

TCM's monthly digest.

JANUARY 2024



TCM GROUP

Putting
People First™

Meet the team



OUR SENIOR LEADERSHIP TEAM:
HARRIETTE, LISAJAY & DAVID



EMILY
MEDIATION SERVICES



CHLOE
INVESTIGATION SERVICES



ADAM
RESOLUTION



HANNAH
TRANSFORMATION



ADITI
LEADERSHIP



REBECCA
PEOPLE & CULTURE

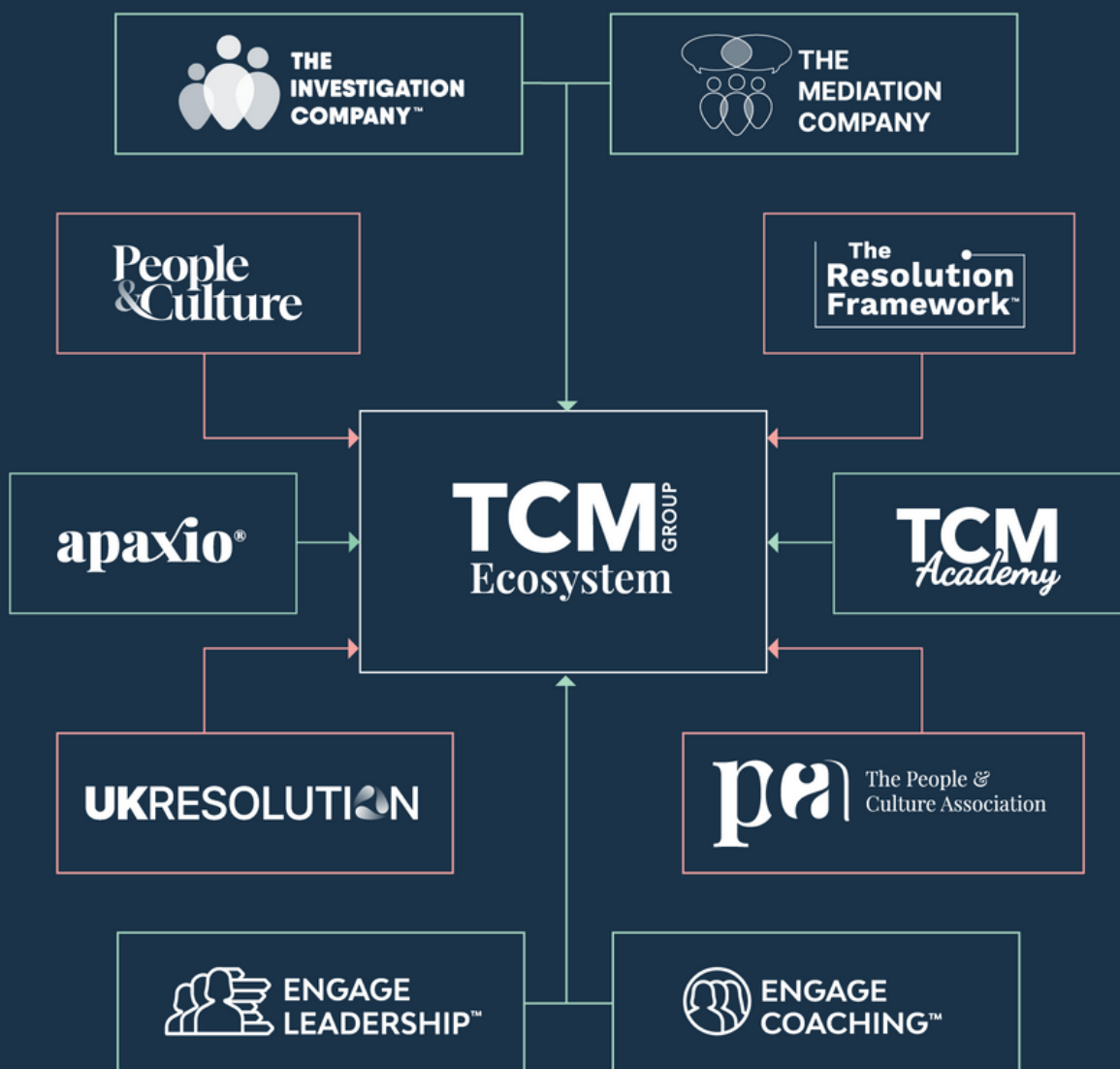


JAMILA
PEOPLE & CULTURE



CAMERON
TRAINING & EVENTS

Working as an ecosystem to deliver fair, just, sustainable, inclusive and high-performing workplace cultures



Putting People First™

Delivering mediation that lasts

Mediation at The TCM Group is a little different from the norm. Using our FAIR Model™, we facilitate a restorative one-day process that is also a mindset, framework, and set of skills. It requires involved parties to come to a mutual agreement, observed and guided by an objective and confidential mediator. This gives real authority and autonomy to the individual, rather than the adjudicator, far removing the process from the black-and-white outcomes of courtrooms and hearings.

Our consultant partners hold space for parties to converse and reach a decision together, many of whom are award-winning mediators. We also use the same process to resolve tension in workplace teams - it's still just as effective. If our mediation team's not busy enough, they've also been busy providing essential mediation training to several organisations.

SERVICE	NO. OF ORGANISATIONS PROVIDED FOR
2-PARTY MEDIATIONS	6
TEAM FACILITATION	1
MEDIATION SKILLS TRAINING	3



What our customers say



Thorough and practical workplace mediation training

“I really learned a lot from my National Certificate in Workplace Mediation training. It was thorough, with lots of opportunity to practice too. I enjoyed the group learning together and all the theoretical information. Thank you.”

Kath Roe, Primary School Development Lead at Thrive Co-operative Learning Trust



Recommended to anyone serious about making a difference

“I attended TCM's HR as Coach & Mediator course and have to say it was absolutely first class. It provides the skills necessary for mediators to remain alert, calm and neutral; I particularly loved the active listening and reframing content and am already applying these back at my workplace. It provided a great opportunity to reflect, review and think about what is needed for the future.”

Wayne Okell, Director of Talent & Performance at Fair Ways

Welcoming new customers



Catching up with repeat customers





Getting investigations right the first time

This is often our busiest area of the business. Countless top brands and household names trust our experts to handle their investigations, meaning that we often have 40+ investigation services running in any given week. As always, we also run a wide range of investigation skills training for businesses with their own investigators, or those wishing to learn a new trade.

Our world-class investigators are drawn from a wide range of backgrounds, including HR Directors, Lawyers and Senior Police Officers. They use our unique TRIAGE process to ensure a consistent and comprehensive approach across all our cases.

SERVICE	NO. OF ORGANISATIONS PROVIDED FOR
INVESTIGATIONS	6
NEUTRAL EVALUATIONS	1
INVESTIGATION SKILLS TRAINING	1

What our customers say

Customer of the Week

“Working in a highly regulated and ever changing industry, I understand the diverse challenges that face my team regularly. I realised the importance of supporting the team through continued learning and having the opportunity to work with TCM allowed us exactly this. We were able to create a practical and bespoke training session with Rachael which allowed my team to gain the most out of their day. The training was delivered in a positive and interactive manner which proved extremely successful, and we hope that this recent partnership will continue to develop into future teams and years.”

Sati Jandu, Sales & Marketing Director UK & Ireland at Vitrolife



An amazing training course

“I took a Cognitive Interviewing Skills training course with TCM and left feeling very motivated to put what I learned into action. Our trainer was very informative and gave me new ways of approaching and conducting an interview for investigations. We had the chance to put the theory into practice which reinforced all the points we learned through the course.”

Anthea Downes, Beaumont Hotel

Welcoming new customers



Devon Air Ambulance Trust
Registered Charity No. 107998



West Herts
College



Catching up with repeat customers



NHS
Oxford University Hospitals
NHS Foundation Trust



Inspiring leaders

When a leader or manager attends one of our Engage Leadership programmes, they undergo a deep transformation. They become more self-aware, more empathetic and more engaging. They gain insights into the responsibility that is placed upon them and they begin to understand the impact of their behaviours on the climate of their teams and the culture of their organisations. They leave our courses with vigour and courage coupled with a renewed sense of confidence and a passion to succeed.

We offer a structured delivery model which is proven to help leaders to develop their competencies and confidence across 7 dimensions. We keep the messages simple and accessible. However, you can be assured that each programme we design and deliver is underpinned by powerful theoretical frameworks and models such as transformational leadership, positive psychology, appreciative inquiry, behavioural science, systems thinking, emotional intelligence, transactional analysis, nonviolent communication (NVC) and NLP.





Fichtner are an independent engineering consultancy. Our trusted partnership began in January with a leadership, coaching and culture review with an innovative and tailored slant. It's a blend of coaching, utilising advanced personality profiles, and conducting an extensive 5D Review, culminating in an immersive leadership-focused workshop involving team leaders and directors. Currently holding a Gold 'Investors in People' accreditation, the company has recently conducted staff surveys revealing challenges in consistency among Team Leaders in supporting and developing their staff. Despite its size, Fichtner maintains a strong sense of unity and cross-team collaboration, contributing to its cohesive identity.

Their dedication to enhancing the employee experience is evident, as they closely collaborate with us at TCM to bring their organisational values of excellence to life through our transformative Engage Leadership programme.

**Closely
collaborating
with TCM brings
Fichtner's
organisational
values to life
through our
transformative
Engage
Leadership
programme.**

FICHTNER



People and culture

2024 seems to be the year for many organisations to start redefining resolution within their working cultures. Our People & Culture team, comprising Hannah, Rebecca and Jamila, alongside our expert consultants, have been working hard to deliver essential transformational change programmes to our customers. Our Resolution Framework (RF) offers organisations a fully integrated and legally compliant alternative to traditional grievance, discipline, whistleblowing and performance management procedures. As part of our P&C function, the RF is being used to support our customers, from across the globe, to develop a fair, just, inclusive, sustainable and high performing culture - a transformational culture.

In January, we explored a transition to P&C with some incredible organisations: Tesco, Arun District Council, Kent Fire and Rescue, Société Générale, University of Surrey, Unesco, Boots, Brandon Trust to name but a few. Let's take a closer look at resolution.

Making waves for resolution

Organisation	Project phase	Progress
	Modular implementation	Introduced a strategy group, communications strategy and stakeholder group moving towards a summer launch date.
	Union engagement	Holding lots of meetings to engage stakeholders and delivering training to build resolution skills.
	Launch	The framework is off to a wonderful start where UoB are already seeing the benefits from early resolution. The team also undertook 4 days of training with TCM.
	Early resolution focus	Working through the triage stage and lots of scenario testing, focusing on early resolution.
	Informal resolution	Completed an informal resolution package and are interested in expanding Quality Conversations training.
	Review	City of Lethbridge are internally reviewing their Resolution Policy with 2 new key hires.
	Strategy review	Ongoing monthly strategic review meetings are going well, continuing a trusted partnership with TCM.

“What we want to ensure is that we have the right frameworks in place to manage both those very, very serious allegations through formal processes and, importantly, to keep the culture right from day one for everyone and know the frameworks where people can find different types of avenues, and support through coaching, mediation and the Resolution Framework. It's absolutely the right thing to do: it's evidence based, and that's key.”

Heather Palmer, Senior Human Resources Business Partner at the BBC & Customer of the Year at TCM 2023/24

Contributing to our community and delivering social value



Every time we interact with our customers, whether they join us on a videocast or win our "customer of the week" award, we like to pay it forward by making a donation on their behalf.

For ourselves, our ethos and our CEO David, it's a really important and fulfilling part of our work. It's all about the TCM love or TC Aime as we like to call it.

“ As a business leader, I am deeply passionate about social value because it embodies the very essence of our purpose: to put people first. It's not just about making profits; it's about making a meaningful and lasting difference in the lives of others. Seeing the positive impact we can create, the lives we can touch, and the communities we can uplift fuels our drive for social value. It's the force that inspires us to push boundaries, innovate, and leave a legacy of positive change. ”

David Liddle, CEO of The TCM Group




www.thetcmgroup.com/cotw



TCM GROUP

Putting
People First™



Get in
touch to
build a
better
workplace



London
New York



thetcmgroup.com



0800 595 0595



info@thetcmgroup.com