

**TCM** GROUP

Putting  
People First™



# International Certificate in Workplace Mediation™

How to become a TCM Accredited mediator.



# Introduction

The International Certificate in Workplace Mediation™ is a fully interactive, instructor led IMI accredited mediation skills programme that enables participants to learn essential skills and principles for mediation, practice skills and demonstrate competency to be a workplace mediator.

As the National Certificate in Workplace Mediation became widely popular, we started to partner with global organisations to run our flagship course such as HSBC, Marks and Spencer, BT and Plan International.

This International Certificate in Workplace Mediation now enables our global customers outside of the UK to achieve TCM-accredited status and gain lifelong mediation skills. We pride ourselves on delivering a world class course to delegates. Don't just take our word for it, please [click here](#) to read the several hundred testimonials from previous delegates.



## Why are organisations investing in mediation skills training?

**Almost 60 percent of employees in the U.S. have never received basic conflict management and dispute resolution training. However, of those who have, 95 percent report that it has helped them to positively navigate conflict.**

70 percent of employees believe managing conflict is a critically important leadership skill. And 54 percent of employees believe managers could handle disputes more effectively by addressing underlying tensions immediately when they surface.

If we invested more in mediation, on a global scale, just think of the positive impact that our organisations could have on both our colleagues' wellbeing, performance and productivity and our business health and success.

The course gives delegates an in-depth analysis of the psychology of conflict and it delivers a robust understanding of the causes and effects of workplace disputes.

Delegates learn the skills and strategies they need for identifying cases where mediation is suitable and securing commitment to mediation from the parties involved. They also develop a deep understanding of the role of mediation in the modern workplace and understanding of how mediation works as part of wider management practices and HR processes. The course delivers a step-by-step mediation model and delegates spend time developing skills and strategies to mediate complex employment and workplace disputes.



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# Your organisation benefits by training internal mediators because:

- ✓ Mediation is effective at resolving a range of issues including relationship breakdown, personality clashes, communication problems, bullying, discrimination or harassment.
- ✓ It might be a single employee with a grievance, a disagreement between an employee and a manager, or an issue between two co-workers.
- ✓ Differences between individuals at work can lead to grievances, absenteeism and ultimately loss of valuable employees. As a result, workplace disputes cost businesses tens of thousands of pounds per year.
- ✓ Mediation helps people sort out their differences – often in just one day. That's why organisations are increasingly training their staff to mediate in workplace disputes.



## TCM trainers

**TCM trainers are experts at creating a safe, empowering and challenging training environment.**

The TCM blended learning style incorporates a range of interactive approaches before, throughout the course and post training. Participants develop their knowledge through group discussions, case studies and participation in role-plays.

Peer-based evaluation and reflective learning feature heavily throughout the course and this is supported by the course facilitator's extensive and detailed assessment of learners' progress. Independent learning and reflection, which takes place outside course hours, will also be assessed. Participants gain expertise in mediation, negotiation, problem-solving and facilitation whilst developing the skills and competencies to work as mediators within their own organisations or as external mediation consultants.

Upon completion of the International Certificate in Workplace Mediation™, participants will have developed a highly effective framework enabling them to work as a TCM Accredited Mediator.



## Accreditation

**This course is fully accredited by the International Mediation Institute (IMI) and is delivered by TCM's top resolution experts.**



Our flagship National Certificate in Workplace Mediation has been recognised as an IMI Certified Mediator Training Program (CMTP).

Successful appraisal of this program means meeting the independent international standards for mediator training established through the recommendations of IMI's independent international task forces and worldwide stakeholder consultation.

Once a delegate has completed the course and passed the IMI accreditation, we will then award them TCM Accredited Mediator status. This means that they can describe themselves as a TCM Accredited Mediator on their online profiles, such as LinkedIn, and in their marketing.





## Post course support and evaluation

TCM delivers extensive support for delegates on the International Certificate in Workplace Mediation™ course before, during and after the course concludes. Here's what's included:

- ✓ International Mediation Institute (IMI) accreditation fees.
- ✓ The unique online TCM Delegate Zone™ which includes useful toolkits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the Workplace Mediators Handbook™ for all delegates.
- ✓ One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- ✓ Assessment costs and a personal report for each learner.
- ✓ Free refresher training or webinar for all delegates after 3-6 months.
- ✓ Lifetime aftercare and support for all delegates with TCM's unique mediator helpline – The Mediator Helpline™.
- ✓ Free membership with TCM's alumni association – The People & Culture Association.



“The TCM Group provide essential training in several areas. Mediation is a game changer in the positive management of employee relations and should be a cornerstone of any organisation’s approach. I would highly recommend their excellent trainers and learning material in making this a reality for your organisation.”

KERRY FORWARD - HEAD OF STRATEGY AT NHS ENGLAND



## Delivery

This course is delivered over six days, depending on the number of delegates. Courses are able to be delivered face-to-face at an appropriate training location or online via Teams or Zoom.

We also deliver in-house courses for organisations across the UK and beyond. Please contact us to find out our latest in-house prices for groups of 4 or more.

### Trainers:

Delivered by TCM's expert trainers and facilitators.

### Assessment:

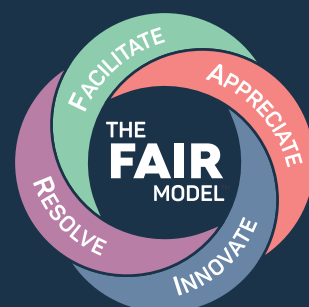
This course is assessed by way of a practical activity (mediation role-play) during the second module and the completion of a portfolio, equivalent to 30 hours of reflective study. Participants are supported to complete all aspects of the course by our expert facilitators. Please contact us for the full course syllabus including criteria for assessment.

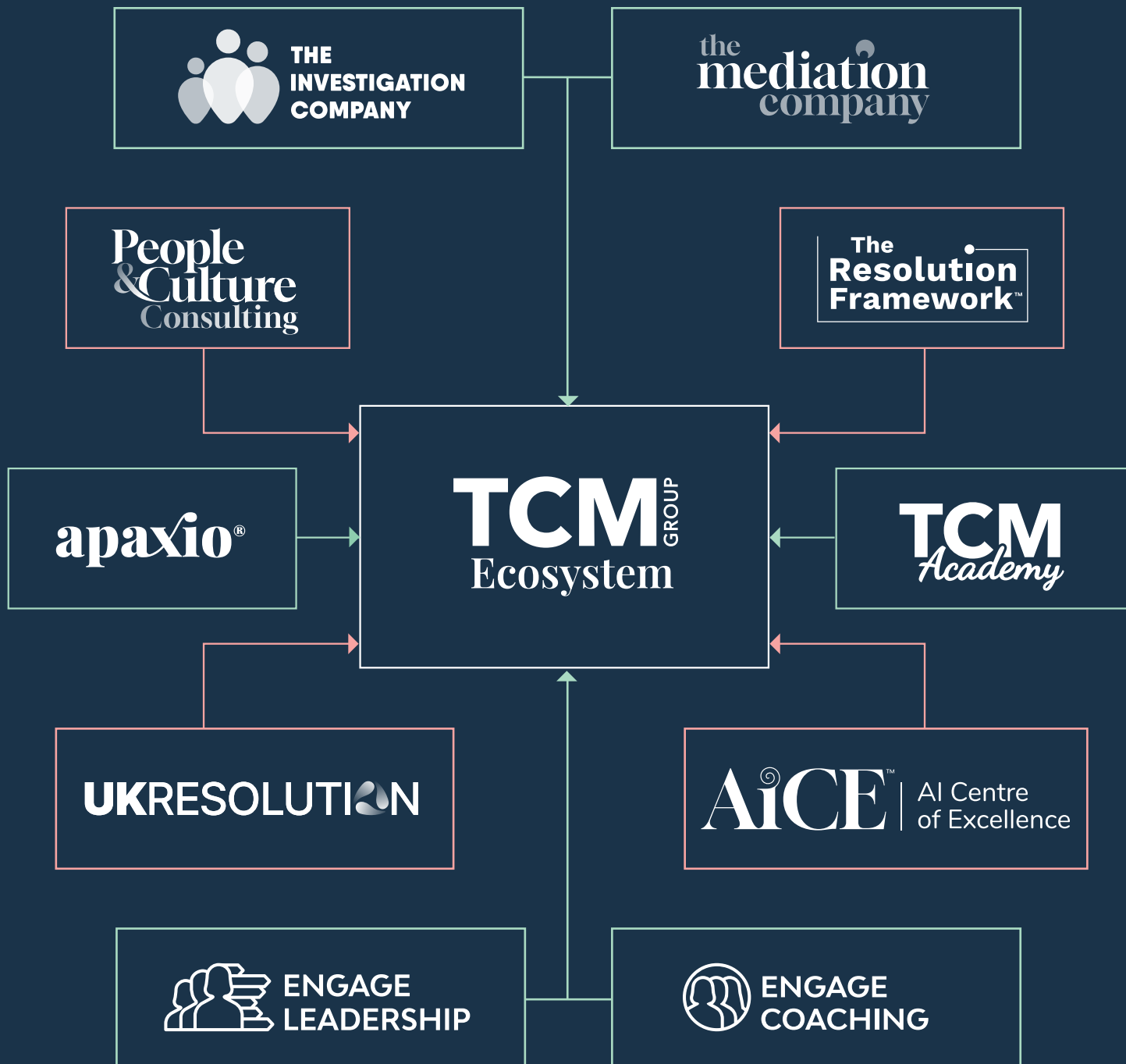
### Suitable for:

Line managers, supervisors, human resources and employee relations professionals, union officials and anyone who may be required to undertake a workplace mediation to help people resolve conflict in the workplace.

## The FAIR Model™

Our FAIR Mediation Model™ is specifically designed for solving workplace disputes. It's really effective and has been used by some big names: Royal Mail, HSBC, Aviva, Network Rail, The Metropolitan Police, alongside universities, hospitals, councils and pharmaceuticals. This model gets right to the root cause of a conflict whilst bringing a pragmatic problem-solving approach with four simple steps: facilitating effective dialogue, building empathy, encouraging problem-solving and working to reach resolution.





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★ Trustpilot



TCM is rated excellent on Trustpilot.

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