, behavioural science, positive psychology, nudge theory and principled negotiation, The TCM System underpins growth, adds value and drives competitive advantage.

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THE THREE Cs OF TCM



CULTURE

By adopting The TCM System, you are making a clear commitment to develop, integrate and sustain a high performing, person-centred, values-based organisational culture. At TCM, we refer to this as a Fair and Just Culture.



COMMON PURPOSE

Integrating The TCM System enables you to align the needs and aspirations of your two most important assets: your employees and your customers. Aligning customer experience with employee experience becomes the common purpose which creates a bond of trust and dialogue across your organisation.



COLLABORATION

The TCM System bring stakeholders from across your organisation together with the ultimate objective of creating a high-performing, healthy, happy, and harmonious organisation. This alignment creates flow within the organisation through the promotion of innovation, and the sharing of ideas, insight, and learning.

TCM services and courses:

- Conflict, change and crisis management training & consultancy.
- Integrating a fair and just culture.
- Cultural audits.
- Turnaround consultancy and interventions.
- Coaching and facilitation for individuals & teams.
- Developing common purpose in organisations & teams.
- Supporting managers & leaders to promote and sustain collaboration within teams.
- Developing communication & engagement strategies.
- Aligning employee experience with customer experience.



ALIGNING VALUES

The TCM System starts with your organisation's values and transforms them into a 'living and breathing' part of your employee and customer experience.

Values become the golden thread upon which every part of your organisation functions. According to employee research consultancy, Great Place to Work(R), over 90% of the world's leading companies have aligned their values with their business and people processes.

The TCM System supports the alignment of your core values with:

- ✓ Corporate and people strategies.
- ✓ HR policy frameworks.
- ✓ Employee relations processes.
- ✓ Recruitment and induction processes.
- ✓ Leadership competencies and management behaviours.
- ✓ Reward and performance systems.
- ✓ Supply chain and customer relations systems.

TCM services and courses:

- Evaluate your leaders, managers and employees alignment to your core values via our unique values audit.
- Create, review & develop your organisational values.
- Support the roll-out of your organisation's values.
- Aligning your values to your vision & strategy.
- Creating values based behavioural frameworks for leaders and managers.
- Creating values based frameworks and protocols to underpin working relationships across your organisation.



EVIDENCE-BASED HR

The TCM System draws heavily on evidence based practice. We support our customers to gather valuable qualitative and quantitative data to inform their decisions. Our customers use the data to develop a road map for cultural change and to support the implementation of their corporate and people strategies.

The data are then used to target resources and engage a wide range of stakeholders into the design and roll out of The TCM System.

The resulting data are also used to measure the impact of the changes, evaluate the Return on Investment (ROI) and to provide a basis from which to grow, integrate and review progress.

TCM services and courses:

- Resolution Review.
- Conflict health check.
- Cultural audit.
- Employee engagement survey.
- Conflict calculator.
- Employee engagement survey.



STRATEGIC PLANNING

Organisations and HR departments in particular, are going through a period of significant disruption and change.

The emergence of people and culture teams is well underway, and we predict that over time, the term 'people and culture team' will replace the term human resources department. TCM supports organisations to transform from HR departments to people and culture teams. We help people and culture leaders to develop and integrate their core processes and strategies and to create the ecosystem within which the people and culture team will thrive.

TCM's people and culture strategies are about building trust, delivering compassion, institutionalising respect, promoting collaboration, celebrating diversity and engendering adult to adult dialogue.

TCM services and courses:

- Supporting your strategic planning processes.
- Developing your corporate and your people and culture strategy.
- Managing change and supporting the transformation from HR to people and culture.
- Consulting with key stakeholders.





INTEGRATING MEDIATION AND RESTORATIVE JUSTICE

Mediation and restorative justice are powerful ways to resolve a complaint, a concern, or a conflict. TCM has developed the award-winning FAIR Mediation Model™: Facilitate. Appreciate. Innovate. Resolve.

Since 2001, using the FAIR Model, TCM mediators have secured a successful outcome in over 90% of cases.

Mediation is the intervention of a neutral third party. Their role is to empower the two parties to identify and secure a lasting remedy. They do this by remaining impartial and objective and by ensuring that the parties can have a powerful and courageous dialogue with each other. One of the key features of mediation is that mediators help the parties to draw out insight and learning from the past rather than blame and retribution.

Restorative Justice is an advanced form of mediation and is used in more serious cases such as discrimination. The facilitator gives a voice to the complainant and allows the subject to understand the impact of their behaviour directly from the person affected.

Whilst the focus at TCM has been on using mediation to resolve workplace, employment and business disputes, the TCM System can also be used to embed mediation into commercial or customer complaint resolution. For instance, working in partnership with HMRC, TCM has designed and embedded a tax dispute mediation scheme that is helping thousands of taxpayers to resolve their disputes without the need for a tax tribunal.

TCM have also been integral in helping the NHS adopt mediation to resolve complaints from patients and their families. In addition, many police forces are using TCM's Fair Mediation Model to help resolve complaints being made against police officers and universities and colleges are using mediation for managing student complaints.



TCM services and courses:

- Professional mediation services.
- Developing internal mediation schemes.
- Accredited Mediation skills training – The National Certificate in Workplace Mediation™.
- Outsourced mediation schemes.
- Core and practical mediation skills training (one or two days respectively).
- Training in restorative conversations.



TRANSFORMING POLICIES AND PROCESSES

The TCM System encourages organisations to reframe their existing Human Resources policies processes and procedures.

Most employee handbooks focus on compliance and consistency rather than people and relationships. In so doing, many HR policies, processes and procedures promote an adversarial mindset in the people who use them. These mindsets undermine relationships and put a strain on the parties.

The most destructive policies in the employee handbook are the traditional GBH procedures – Grievance and Bullying and Harassment procedures alongside the traditional disciplinary policy. For many, the GBH procedures are stressful, divisive and damaging.

Many organisations are rejecting their traditional HR procedures in favour of a more modern and person-centred employee handbook with practical toolkits and guidance.

TCM services and courses:

- TCM Model Employee Handbook.
- TCM Resolution Framework.
- Resolution Review.
- Routes to resolution training.
- HR as coach and peacemaker (a 2 day programme for HR, ER, OD and L&D professionals).



MANAGEMENT AND LEADERSHIP

The TCM System will support you to align your values, vision and strategic objectives with your leaders and managers competencies and behaviours.

Emotional intelligence, principled negotiation, communication, positive psychology, nudge theory, compassion, mentoring, coaching and conflict competence all feature in The TCM management competency and behaviour framework.

These skills are about creating confident, competent and courageous leaders and managers and equipping them with the skills that they need to handle 21st century problems. TCM's management and leadership programmes lead to greater engagement, productivity, performance and profitability.

As an ILM approved centre, TCM has developed a wide range of management and leadership programmes that are utilised in blended learning to ensure that the skills & knowledge are retained and that they can be applied in a practical and real-world context.

TCM services and courses:

- Undertaking 360° reviews for leadership development.
- ILM approved leadership and management programmes.
- Bespoke leadership and management programmes.
- Executive coaching.
- Turnaround consultancy.
- Developing management and leadership behaviour and competency frameworks.
- Values based leadership programmes.
- Confident Conversations training for managers and leaders.
- Handling conflict and change training for managers and leaders.



WELLBEING, ENGAGEMENT AND INCLUSION

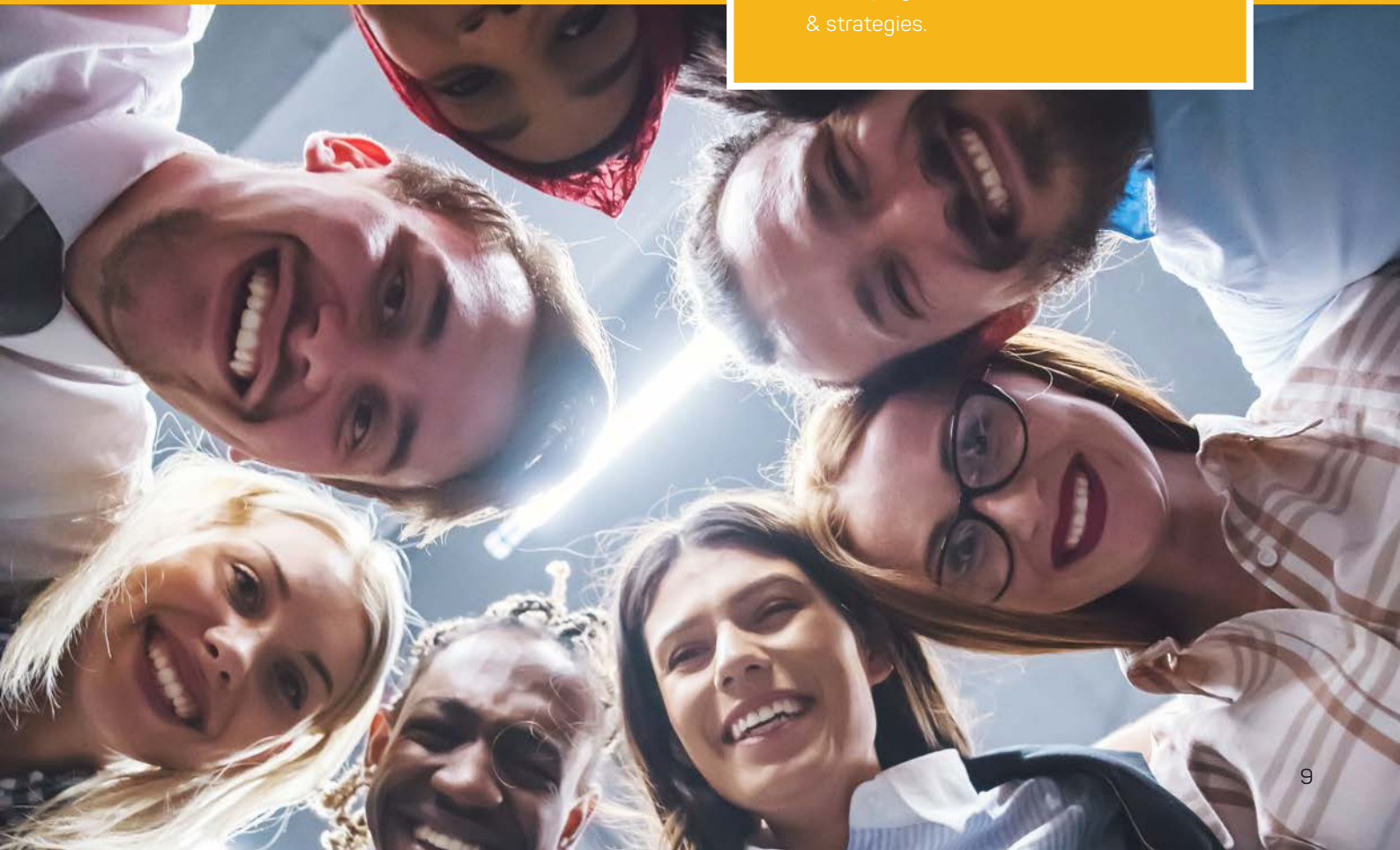
A fair and just culture can be achieved when organisations fully embrace wellbeing, engagement, and inclusion (WEI).

Managers, leaders, and other key stakeholders should possess the skills and the confidence to sustain a safe and engaging working environment for everyone. The TCM System is used to integrate your WEI efforts into the overarching culture, climate, and fabric of your organisation.

The TCM System helps organisations to develop practical and high-impact wellbeing, engagement & inclusion strategies and practices. Good mental health of an engaged and resilient workforce is central to the development of a healthy and harmonious workplace. This ethos is supported by evidence there is a direct correlation between these factors and enhanced levels of productivity and organisational effectiveness.

TCM services and courses:

- Wellbeing, engagement and inclusion audits and data analysis.
- Strategy and policy development.
- Learning and development for managers, leaders, HR, and other stakeholders, including diversity & inclusion and unconscious bias training.
- Equality, diversity and inclusion consultancy and support.
- Mental health, resilience & wellbeing reviews and training.
- Employee engagement, staff surveys & analysis.
- Developing employee engagement & wellbeing strategies.
- Developing absence reduction initiatives & strategies.





DEVELOPING HIGH PERFORMING TEAMS

The TCM system is about helping you to drive up performance, productivity, and overall business effectiveness.

Teams are extraordinary when they collaborate and dedicate real focus and energy. This passion to succeed comes from the climate created by their leaders. When a leader and their people are connected to the purpose and values of an organisation, expect outstanding results.

BE THAT LEADER.

We specialise in helping teams to unlock their potential by engaging them in constructive and supportive dialogue and work with many different team structures with complex needs.

TCM services and courses:

Working with groups and teams ranging from three to thirty participants, we help to resolve complex and seemingly intractable disputes during periods of transition and uncertainty.

This could include a divided project team who need professional support to resolve a complex inter-personal dynamic or a high performing team who want to come together to identify a shared vision and agree a new set of goals and objectives which includes;

- Team facilitation.
- Team coaching.
- Team building.





A FAIR AND ROBUST INVESTIGATION

In any organisation, there will be situations which are so serious or unclear, they warrant a formal investigation to assess what went wrong and why.

In these cases, an investigation or a neutral evaluation, can be used to identify the causes and the impact of a situation so the organisation can then apply a remedy or a formal sanction.

Organisations who adopt The TCM System often retain our services to develop their investigation capacity:

- ✓ Training for internal audit teams.
- ✓ Training for a panel of internal investigators.
- ✓ Training managers to set up and run an investigation.
- ✓ Outsourcing HR investigations including grievance, discipline, bullying, harassment and discrimination.
- ✓ Outsourcing regulatory, compliance, fraud and other complex investigations.

TCM services and courses:

TCM delivers world class investigation services into a wide range of issues including concerns, complaints, grievances and misconduct. We also specialise in investigating complex and serious cases such as fraud, regulatory compliance, bullying and harassment, discrimination and allegations of professional negligence.

We also offer three levels of investigation skills training:

- Core Investigation Skills (one day).
- Practical Investigation Skills (two days).
- Advanced Investigation skills (three days).



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