

**TCM** GROUP

Putting  
People First™

# Q4 Digest

TOP TRENDS & NEWS



TRENDS



HOT CONVERSATIONS



WHAT'S HAPPENING IN HR



CASE STUDIES



CUSTOMER FEEDBACK



NEWS



EVENTS

## 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, transforming workplace cultures and gleaning further insights and ideas for fostering business success.



# Trends

## What we've noticed from you this quarter:

Q4 tends to be a busy period for us, and our workplace mediation services have proven to be very popular, with lots of enquiries and deliveries for 2, 3 and 4-party mediations, as well as numerous mediation skills training sessions.

Coaching has been a great additional support for our mediation services.

Likewise, we have had a lot of investigation enquiries and service deliveries, often related to bullying and harassment.

Leadership and culture change uptake has fluctuated in the quarter but has had consistently high engagement in our webinars.



ENGAGE  
LEADERSHIP

11%

30%



THE  
INVESTIGATION  
COMPANY

59%

the  
mediation  
company

15

Projects for  
leaders



ENGAGE  
LEADERSHIP

79

Mediation &  
facilitation services

the  
mediation  
company

41

Investigation  
services



THE  
INVESTIGATION  
COMPANY





# Hot conversations



DAVID LIDDLE,  
CEO,  
THE TCM GROUP

## HR is falling behind the AI revolution

A [2024 global McKinsey survey](#) found that only 12% of HR teams have adopted AI, compared to 34% in marketing and sales. This gap is alarming, and if we don't act now, HR risks being reduced to a purely administrative function rather than a strategic force for cultural and organisational transformation.

At The TCM Group, innovation is one of our core values, and I firmly believe AI should be seen as a powerful enabler, not a threat. When used effectively, AI can help HR professionals build purpose-driven, high-performing workplaces by streamlining processes, boosting productivity, and freeing up valuable time to focus on what truly matters: people.

That's why I've set up a new function within the TCM ecosystem - our very own AI Centre of Excellence. This initiative will explore how AI can enhance HR processes and support people-centred leadership. Watch this space!

## Beyond box-ticking: embedding DEI

Research confirms that organisations who prioritise diversity, equity and inclusion (DEI) are not only more resilient but also more innovative, more attractive to talent, and well positioned to serve a diverse customer base. While some US companies are scaling back their DEI efforts, we're pleased UK businesses are holding firm: 74% of UK employers are maintaining their DEI programmes, with 26% increasing investment compared to the year before ([Culture Amp](#)).

The challenge isn't whether to continue DEI efforts, but how to make them truly effective. Too often, wellbeing, engagement, and inclusion (WEI) have been treated as separate initiatives, competing for attention and resources. This fragmented approach dilutes impact, confuses employees, and results in disconnected decision-making. These elements must be woven into a single, cohesive strategy - one that embeds fairness, inclusion, and high performance into the fabric of an organisation.

This isn't just about ethics, it's about business success. When organisations align WEI, they create healthier, more engaged, and better performing workplaces. A culture where employees feel valued, supported, and psychologically safe fuels long-term growth. It's time to lead with purpose, rethink outdated approaches, and integrate DEI into a transformative, business-driven strategy.

# Webinars

“I hadn’t heard of the wheel of life so will be looking into that. Thank you for the session - really helpful. Great to engage with you all.”

WEBINAR DELEGATE



## Our Webinar Wrap-Up

Recent TCM webinars and workshops have explored the evolving role of HR, leadership development, and the complexities of mediation.

Our People & Culture webinar examined how HR can move beyond administration to become a strategic force in shaping workplace culture and employee engagement. The ‘Authority, Influence, and Bias in Mediation’ masterclass tackled

power dynamics in conflict resolution, equipping mediators with tools to manage unconscious bias and influence. Meanwhile, ‘From Manager to Mentor’ focused on essential leadership skills like emotional intelligence, adaptability, and communication to help leaders thrive.

Our coaching masterclass on fostering resilience was also a standout, offering practical strategies for building mental strength and adaptability.

Stay tuned for more weekly sessions designed to support progressive people strategies and workplace transformation.

### View the recaps:

- [- Transforming your People Function](#)
- [- Authority, Influence and Bias in Mediation](#)
- [- From Manager to Mentor: 6 Essential Skills](#)
- [- Coaching Resilience: A Masterclass](#)

[Discover our upcoming webinars](#)



# Latest case studies



## Training Triumph: Alight's Commitment to Workplace Investigations

Alight partnered with us to equip their teams with the essential skills to conduct thorough, just and trauma-informed investigations, with overwhelming success.

[↻ READ IT HERE](#)



## Transforming Leadership at Amnesty International

When a global organisation championing human rights needed to strengthen its leadership capabilities, they turned to TCM for a bespoke solution for their teams.

[↻ READ IT HERE](#)



## Empowering Mediation Skills at the University of Wolverhampton

Through expert training and hands-on assessments, we empowered a range of internal teams with the confidence and capability to become skilled mediators.

[↻ READ IT HERE](#)



## Enhancing Teams with Investigations & People Management Training

Recognising the critical role that people managers play in shaping team engagement, performance and wellbeing, Landmarc sought a tailored training solution.

[↻ READ IT HERE](#)



## Latest case studies



### Feminist Leadership in Action: The Womankind Worldwide Story

Womankind Worldwide partnered with TCM to develop a comprehensive leadership programme that would align their internal practices with their feminist values.

[↻ READ IT HERE](#)



### Championing a Culture of Open Dialogue at London School of Economics Students' Union

Recognising the importance of a healthy workplace culture, LSESU sought professional mediation to resolve a complex conflict between two colleagues.

[↻ READ IT HERE](#)



### Building Leadership Excellence at Historic Royal Palaces

Leadership skills aren't innate — they must be cultivated with care and intention. For HRP, effective leadership means truly bringing history to life for generations to come.

[↻ READ IT HERE](#)



### KPMG Transforms Workplace Conflict Through Routes to Resolution

When KPMG decided to modernise their approach to workplace disputes, they didn't just want to update policies — they aimed to fundamentally transform their organisational culture.

[↻ READ IT HERE](#)





# Customer feedback

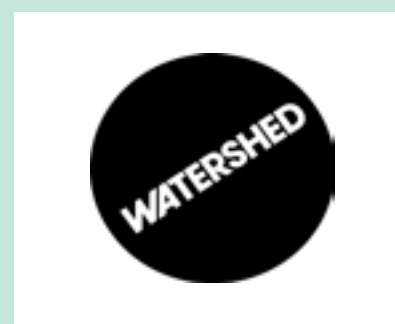
## Star customers

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](#) initiative highlights their journey, successes, and the ways they've embraced innovative solutions to create healthier, more harmonious workplaces.

We're proud to receive [regular positive feedback](#) and testimonials from our customers, a true testament to the powerful impact of the work and the excellence and commitment of our HQ team and consultants.



Working with TCM to embed our Resolution Framework has been such a valuable process for us. They have given us robust guidance, from designing our framework to suggested ways of implementing it specific to our organisation. We're grateful to have access to so much expertise as we embark on this culture shift.

HELEN JAFFA, HEAD OF PEOPLE



I attended this course 3 months ago and found the training really engaging and interesting. I have used the training a number of times since completion. The training was invaluable in order to help me complete comprehensive investigation reports.

MELANIE DUNN, OFSTED COORDINATOR



## Customer feedback



I found Culture Catalysts™ interesting and thought provoking. I loved the expertise of the team and their personal delivery style, how it was interactive. I would like to recommend this to many executive people who sit on boards and decision making committees who are emotionally absent and display avoidance detachment when it comes to challenging the status quo!

ZED SHAH, ORGANISATIONAL BUSINESS DEVELOPMENT PARTNER



The trainer's extensive knowledge and experience in mediation are truly impressive. Their insights and practical advice make the learning experience both valuable and enriching. Overall, this course is an excellent opportunity for anyone looking to enhance their mediation skills in a structured and supportive environment.

OLIVIA WANG, PEOPLE RELATIONS MANAGER

We've also worked with:





# 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

### David Liddle

As our CEO, there's no doubt that strong collaboration skills are key - and David is very hands-on with working across different internal and external teams to support the whole TCM ecosystem and help it flourish.

## Innovation

### Louise Webb

Louise oversees our People Services and is always trying to think of fresh ways to ensure they run smoothly and serve our customers in the best way possible. She initiated a Start Strong meeting that helped us do just that.

## Excellence

### Libby Batehup

Our Investigation services are a high-demand area and Libby is committed to meeting our high quality of standards, consistently delivering a world-class experience for our customers and consultant partners.

## A special mention

### Lisajay Baker & Emily Reilly

Lisajay and Emily have been with The TCM Group for 13 and 9 years respectively, and we wanted to thank and congratulate their dedication to the organisation.

Throughout their time they have evolved together with the company, taking on different roles and responsibilities, before leading the way for our operations and mediation activities.

[Explore all of our HQ team's profiles](#)

## New Training Courses

We've been developing a few new accredited courses to add to our [training catalogue](#), and have also been working behind the scenes to improve the overall delegate experience, such as enhancing the site and Customer Zones. Check them out!

### The Diploma in People & Culture™

A unique development programme for people and culture professionals comprising ten core modules, plus a choice of elective modules. The Diploma focuses on the skills and capabilities that P&C requires to achieve its rightful position as one of the most strategically important functions in our organisations. It truly shifts the dial on training for HR teams. [View more.](#)

### Power Imbalances in Mediation

This one-day CPD course is designed for accredited mediators looking to deepen their skills in recognising and addressing power imbalances within mediation settings. Whether it's emotional, financial, or authority-based power dynamics, these imbalances can distort the fairness and effectiveness of the mediation process. [View more.](#)

### The National Certificate in Coaching Skills

This isn't just another coaching course! It's a comprehensive coaching experience, designed to embed and elevate coaching approaches. It blends essential foundational frameworks with advanced strategies and practical tools to address the complex workplace challenges faced by today's organisations. [View more.](#)

We will also be continuing to develop our training skills offering, including a new Investigation skills programme. If there are any additional areas you would like to develop that we do not currently have listed, we would love to hear from you. **Please contact** [info@thetcmgroup.com](mailto:info@thetcmgroup.com)





# New consultants

We are thrilled to have had several talented tranformation consultants join this quarter, across all areas of the TCM ecosystem - look out for our announcements on LinkedIn with their stories. Here are just a few featured consultants. [Explore more of their profiles..](#)



LIZ KING,  
CONSULTANT PARTNER

## Liz King

With 30+ years in HR and L&D, Liz has led major restructures, tribunal defences, and award-winning people strategies. She founded and ran a successful hospitality business, honing her commercial and HR expertise. Now, she mentors businesses, offers HR consultancy, and supports ex-offenders in starting enterprises. She has a number of specialisms at TCM including coaching, complex investigations, change management and training.



AMNA ZAIDI,  
CONSULTANT PARTNER

## Amna Zaidi

Amna specialises in auditing, investigations, coaching and guiding leaders through complex transformations. She's spent over 20 years in banking, financial services and organisational change, leading high-stakes negotiations, strategy development, and large-scale business changes in senior roles at NatWest, RBS, Deloitte, and Lloyds. She's an advisor you can rely on to deliver results.



KIRAN ELLIOTT,  
CONSULTANT PARTNER

## Kiran Elliott

Kiran helps businesses build engaged, high-performing teams through strategic HR solutions. A Chartered MCIPD professional with over 30 years' HR experience, she specialises in employee relations, workplace investigations, leadership development, and HR best practices, ensuring organisations stay compliant while fostering positive workplace cultures, driving both business success and employee wellbeing.



JOTHAM ANNAN,  
CONSULTANT  
PARTNER

## Jotham Annan

Jotham brings energy, insight, and a results-driven approach to executive coaching, helping individuals and teams unlock their full potential. With 15 years of experience in facilitation, training, and organisational change, he blends proven methodologies with real-world expertise to create meaningful, lasting impact.





# Upcoming events

FROM  
APR  
2025



## Topic Taster: Leadership Bootcamp & more

We have a new quarter of weekly webinars, masterclasses and topic tasters in store for you, starting with an in-depth look at our Leadership Bootcamp and actionable leadership strategies and toolkits you can take away. [Explore our upcoming webinars.](#)

2  
APR  
2025



## British HR Awards 2025

We're thrilled to be a Finalist at the [British HR Awards](#) for Consultancy of the Year! The ceremony is taking place at the iconic Grand Connaught Rooms in London, and will include knowledge sharing, networking, comedy, fun and of course, the fabulous awards.

1-7  
MAY  
2025



## International People & Culture Week (IPCW25)

The People & Culture Association (PCA) will host nearly two dozen P&C directors on the Global Panel at [IPCW25](#), discussing their experiences and plans. People are invited to share their stories and case studies on how they are making 'Culture Everybody's Business'.

11-12  
JUN  
2025



## CIPD Festival of Work 2025

We are excited to be back for another year exhibiting at the leading event for people professionals and the world of work. Our theme for the stand will be around gambling with workplace culture - with interactive elements to get involved with. [Join us there!](#)

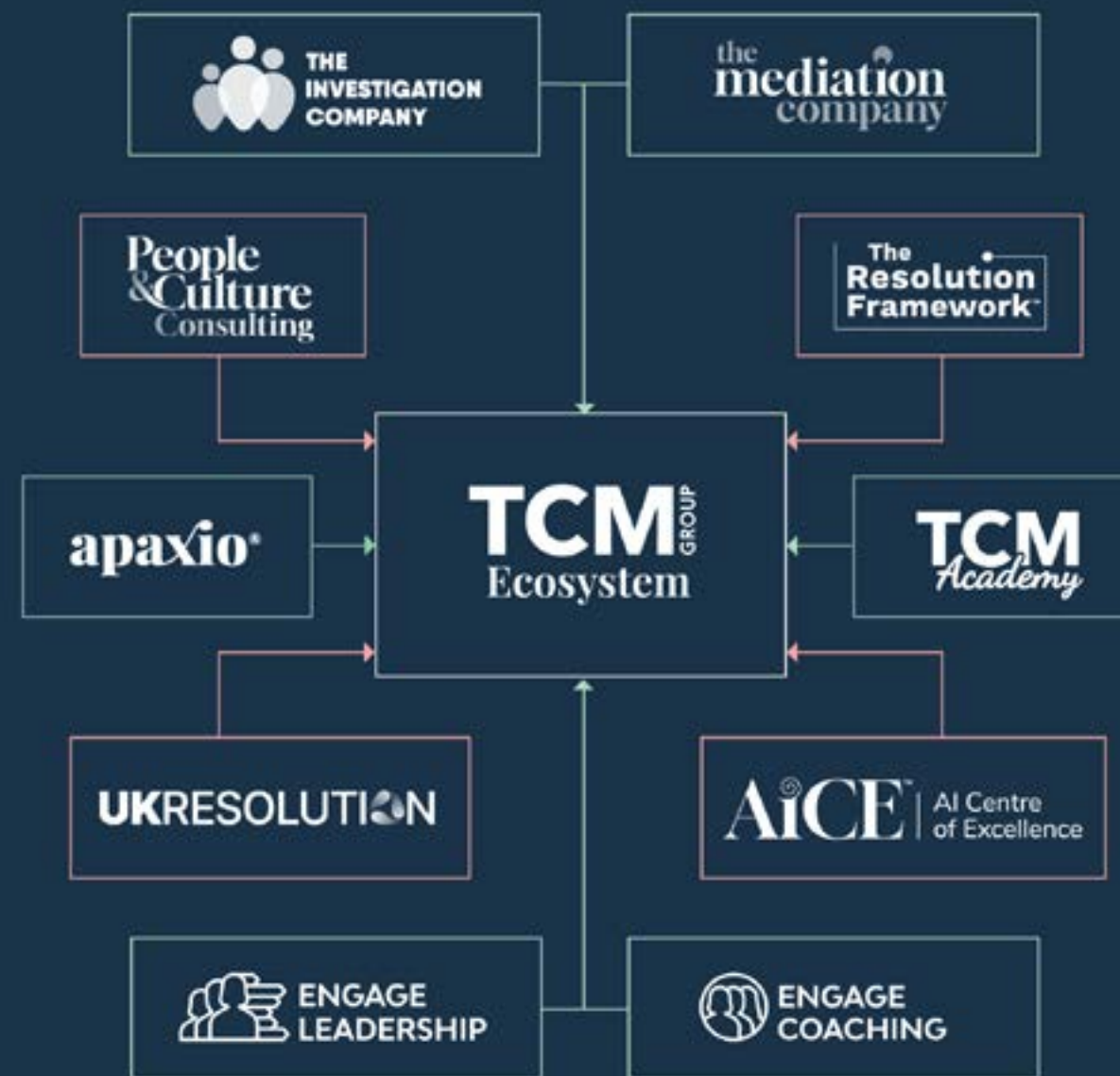
# Stay in touch

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

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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.



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