

TCM's monthly digest.

JUNE 2023



TCM GROUP

Putting
People First™

Meet the amazing TCM team



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CAMERON
TRAINING

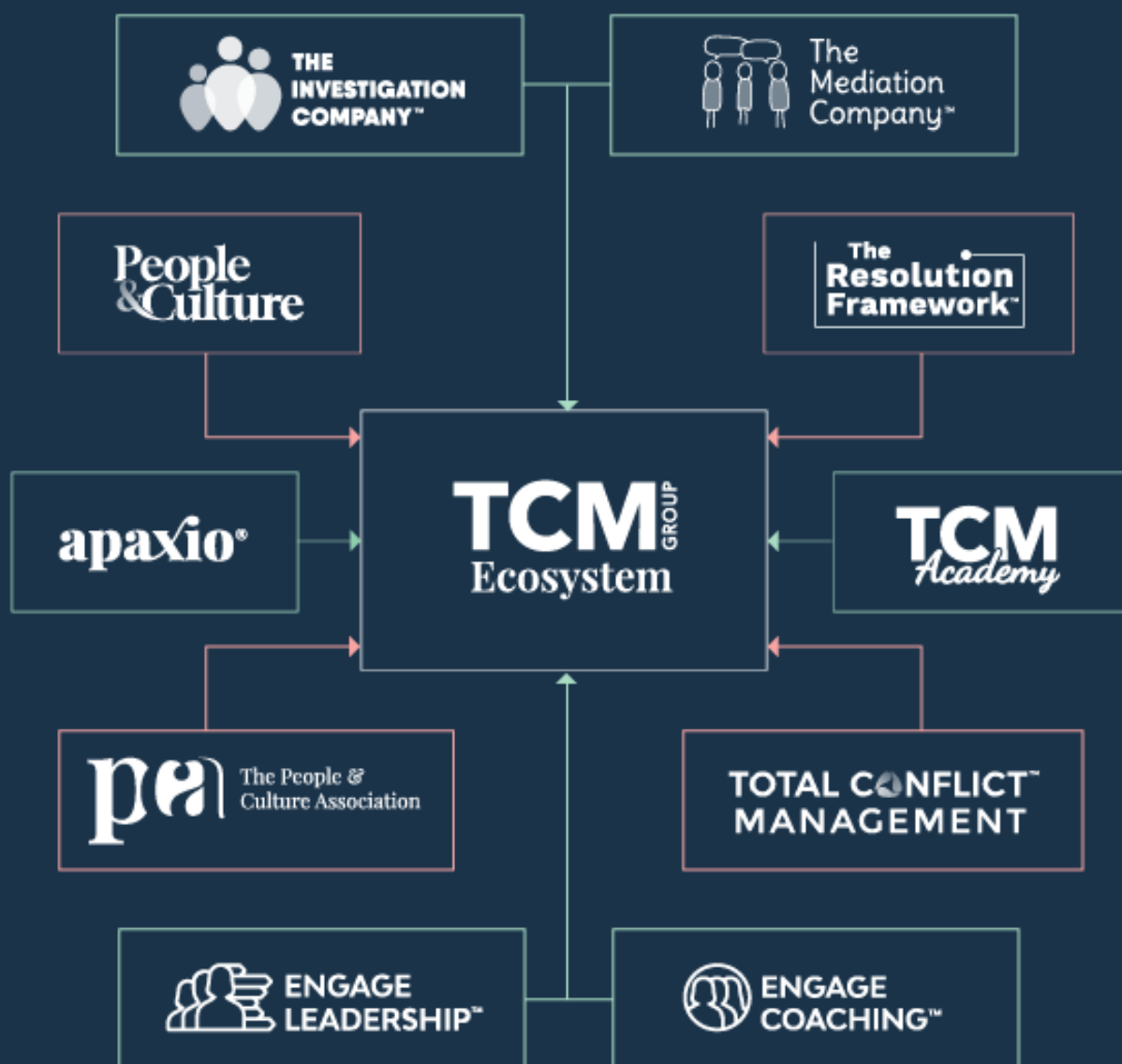
The TCM team have been super busy, as always, to deliver change for organisations across sectors.

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

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	4
TEAM FACILITATION	4
MEDIATION SKILLS TRAINING	2



What our customers say

★★★★★ ★ Trustpilot

A crucial training course

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.

Kartina Osman, Senior Manager at Foreign, Commonwealth and Development Office

★★★★★ ★ Trustpilot

Inspiring and motivating training

I felt inspired and motivated at the end of the mediation training day to put what I learnt into practice. The training brought a lot of light into mediation and broadened knowledge on what tools and language to be using. It really created insight into my work as a HR professional and the ability to apply it into everyday relationships.

Michell Durham, Mediation Policy Consultant at the Cabinet Office

Welcoming new customers



Catching up with repeat customers





Workplace investigations

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	15
INVESTIGATION SKILLS TRAINING	3

What our customers say



Becoming a TCM-accredited Investigator

Today, I received my TCM Accredited certificate, and I am really proud to be a TCM Accredited Investigator. I'm looking forward to attending future events and workshops that will enhance my investigation skills more and more from trusted experts at The TCM Group.

Rihab Elhassan, Head of People & Culture at Plan International, Sudan



Empowering employees with expert training

I can thoroughly recommend the Practical Investigation Skills course as providing very valuable tips and tools and good space for discussion of key issues for investigations.

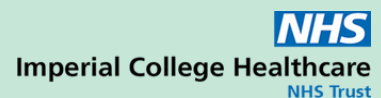
Oxfam are completely passionate about empowering their internal investigators to carry out a fair and thorough process, and have been very engaged in the process of making our investigations training right for their needs.

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

Welcoming new customers



Catching up with repeat customers



Coaching

Coaching allows organisations to create a more supportive, collaborative culture. In turn, these organisations experience lower rates of staff turnover, and increased profitability. TCM's workplace coaching services are designed to support employees and teams in a full range of scenarios - it's a journey of transformation.

In June, we worked with a couple of notable clients that used coaching to work through discomfort and discord, through to positive action.

Amy, Coaching Coordinator, reflects: A team working in a human rights charitable organisation came to us seeking help. By nature of the job, the team are often surrounded by bad news. A lot of tensions and high emotions, alongside pandemic, time zones, cultural backgrounds culminated to create an unsustainable atmosphere - but they were still expected to come together as a coherent and connected team.

One person in the team was particularly antagonistic and divisive, creating disruptive waves within the team.





As is the practice at TCM, we make sure to match the right coach with each team or individual. Consultant partner Liz Jones has a rich background in working with developing countries and not-for-profits and their nuanced challenges. Liz had extensive conversations with each member of the team as well as a long conversation with the manager to find out the symptomatic problems. She was able to tap into any unmet needs and gather quantitative information, working closely with senior leadership to design the coaching programme. The team focused on creating connections in a safe space that allowed colleagues to share experiences, be vulnerable, feel listened to and rebuild relationships.

This story is a testament to our collaborative approach to working with organisations to develop compassion, communication and curiosity - a transformational culture.

As a result of feedback, we're now working with the next team up. The CFO heard about the work, saw the value in coaching and changed behaviours in team members.

Global human rights charitable organisation

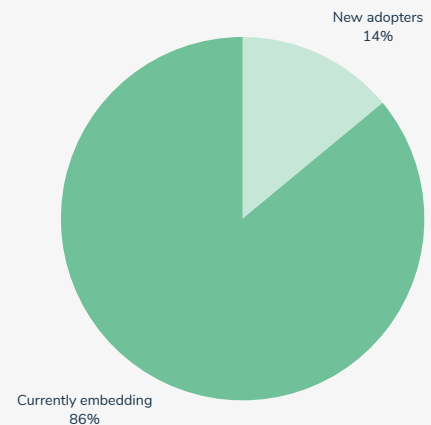


People and culture

HR is undergoing one of the most radical transformations in its existence. The shift towards a purpose-driven, values-based, and person-centred people and culture function presents many in HR with the opportunity to become one of the most strategically important functions in their organisation.

TCM delivers a comprehensive package of support for the emerging people and culture function: often starting with our revolutionary Resolution Framework.

Last month, many new organisations launched or continued their work to embed a new form of restorative resolution within their workplaces.



Making waves for resolution


Customers of the Week in June

Peter Eley & Abi Phillips at the University of Bath



TCM started working with the University of Bath to implement their Resolution Framework in January 2023. Since then, we have covered a lot of ground as we work with key stakeholders in the organisation to set the scene for a new approach to resolution. They are leaders in the space of transformational culture and we are delighted to be partnering with them as they implement a Resolution Framework.

P&C team at NHS Blood and Transplant

 Our trusted partnership with NHSBT began back in 2021, evolving to launch our Resolution Framework within the organisation.

It's clear that the NHS has a deep desire to do what is best for their people. They've really sought to understand the framework, and why it's beneficial for workplace culture, which considering all they've been through and had going on is impressive. Many health and social care organisations, much like NHS BT, have turned to a new and compassionate approach for handling these complex issues: a tried and tested Resolution Framework.

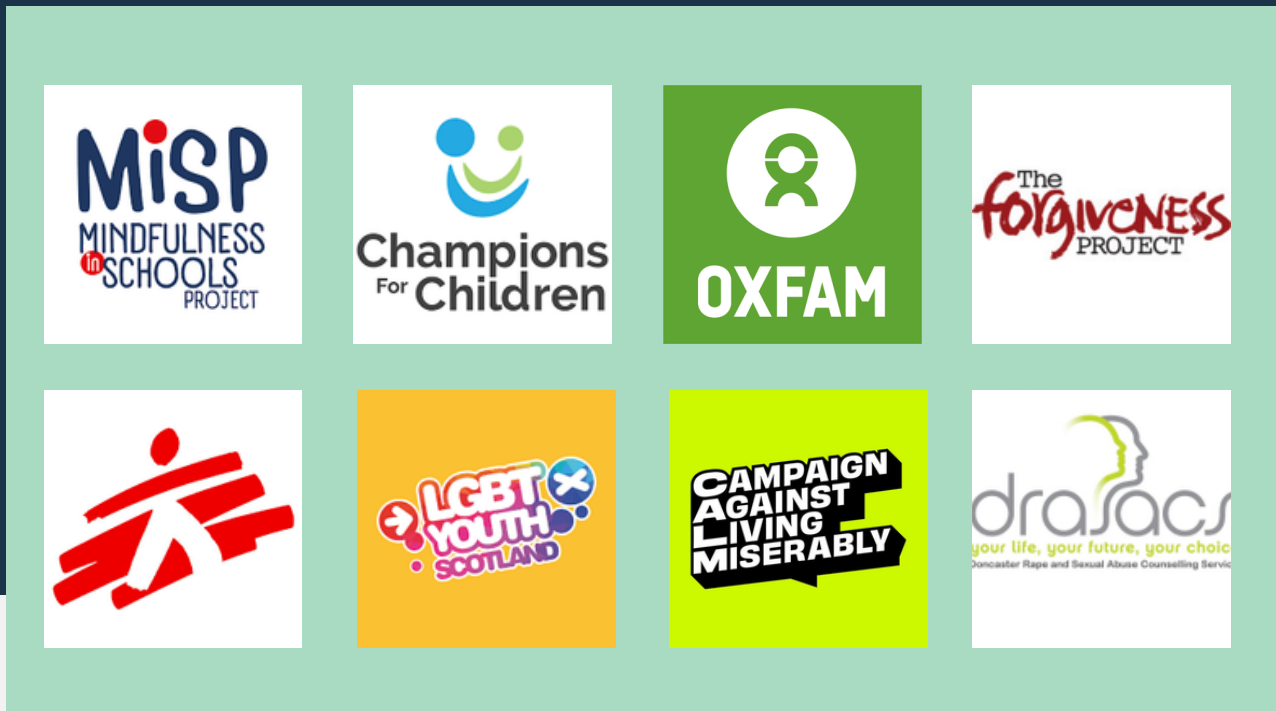
Who launched the Resolution Framework in June?



Ordnance Survey



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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