

**TCM** GROUP  
Train · Consult · Mediate

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AWARDS 2020  
Celebrating the best in HR

**WINNER**

HR Consultancy  
of the Year

# HR AS COACH & MEDIATOR™

The essential mediation  
and coaching skills  
course for  
HR professionals.



## HR AS COACH & MEDIATOR™

HR as Coach & Mediator™ provides delegates with the skills to be able to respond calmly and neutrally during the various stages of conflict. It looks at a range of active listening and reframing skills to move a situation forward, to understand how to create and manage boundaries and set clear goals that enable our teams to lead by example.

This two-day course builds on delegates' instinct for resolution; using their experience of conflict coaching, mediation or purely a desire to understand these areas more. 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 disputes.

By combining Emotional Intelligence with theories such as 'Positive Psychology', 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.



## PRACTICAL INFORMATION

### HR as Coach & Mediator™ - Online

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

### HR as Coach & Mediator™ - 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.

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





## 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:

Shaping conflict to resolution



### Module 2:

Listening to understand (active listening and the mediation framework)



### Module 3:

Coaching conversations



### Module 4:

Emotional intelligence and how we can use it in our roles



### Module 5:

Applying Positive Psychology to coach and lead our teams



## 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, support via the TCM helpline as required.
- ✓ 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.



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