



Tuesday 20th October 2020

9:30 am - 1:00pm

**A Just Culture conference
for NHS leaders**

Redefining Resolution in the NHS

Conference Agenda



“This unique conference will explore how NHS Trusts can replace their traditional discipline and grievance procedures with an overarching Resolution Framework™. This is a radical move, but one which encourages a healthier, more person-centred culture.”

David Liddle, Conference Lead

TCM GROUP
resolution redefined

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resolution redefined



CIPD
*Championing better
work and working lives*

NHS
Resolution



Chelsea and
Westminster
Hospital **NHS**
NHS Foundation Trust

Sequence of events

9:30 - Conference opening and welcoming remarks from David Liddle

9:50 - Guest Speaker: Nicky Ingham

10:05 - A Case study from Roujin Ghamsari- “Developing a Resolution Framework in a Large Acute NHS Trust”
-What is the need for change? -Reframing language, mindset and culture. -Challenges faced.

10:20 - Guest Speaker: Charlotte Rayner- “The evidence basis for tackling a broken grievance system”
-Cost savings achieved through early resolution. -Preventing minor accidents, major incidents, and deaths.

10:35 - Guest Speaker: Chris Turner- “The damaging effects of incivility in the NHS”
-Negative impacts of rudeness in the workplace. -Evidence supporting the need to be civil.

10:50 - Short comfort Break

11:00 - Breakout Room Session. Participants will be allocated to 1 of 4 workshops:

- Nicki Eyre- A person-centred approach to tackling Bullying & Harassment.
- Claire Gearon- Equipping managers with the skills needed to create a resolution culture.
- Gary Rogers – Dido Harding’s 7 principles of a fair investigation.
- Michael Jarvis- Using mediation to resolve concerns and conflicts in the NHS.

11:20 - Short feedback session (plenary)

11:30 - A case study from Chris Tiplady- “How supervisors are being trained to handle mediation”

-Conflict within a postgraduate medical school. -The clinical impacts of cultural change.

11:45 - Guest Speaker: Jonny Gifford- “The things that we know about conflict, but ignore”

-A manager’s role in dealing with conflict. -Power dynamics in mediation. -Conflict within wider relationships.

12:00 - A case study from London Ambulance Service

12:15 - Guest Speaker: Karen Wadman- “Fairness, justice and learning when raising concerns in the NHS”

-Managing complaints, concerns & conflicts. -Early identification of issues. -Supporting managerial challenges.

12:30 - Question and Answer (Q & A) Session

12:45 - Closing Remarks, David Liddle

Our exciting and diverse array of special guest speakers...



Nicky Ingham- Executive Director, HPMA



Roujin Ghamsari- Deputy Director of HR, NHS



Charlotte Rayner- Researcher, Portsmouth University



Chris Turner- Co-founder, Civility Saves Lives



Nicki Eyre- Founder of Conduct Change



Chris Tiplady- Consultant Haematologist, NHS



Jonny Gifford- Senior Researcher, CIPD



Karen Wadman- Lead Advisor, NHS Resolution



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