

TCM GROUP

Putting
People First™

2024 Year in Review

TOP TRENDS & NEWS



TRENDS



HOT CONVERSATIONS



WHAT'S HAPPENING IN HR



CASE STUDIES



CUSTOMER FEEDBACK



NEWS



EVENTS



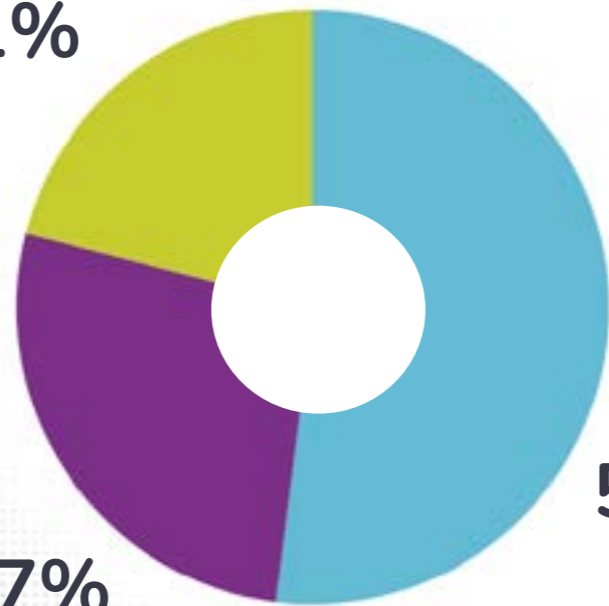
Trends

What we've noticed from you this year:

- Increase in leadership enquiries, in part due to our new modules offering.
- Workplace investigation services have been popular, particularly in the last quarter.
- Increase in group facilitations and mediations from organisations tackling conflict as a group or team.
- Many consultants and customers have also noted the impact of individual performance coaching as support, particularly for middle managers who can often get left in the weeds.



21%



27%



52%



67

Projects for leaders



166

Mediation & facilitation services



88

Investigation services



Our global customers:

Since The TCM Group was established in 2001, we have continued to work with hundreds of organisations across the globe and within diverse sectors. Successful mediation training has led to talks of further training for an organisation's international teams and cohorts.





Hot conversations



DAVID LIDDLE,
CEO,
THE TCM GROUP

A new era for employment rights

In October, the UK government introduced the Employment Rights Bill, a transformative step toward enhanced worker protections that will reshape small business operations. While change can be daunting, this bill offers exciting opportunities to create fairer and more productive workplaces.

For instance, statutory sick pay and unfair dismissal protection will now start from day one, and there are strengthened duties to prevent harassment and new whistleblower protections. This bill is a chance for small businesses to lead with care, build trust, and create workplaces that people want to be part of. It's why we're so proud to be focused on helping SMEs navigate these changes confidently through our new UK Resolution arm of the TCM ecosystem. These changes really are opportunities for growth and future successes!



HARRIETTE WOLFF,
PEOPLE &
TRANSFORMATION
SERVICES DIRECTOR,
THE TCM GROUP

Leaders: get a coaching mindset!

Effective leadership today means aligning coaching techniques with how we lead. Central to this is embedding the 7Cs: Collaboration, Courage, Common Purpose, Communication, Compassion, Curiosity, and Connection into everyday conversations and recognition. This approach shifts the focus from dreaded annual reviews, which 90% of employees find distressing, to meaningful dialogue that supports growth, motivation, and business success.

A coaching-style leadership is not only more human but also backed by research as a cornerstone of strong company culture. It cultivates an environment where people uplift one another and leaders enhance their emotional intelligence and behavioural psychology skills. The result? A thriving, resilient team poised for long-term success.



What's happening in HR



Our predictions for 2025

HR transformation to People & Culture:

The shift from HR to People & Culture reflects a growing recognition that employees are an organisation's most valuable asset. This transformation is elevating the role of HR from a support function to a strategic partner, as leaders increasingly understand that their organisation's success hinges on effectively managing and nurturing their human capital.

Increase in leadership training projects:

Organisations are investing more in leadership training as they recognize the critical role that effective leadership plays in reducing workplace conflict and improving overall performance. This trend highlights a growing awareness that inconsistent or deficient leadership can be a root cause of many organisational issues, from employee dissatisfaction to operational inefficiencies.

Use of AI in People & Culture practice:

Artificial Intelligence is revolutionising People & Culture practices by streamlining processes, providing data-driven insights, and enhancing decision-making. From AI-powered recruitment tools to predictive analytics for employee retention, AI is enabling HR professionals to work more efficiently and strategically.

Hybrid / Remote / In Office conundrum:

Organisations continue to grapple with finding the right balance between remote work, hybrid models, and in-office presence in the post-pandemic era. This ongoing challenge involves weighing factors such as employee preferences, productivity, company culture, and collaboration needs to create flexible work arrangements that benefit both the organisation and its employees.

Evolution of DE&I:

Diversity, Equity, and Inclusion (DE&I) initiatives are evolving beyond mere compliance to become integral parts of organisational culture and strategy. This evolution includes a more nuanced understanding of intersectionality, a focus on equity in addition to diversity, and the integration of inclusion practices into all aspects of the employee lifecycle.

Adapting to multigenerational workforce:

Organisations are recognizing the need to adapt their practices to accommodate the diverse needs and expectations of a multigenerational workforce spanning from Gen Z to Boomers. This adaptation involves creating flexible policies, tailoring communication styles, and developing inclusive leadership approaches that can effectively engage and motivate employees across different age groups and life stages.

What's happening in HR



Why SMEs should prioritise conflict resolution and culture from day one.

Conflict in the workplace doesn't just lead to tension — it can quietly drain your business. For SMEs, where every employee is even more critical, unresolved conflict can mean lost productivity, fractured relationships, and the silent erosion of morale.

Imagine the hidden costs: days spent managing disputes instead of growing your business, high turnover as valuable team members walk out the door, and the emotional toll on everyone involved.

In fact, the annual cost of workplace conflicts for UK companies adds up to £24bn, with employees spending an average of 2.1 hours per week dealing with conflict, according to a study by CPP Inc. Reports from Gallup further showed that



companies with low employee engagement due to unresolved conflict experience 37% higher absenteeism and 49% more accidents.

On the contrary, when conflict is handled the right way, and critically - when it's embedded in the culture of a business in its infancy, it's not just a problem solved, it's a foundation for a stronger, more united team.

Explore how we're working with SMEs to build this foundation at ukresolution.com.

Webinars

“Therapy helped me understand myself, and coaching helped me transition that into positive outcomes”.

WEBINAR DELEGATE



Webinar Wrap-Up: Navigating Neurodivergence and Overcoming Imposter Syndrome

In addition to our Eye-Opener webinars, where we delve into specific service areas, two of our most popular webinars focused on the impact of neurodivergence and imposter syndrome in the workplace. These sessions resonated with many, as both topics highlight challenges that can significantly affect employee wellbeing, productivity, and team dynamics.

Neurodivergent individuals often face unique barriers, and imposter syndrome can lead to feelings of self-doubt and inadequacy. In both cases, individuals may feel the need to “mask” or conceal their true selves, which can undermine their sense of belonging and hinder their performance.

Our webinars explored how to create more inclusive environments that allow individuals to thrive without feeling they need to hide who they are.

By addressing these critical issues, we aim to empower organisations with the tools and understanding needed to foster inclusive cultures where everyone can bring their authentic selves to work.

Watch now:

[Webinar Recap: Navigating Conflict with ADHD & Neurodivergence](#)
[Webinar Recap: Coaching’s Secret Weapon Against Imposter Syndrome](#)



Latest case studies



NEXT

How NEXT is revolutionising conflict resolution in the workplace

The latest innovation by Next, the British multinational powerhouse, isn't on its shelves – it's in its corporate culture. See how they used the Resolution Framework™ to transform the way they work together.

[↻ READ IT HERE](#)



Dignity, Respect, and ROI: The Surprising Link in Bath University's Success

One year after implementing a Resolution Framework™, the university has witnessed a significant increase in its community's drive to resolve issues through dialogue and resolution-focused approaches.

[↻ READ IT HERE](#)



How the University of Manchester's Tapping into the Power of Facilitated Conversations

Facilitated conversations offer a structured approach for preventing misunderstandings from escalating and building a culture of openness, trust, and collaboration — key for any successful educational institution.

[↻ READ IT HERE](#)



NHS England: Fostering a Coaching Culture with TCM Training

NHSE continually work to ensure that the healthcare workforce is equipped to support the delivery of excellent healthcare. As such, they recognised coaching training as a powerful form of workplace development.

[↻ READ IT HERE](#)



Customer feedback

Star customers

At The TCM Group, we believe in celebrating the incredible organisations we partner with.

That's why every week, we shine a spotlight on one of our outstanding customers who has made strides in fostering collaboration, resolving conflicts, and building a positive workplace culture.

Our **Customer of the Week** highlights their journey, successes, and the ways they've embraced innovative solutions to create healthier, more harmonious workplaces.



“From the beginning of our journey, TCM has provided excellent engagement, with discussions around expectations, requirements and desired outcomes. The training sessions already delivered by Thoralf, have received really positive feedback from the delegates and we are looking forward to developing our programme with them in the future.”

LANDMARC MANAGER



“TCM training was recommended to me by someone I know. The training was excellent and professionally delivered. The pace was good, the response to questions was never rushed. The practical work with other delegates was first class and the assessment was also exceptionally well run. All round experience was excellent. Would highly recommend.”

MARK BOOKER, FOUNDER & MEDIATOR

Customer feedback



“Throughout the entire process of setting up our conflict resolution training, I have felt exceptionally supported by their dedicated and knowledgeable team. Their expertise has been instrumental in creating a programme that suits the needs of our HR team, Organisational Development colleagues, and line managers.”

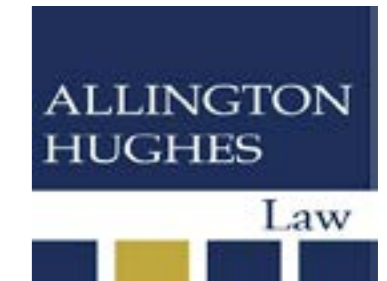
CONNY EDER, ORGANISATIONAL DEVELOPMENT MANAGER



“We were absolutely thrilled to be awarded The TCM Group’s customer of the week! They were a great partner in assisting us in delivering our coaching skills training course, designed to help develop teams and strengthen working relationships between departments.”

MARIA ROGERS, LEARNING & DEVELOPMENT MANAGER

We’ve also worked with:



Customer feedback



Andreea Butnariu - Administration Assistant at East Midlands Councils

“TCM’s mediation training was an invaluable experience. The course was meticulously designed, blending theoretical knowledge with practical, hands-on learning that has significantly enhanced my mediation skills. The trainers were not only experts in their field but also incredibly approachable and supportive, ensuring that every participant felt comfortable and engaged throughout the sessions. What stood out most was the emphasis on real-world application. The training included a variety of role-playing exercises and case studies that mirrored the complexities of actual mediation scenarios, allowing me to build confidence and competence in a safe, controlled environment. The resources provided were comprehensive and will serve as a lasting reference as I continue to develop in this field. The insights I gained into conflict resolution, active listening, and negotiation have already proven beneficial in my professional interactions. I left feeling empowered and equipped with a toolkit of strategies that I can apply immediately in my work. I highly recommend TCM’s mediation training to anyone looking to deepen their understanding of mediation or to refine their existing skills. It’s an investment in professional development that truly pays off.”

Andrew Snell - Lead ODP at Chelsea & Westminster Hospital Foundation Trust

“TCM are amazing at providing face to face and online teaching. I always feel incredibly well supported and empowered when I have completed a course, I would highly recommend others to do the same.”

Sattar Owaid - Control Risks

“The TCM Advanced Investigations course was an incredibly beneficial experience. The course provided deep insights and practical tools that have significantly enhanced my understanding and skills.”

Emma Snodgrass - L&D Lead Scotland News / Current Affairs L&D at BBC

“I gained valuable insights from learning and revisiting the underpinning theories of conflict management. I will greatly benefit from the comprehensive knowledge I’ve gained of the Resolution Framework.”

Margaret Winthrop - Head of Content & Comms at University of Wolverhampton

“The entire experience was invigorating and really rewarding. From a people perspective, this is a very human approach to giving humans a voice. There was also some very considered coaching on offer.”

Project Impact Meeting Feedback:

British Gymnastics (Core Mediation Skills)

The feedback from the session was very positive: participants appreciated the delivery and setup, noting that the consultant, Marie Coombes, did a fantastic job, particularly with her use of real-life examples. Attendees felt they gained valuable skills to help managers and leaders address issues confidently and proactively. The director has expressed interest in potentially rolling out the course to a wider audience.

Citizens UK (2-party Mediation)

Citizens UK focuses on community organising, civil society and bringing communities together. They really appreciated TCM’s very organised and structured approach, and the online resources were very helpful. There is a potential for more mediation and team facilitation, depending on the most appropriate route to resolution.



News from TCM

Staff shoutouts

Our values underpin everything that we do and we are proud to celebrate them. Each quarter we collectively nominate and award staff as part of our Values Awards, to recognise those who embody the values of TCM. Here are a few selections.



Collaboration

Harriette Wolff

By collaborating with colleagues, Harriette ensures we deliver the best service for our customers. Her willingness to share ideas and support others has helped strengthen our team's unity and effectiveness.

Innovation

Jonathan Rodrigues

Jonathan continuously finds creative ways to improve our processes, introducing new ideas that enhance both team efficiency and client satisfaction. His proactive approach embodies the spirit of innovation we value at TCM.

Courage

Libby Batehup

Libby stepped into a very busy role in a key area of TCM. Her first day at TCM was at our exhibition stand at the CIPD's Festival of Work, where she quickly adapted, embracing challenges and demonstrating remarkable resilience.

Integrity

Aditi Sagar

Aditi's integrity shines through in everything she does. She consistently goes above and beyond to ensure transparency and honesty in her work, setting a strong example for the team.

Excellence

Roxanne Elphick

Roxanne is dedicated to delivering exceptional work in all that she does. Her attention to detail and commitment to quality ensure that we consistently meet high standards, making her a true model of excellence.

TCM's highlights of 2024

From team growth to numerous awards...

Growing Our TCM Family

We've seen our brilliant transformation team come into its own, and we've had the joy of welcoming so many talented new colleagues to TCM. Watching our teams mature and grow into new roles has been genuinely inspiring.

Embracing the Digital Age

Our digital presence has had quite the makeover, with our enhanced ecosystem and websites making it easier than ever for our global community to access the support they need.



Coming Together

It was a pleasure seeing everyone at our Whole Business Conference - the energy in the room was electric. Then in May, we celebrated our first international People and Culture Week, culminating in our awards ceremony - a truly heart-warming celebration of the exceptional talent within our organisation.

Achievements to Celebrate

Earlier in the year we were honoured to be highly commended as HR Consultancy of the Year 2024 by the British HR Awards. We were also thrilled about securing a contract with NATO, delivering our 'How to Disagree Well' training for the World Health Organisation. Our partnership with the NHS, training their Culture Catalysts, was another real highlight. To see Next successfully roll out their Resolution Framework has been brilliant, and we were delighted to win Personnel Today's 2024 HR Impact Award with them for this work together. To top it all off, in December we won the National Mediation Award's Mediation Training Provider of the Year, joining a couple of our mediators as winners on the night. The perfect end to an exceptional year.



New consultants



SHEILA RYAN,
TRANSFORMATION
CONSULTANT

Sheila Ryan

Sheila is a seasoned consultant and active equity, diversity and inclusion advocate with extensive expertise in employee relations, workplace mediation, and organisational change. She's worked to foster positive workplace environments and implement effective strategies, with an approach characterised by a deep commitment to conflict resolution and a passion for driving cultural transformation and empowering communities.

She has spent 29 years with the London Ambulance Service (LAS), with 18 years responding to 999 medical emergencies, and 9 years as a Community Resuscitation Training Officer. Sheila will be dedicated to making meaningful impact mediating disputes for The Mediation Company, as part of the wider TCM Group, as well as advising on best practices and leading cultural change initiatives.

We are delighted to have had numerous new transformation consultants join us in 2024, across all areas of the TCM ecosystem - look out for our announcements on LinkedIn with their stories. Here are just a couple of our featured consultants:



LAURA MAY,
TRANSFORMATION
CONSULTANT

Laura May

Laura's diverse background spans corporate, academic, and non-profit sectors, equipping her with a unique perspective on organisational transformation. Her experience includes developing EDI policies and educational programs at Hill & Knowlton, conducting inclusive facilitations for leadership and staff, and contributing to pan-European research projects focused on enhancing inclusivity.

Laura's multifaceted approach to transformation, combining theoretical knowledge with hands-on experience in policy development, conflict resolution, and inclusive leadership, makes her an invaluable addition to TCM. She'll be bringing her extensive expertise to our offerings in Engage Leadership, People & Culture, and our Resolution Framework.

Our brand

Mediation is evolving and so are we!



The
Mediation
Company



the
mediation
company

We're thrilled to share some exciting news that's been brewing here at TCM. After 30 years of pioneering in the field of workplace mediation, we unveiled a fresh new look for our brand, The Mediation Company - one that reflects the transformative power of what we do and the crucial role of mediation today.

No longer a niche alternative, mediation is flourishing as a cornerstone of modern workplace justice and competitor to the courts.

This rebranding isn't just about a new logo. It's a reflection of our commitment to pushing the boundaries of what's possible in workplace resolution. It's about championing a method that, time and time again, proves to be extremely surprising and powerful in its ability to drive new

ways of thinking and working - as proven by our 90%+ resolution rate!

The Mediation Company's new outfit shines a torch on its role as a leading and award-winning provider of workplace, business, civil, and employment mediation services. Whether you need help conducting mediations, embedding mediation programmes, or training your own mediators, we've got you covered.



Upcoming events

15
JAN
2025



Webinar: Investigations Eye-Opener

Our panel from The Investigation Company gives an overview on the techniques and approaches our experts use to carry thorough, robust workplace investigations and evaluations. We'll share the successful outcomes for clients and answer any questions live in the chat.

22
JAN
2025



Webinar: Resolution Framework Topic Taster

Our groundbreaking Resolution Framework™ offers organisations a fully integrated and legally compliant alternative to traditional grievance processes and management processes. Join us as we show you the impact and support you to integrate it in your business.

29
JAN
2025



Webinar: People & Culture Masterclass

This is a free hour and a half masterclass deep-diving into a modern and progressive model of HR, culture and leadership. Our panel will explain how our services are moving the dial towards a person-centred, values-based and purpose-driven P&C function.

5
FEB
2025



Webinar: Mediations Eye-Opener

Mediations are at the heart of the TCM Group - we've been mediating for over twenty years for top organisations globally. Find out about our models and the services and support that we offer as part of our always-evolving The Mediation Company brand.

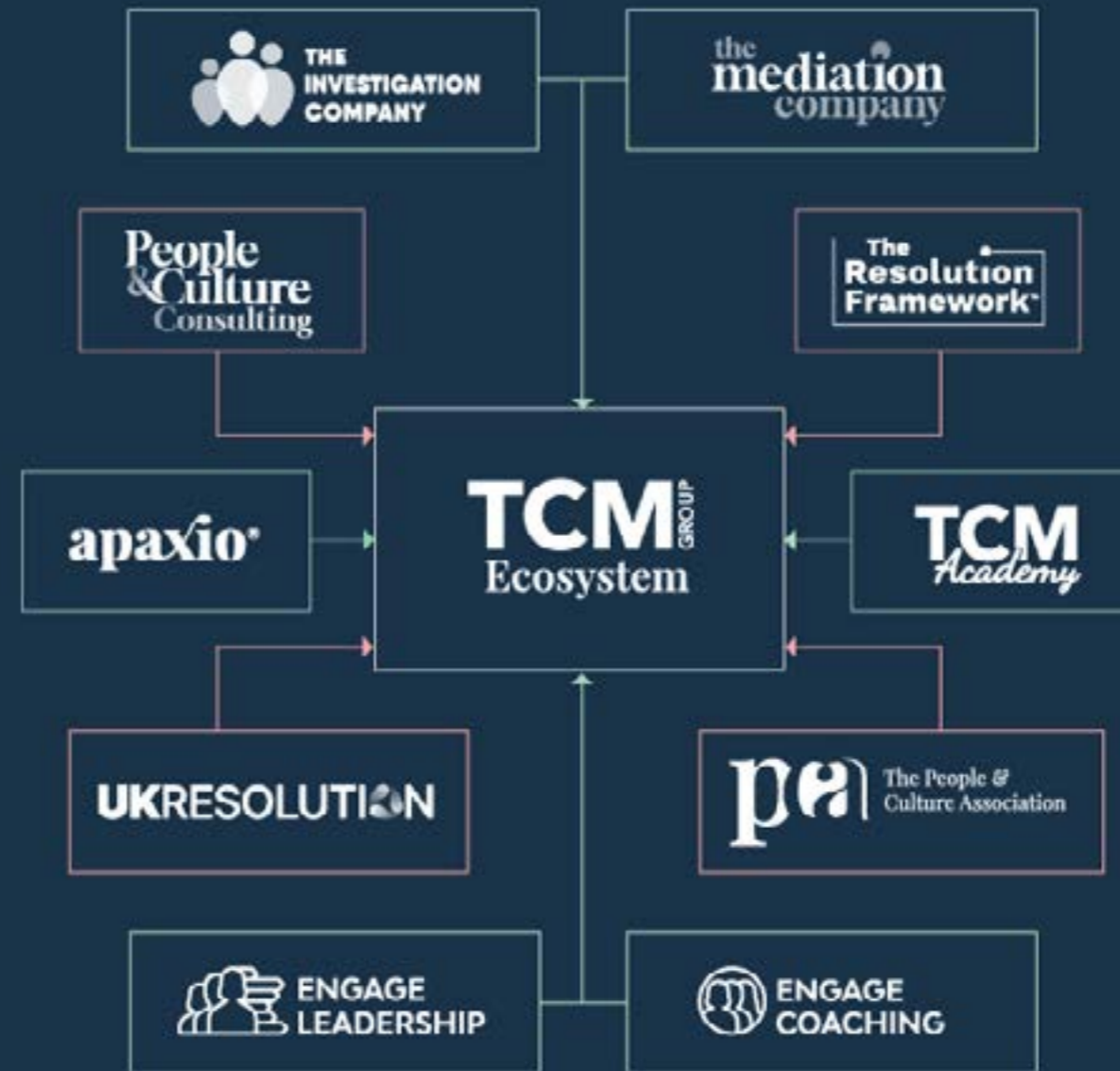
Stay in touch

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Visit our website for more information and please don't hesitate to drop us a message.

We would love to hear from you to chat about any trends, experiences or queries you have.



Putting People First

