

TCM's monthly digest

SEPTEMBER 2023



TCM GROUP

Putting
People First™

Meet the team



OUR SENIOR LEADERSHIP TEAM:
HARRIETTE, LISAJAY, DAVID & GINETTE



EMILY
MEDIATION SERVICES



CHLOE
INVESTIGATION SERVICES



ADAM
RESOLUTION



AMY
COACHING



ADITI
LEADERSHIP



HANNAH
PEOPLE & CULTURE



REBECCA
PEOPLE & CULTURE

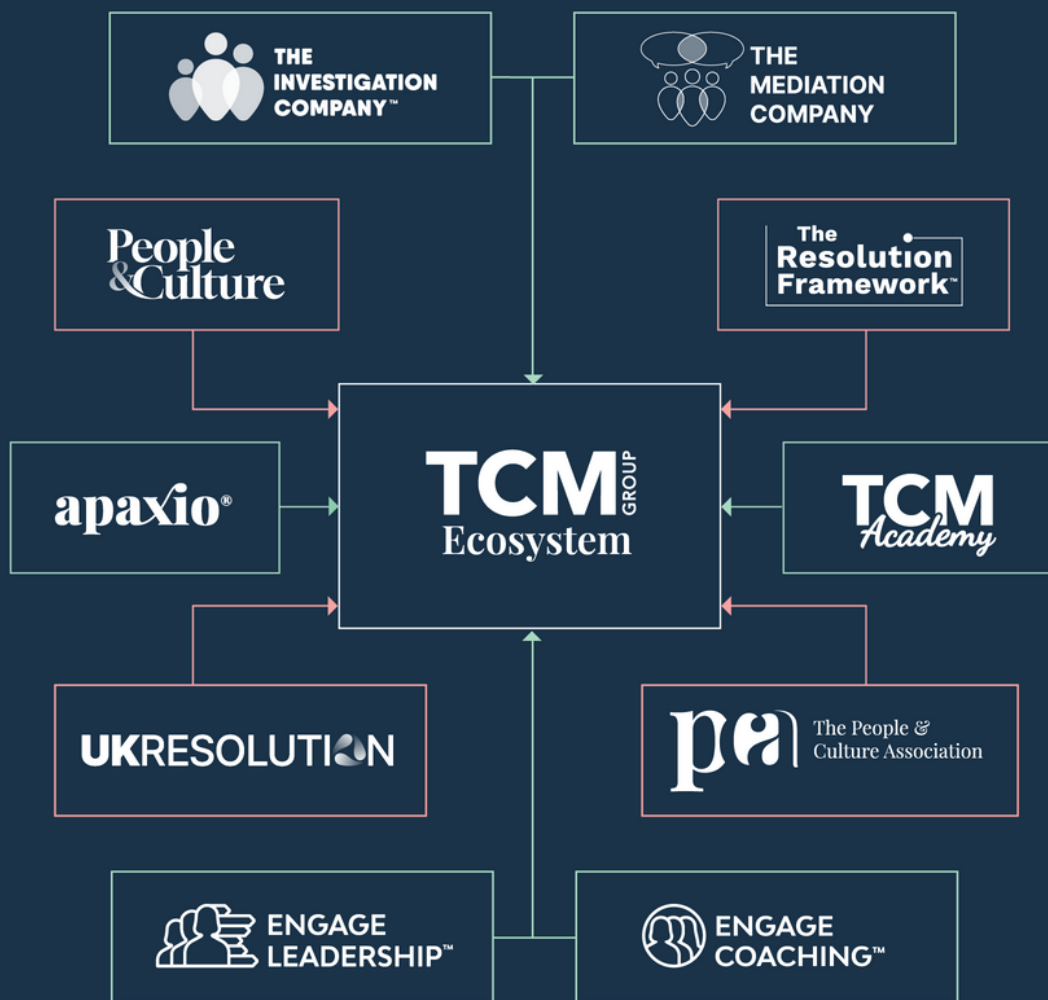


JAMILA
PEOPLE & CULTURE



CAMERON
TRAINING & EVENTS

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



Putting People First™

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 | 11 |
| TEAM FACILITATION | 2 |
| MEDIATION SKILLS TRAINING | 9 |

Some of our customers



Met Office



Loughborough University



Southern Health
NHS Foundation Trust



Barnsley Hospital
NHS Foundation Trust

easyJet



Creating a safer
Cambridgeshire



Making the move to mediation

Customers of the Week in September

Debbie Burunou at University Hospitals Bristol and Weston NHS Foundation Trust



UHBW has four core values that drive their behaviour and shape their identity and culture as a Trust to provide the best possible environment for patients and staff.

They champion being supportive, respectful, innovative and collaborative. These values feed into their policies, processes and practices: transitioning to a compassionate alternative to traditional grievance procedures just made sense. Holding true to these intrinsic values, the Trust have trained staff in mediation and resolution to ensure that they could support their staff, be respectful of needs, innovate conflict management, and collaborate to find constructive solutions to workplace concerns, complaints and issues.

Working with the team at UHBW has been a great pleasure. Over the last several months, we have trained ~100 delegates in HR as Coach and Mediator™, Quality Conversations™ and the National Certificate in Workplace Mediation™. The energy, enthusiasm and participations from their colleagues has been wonderful to experience and look forward to continuing our wonderful partnership with them.
Hannah and Rebecca, TCM's people and culture team





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 | 7 |
| INVESTIGATION SKILLS TRAINING | 2 |

What our customers say



Practical Investigation Skills

A good course with a knowledgeable and experienced trainer and helpful resources.

Clea Holmes



Well worth the investment

My TCM trainer demonstrated a vast wealth of experience in the subject, had great facilitation skills and really seemed to care that every delegate was involved and getting out of the course what they specifically needed.

KO



Interesting and interactive

Very well led and structured training, great interaction to keep everyone engaged.

Declan Stevenson

A snapshot of our customers



University of Brighton





Leadership

With over twenty years at the forefront of transformational leadership practices, we are proud to be partnering with some of the world's most respected brands to develop and embed modern and progressive leadership and management practices. Practices which are contributing to the development of positive workplace cultures, empowering team climates and high performing organisations.

This month, we worked with 5 prominent organisations to design and deliver bespoke leadership and management training programmes. The content of these centred largely around effectively managing conflict, holding quality conversations, and developing core skills.

MORNINGSTAR[®]



NHS

Health Education England





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.

This month, several organisations are at different stages of their resolution journey with us at TCM.

People and culture

NEW PARTNERSHIPS

The Spit It Out Project

DIAGNOSTICS STAGE: THE 5D REVIEW



IMPLEMENTATION STAGE: THE RESOLUTION FRAMEWORK™



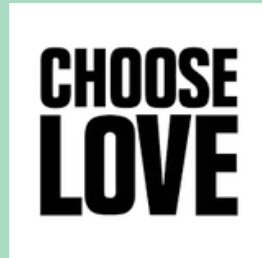
TRAINING STAGE: ADOPTING EARLY RESOLUTION



LAUNCH STAGE



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





Get in
touch to
build a
better
workplace



London
New York



thetcmgroup.com



0800 294 9787



info@thetcmgroup.com