

# TCM's monthly digest

JULY 2023



**TCM** GROUP

Putting  
People First™

# Meet the amazing TCM team



**DAVID**  
CEO & CHIEF CONSULTANT



**HARRIETTE**  
RESOLUTION  
DIRECTOR



**GINETTE**  
TRANSFORMATION  
DIRECTOR



**EMILY**  
MEDIATION SERVICES



**CHLOE**  
INVESTIGATION SERVICES



**AMY**  
COACHING



**ADITI**  
LEADERSHIP



**REBECCA**  
PEOPLE & CULTURE



**HANNAH**  
PEOPLE & CULTURE

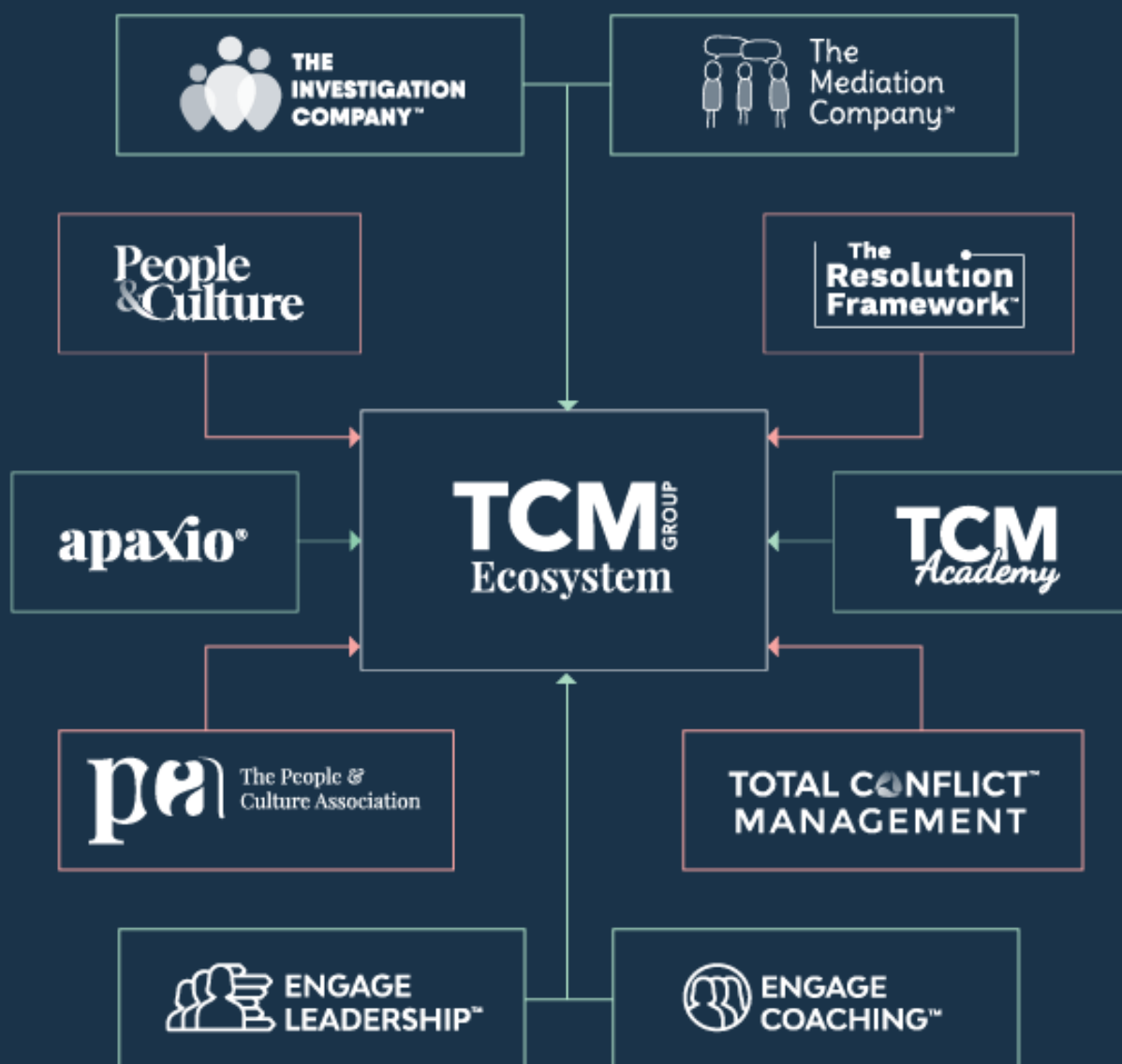
The TCM team have been super busy, as always, to deliver change for organisations across sectors.

Above is a snapshot of our HQ team who work collaboratively to move customers through the ecosystem, dependent on their unique needs, pain points and future goals.

Our directors and coordinators then work in conjunction with our expert consultant partners to provide training, programmes and services.

Together, we function as a whole team to foster positive action and create truly transformational cultures within the working world.

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



Putting People First™



# Mediation

At The Mediation Company, our FAIR Mediation Model™ is specifically designed for solving workplace disputes. It's really effective and is used by many organisations to this day.

This model gets right to the root cause of a conflict whilst bringing a pragmatic problem-solving approach. And when the conflict has been successfully resolved, the model delivers just as much, after the process has taken place.

SERVICE	NO. OF ORGANISATIONS PROVIDED FOR
2-PARTY MEDIATIONS	13
TEAM FACILITATION	1
MEDIATION SKILLS TRAINING	4

## Welcoming new customers



# Making the move to mediation

## Customers of the Week in July

### Helen McGowan at The Health and Safety Executive



Our trusted partnership began in August 2022, when HSE contacted TCM to enquire about training up some new mediators within the organisation.

HSE wanted to prioritise health - not just the safety kind - by ensuring that any conflicts, complaints or concerns between colleagues could be resolved with compassion and care.

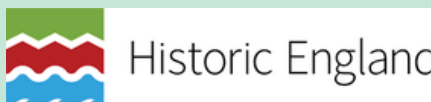


### An essential course by The TCM Group

Mediation is a crucial means to reaching peaceful and agreed solutions in today's world – on an international, political, industrial, peace-keeping or social level. I directly applied the concepts and skills I learned from my courses to an exciting new positive dynamics at work. Dominic was an excellent trainer and was succinct sharing case studies and possible scenarios where we can gleaned on.

Annabel Beach, Head of HR at Oxfam & Chloe Pye, Investigation Services Coordinator at The TCM Group

### Catching up with repeat customers





# Workplace investigations

The world's top brands trust us. It's because we get our investigations right first time. Our reputation has reached far and wide, having conducted investigations across the UK, Europe and USA, and responding to complex allegations in areas such as: complex staff misconduct, sexual harassment and bullying, fraud, regulatory non-compliance and criminal offences.

Our world-class investigators are drawn from a wide range of backgrounds, including HR Directors, Lawyers and Senior Police Officers.. They also share their wisdom in a variety of training courses, available for beginners to advanced investigators.

SERVICE	NO. OF ORGANISATIONS PROVIDED FOR
INVESTIGATIONS	6
INVESTIGATION SKILLS TRAINING	5

# What our customers say

## Customers of the Week in July

### The Francis Crick Institute

The team at TCM have thoroughly enjoyed working with Emma and Rody to deliver investigations training for The Francis Crick Institute.

They have been completely proactive and helpful in setting up an engaging and useful course and the trainer really enjoyed visiting colleagues onsite for a great half-day session!

Chloe Pye, Investigation Services Coordinator at The TCM Group



### Providing real-life examples

TCM Investigation training was brilliant, Rachael was extremely knowledgeable and provided lots of real world examples to reinforce the learning points.

The course materials provided are excellent and i will be able to use this training in my day to day work.

Regional Organiser at UNISON for Practical Investigation Skills

## Welcoming new customers



## Catching up with repeat customers





# Coaching



Philippa Brown  
TCM Consultant Partner

July saw a rise in demand for our coaching services. Our consultant partners delivered one-to-one coaching to various organisations alongside bespoke senior leadership programmes.

One of those was facilitated by Pip, who created a safe space for a team to share things that were and weren't working for them. She used various models and framing to help the team members to gain understanding of differences, set clear individual and collective goals, and

consider a structured process to work better as a team.

At the project impact meeting, a checkpoint TCM uses to measure the success and learnings of each project and partnership, the senior leadership team at the organisation shared that the atmosphere had completely changed. This is what coaches like to call "the great shift" - the climate of suspicion and tension had calmed to a sense of relief, gratitude and appreciation for others. They had agreed actions to take their development forward, following a clear roadmap to better collaboration.



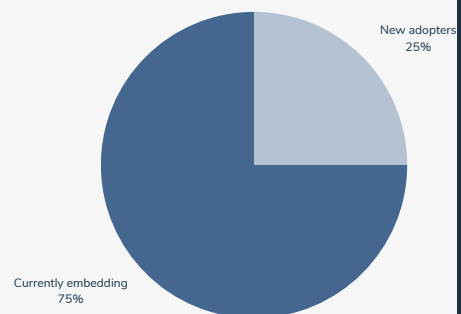




# People and culture

TCM has been leading the way in the transformation of the HR function towards a people and culture function. We are proud to be partnering with an increasing number of organisations and people and culture teams to help them achieve their brilliance and to unlock the brilliance of others.

Our unique TCM approach helps to align a company's values, purpose and behaviours to create space for people to engage in constructive dialogue, and provides the ability to facilitate open and honest adult-to-adult conversations. Many organisations have started or continued their cultural transformation journey with TCM.



# 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

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London  
New York



[thetcmgroup.com](https://thetcmgroup.com)



0800 294 9787



[info@thetcmgroup.com](mailto:info@thetcmgroup.com)