



Putting People First

A ♠ Mediation & Mediation Skills Training

Rebuild trust. Restore relationships.

Strengthen trust and psychological safety across your workforce. Resolve conflict constructively with TCM's expert-led mediation and practical training.

- Professional workplace mediation by accredited practitioners.
- Bespoke and accredited mediation training for mediators, HR, managers and leaders.
- Conflict coaching for individuals and teams.
- Embedding internal mediation schemes.
- Post-conflict team reintegration and repair.



Reflective prompt:

Where in your organisation is trust broken, and how could dialogue begin to restore it?



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Team Facilitation

Unite people. Unlock performance.

Expert facilitation for teams facing challenges, change, or complexity. Boosts collaboration, communication, and shared purpose.

- Facilitated team away days and alignment sessions.
- Support for teams undergoing change or restructure.
- Team values and behaviour charter development.
- Conflict resolution and communication workshops.
- 360 feedback and team dynamics analysis.



Reflective prompt:

What barriers are holding your team back from working as one?



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Workplace Investigations

Getting investigations right - first time.

Independent and professional investigations and training. Ensures fairness, transparency, and credibility in serious and complex matters.

- Independent workplace investigations.
- Expert support managing sensitive or high-risk cases.
- Neutral evaluations and team climate diagnostics.
- Fully accredited investigation skills training.
- Trauma-informed and cognitive interviewing skills training.



Reflective prompt:

How confident are you in the fairness and safety of your current investigative practices?



**THE
INVESTIGATION
COMPANY**





Coaching & Training

Grow your people. Empower your leaders.

One-to-one and group coaching to enhance self-awareness and impact. Develops resilient, reflective, and responsive managers and leaders.

- 1:1 executive and leadership coaching.
- Coaching supervision and CPD.
- Coaching skills training for managers and HR.
- Emotional intelligence and resilience coaching.
- Team-based coaching and action learning sets.
- Embedding a coaching culture.



Reflective prompt:

Are your people practices a true reflection of your stated values?



**ENGAGE
COACHING**





People & Culture Consulting

Where purpose meets strategy.

Bespoke support to align people, culture and leadership practices with your core values. Delivers clarity, cohesion, and cultural integrity.

- Strategic people & culture transformation consultancy.
- Designing people policies and culture blueprints.
- Stakeholder engagement and values alignment.
- Organisation design and restructure support.
- Embedding inclusive people practices.



Reflective prompt:

Has your HR team transformed into a people and culture team?

**People
& Culture
Consulting**





Diploma in People & Culture

How to align people, culture and leadership.

Accredited learning for HR, OD, and people professionals. Embeds long-term capacity to lead transformation. Become a Fellow of the People and Culture Association (FPCA).

- 6-month accredited learning journey.
- Core modules: values, culture, inclusion, leadership.
- Accreditation through The People and Culture Association.
- Online and in-person delivery options.
- Community of practice and post-programme support.



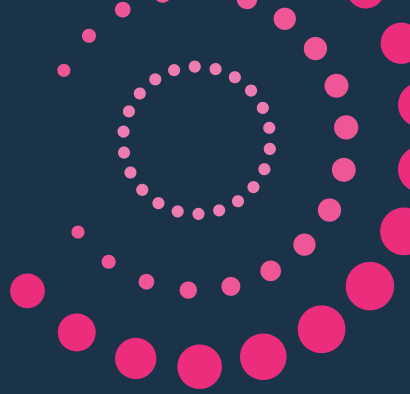
Reflective prompt:

Who are the cultural architects in your organisation?





Culture Catalysts



Ignite culture change.

A practical, high-impact training programme for HR and leaders to become agents of cultural transformation. Builds confident, capable change leaders ready to drive purposeful culture change.

- Modular training programme for HR, OD and leaders.
- Experiential learning on the culture change process.
- Facilitation techniques for driving cultural alignment.
- Case studies and real-world application.
- Pre and post-assessment of participant capability.



Reflective prompt:

Who are the potential culture catalysts in your organisation, and what support do they need to lead change?





Transformational Performance System

Putting values into action.

A framework to align behaviours, values and capabilities for high performance, wellbeing and recognition.

- Design and implementation of values, behaviours and capability frameworks.
- Capability mapping and behavioural indicators.
- Integration with employee experience and wellbeing metrics.
- Line manager and HR training for alignment and appraisal.
- Cultural performance diagnostics and reviews.



Reflective prompt:

How do your leaders and managers balance results with relationships?





From Traditional to Transformative Justice.

Moving beyond blame.

Transformative Justice is proven to reduce harm, save money and build trust.

- Transformative Justice awareness raising events and roadshows.
- Transformative justice system audits and re-design.
- Transformative justice training for HR, managers and leaders.
- Integrating transformative justice into your employee policies and handbooks.



Reflective prompt:

How do your systems respond to harm:
with healing or with punishment?



TCM GROUP

Putting
People First





The Resolution Framework

Resolution First. A better way to resolve issues.

A modern alternative to grievance and discipline procedures. Reduces conflict, improves outcomes, and protects relationships.

- Implementation and integration of TCM's multi award-winning Resolution Framework™.
- Resolution Framework policy and procedure redesign.
- Resolution Framework consultancy.
- Toolkit and communication resources.
- Resolution, mediation, coaching & investigation skills training.



Reflective prompt:

Are you ready to join the Resolution Revolution?

The
**Resolution
Framework™**

Request your FREE
copy of the Resolution
Framework using
the QR code:





Resolution Training

The skills to support a resolution first approach.

Training in resolution triage, early resolution, mediation, coaching and investigation skills. Builds internal capability for an effective resolution.

- Fully accredited and award-winning training.
- Routes to Resolution training to support your Resolution Centre integration.
- Early resolution, mediation, coaching and facilitation skills.
- Investigation skills, formal resolution meetings and appeals training.
- Resolution champions training.



Reflective prompt:

Are you equipping your managers with the skills to handle conflicts and concerns at work?



J ♣ The Resolution Centre & Resolution Index®

Measure what matters.

A hub for resolution services and a tool to track cultural health. Turns transformative justice into a system, not just a process.

- Full-service resolution support and triage.
- Real-time dashboards and cultural data insights.
- Resolution Index implementation.
- Internal reporting and analytics training.
- Strategic alignment consultancy.



Reflective prompt:

How do you ensure decision making is fair,
just and objective?

The
**Resolution
Framework™**





Engage Leadership Overview

**Empower your people. Energise your culture.
Elevate your impact.**

A transformational leadership model that puts people first. Inspire trust, unlock potential, and transform your culture from the inside out.

- Culture and Leadership Alignment Labs.
- Individual and team coaching.
- Transformational leadership development.
- Strategic workshops for senior leadership teams.
- 14 powerful modules for leaders and managers.
- Leadership team away days and offsites.



Reflective prompt:

What bold shift would unlock new impact
for your leaders?

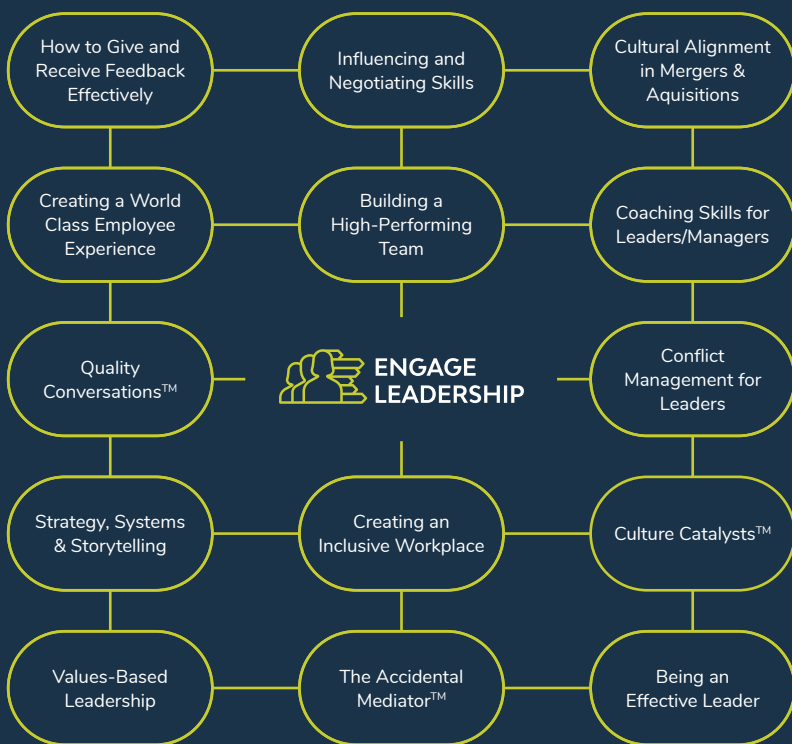


**ENGAGE
LEADERSHIP**





The 14 Modular Training Courses





Engage Leadership Bootcamp

Intensive. Immersive. Impactful.

A high-impact experience for emerging, middle and senior leaders. Sparks mindset shifts and builds confidence.

- 3-day immersive bootcamp experience.
- Blended learning and real-time feedback.
- Simulations, challenges, and mindset labs.
- Personal coaching and reflection journals.
- Follow-up integration and impact review.



Reflective prompt:

What skills and capabilities do you leaders need for the future of work?



**ENGAGE
LEADERSHIP**





QUALITY CONVERSATIONS



Talk that transforms.

Training and tools to support honest, human dialogue.
Enhances communication, connection and courage.

- Skills and strategies for creating a high performing team.
- Training in nonviolent communication.
- Techniques for active listening and feedback.
- Conversation structuring tools (CLEAR, GROW, etc.).
- Roleplays and case-based learning.
- Toolkit for handling difficult discussions.



Reflective prompt:

What conversations aren't happening in your workplace that should be?



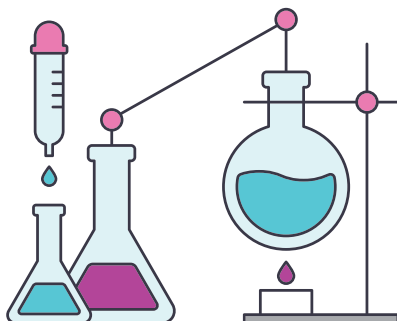


Culture & Leadership Alignment Labs

Diagnose. Dream. Deploy.

Co-creation workshops to shape a future-fit culture. Engages your leaders and people teams in a shared vision.

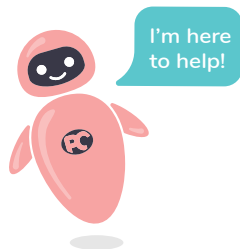
- Facilitated labs to fully align people, culture, leadership and strategy.
- Aligned to David Liddle's Transformational Culture Model.
- 5-phase co-design process: Discover, Diagnose, Dream, Design and Deploy.
- RAG rating and Likert scoring tools for cultural maturity.
- Use of AI to support generation of actionable reports and cultural insights.



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The Pocket Coach™



Quality Conversations. Anytime. Anywhere.

Give your managers leaders and people professionals the support they need, when they need it.

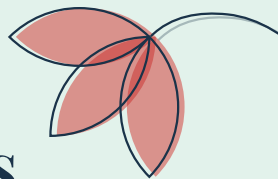
- Tailored prompts, models, and diagnostic tools.
- Access to coaching reflections on the go.
- Ideal for use alongside Engage Leadership and Quality Conversations training.
- Integration with coaching and leadership journeys.
- Safe, confidential AI-driven insight.



Scan QR code
to try it out!



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Reflective Prompts

- Where in your organisation is trust broken, and how could dialogue begin to restore it?
- What barriers are holding your team back from working as one?
- How confident are you in the fairness and safety of your current investigative practices?
- Are your people practices a true reflection of your stated values?
- How do your performance systems reinforce (or undermine) your values?
- Has your HR team transformed into a people and culture team?
- Who are the future cultural architects in your organisation?
- How do your leaders balance results with relationships?
- Who are the potential culture catalysts in your organisation, and what support do they need to lead change?
- What bold shift would unlock new impact for your leaders?
- What skills and capabilities do your leaders need for the future of work?
- How do your systems respond to harm: with healing or with punishment?
- Are you ready to join the Resolution Revolution?
- Are you equipping your managers with the skills to handle conflicts and concerns at work?
- How do you ensure decision making is fair, just and objective?

