



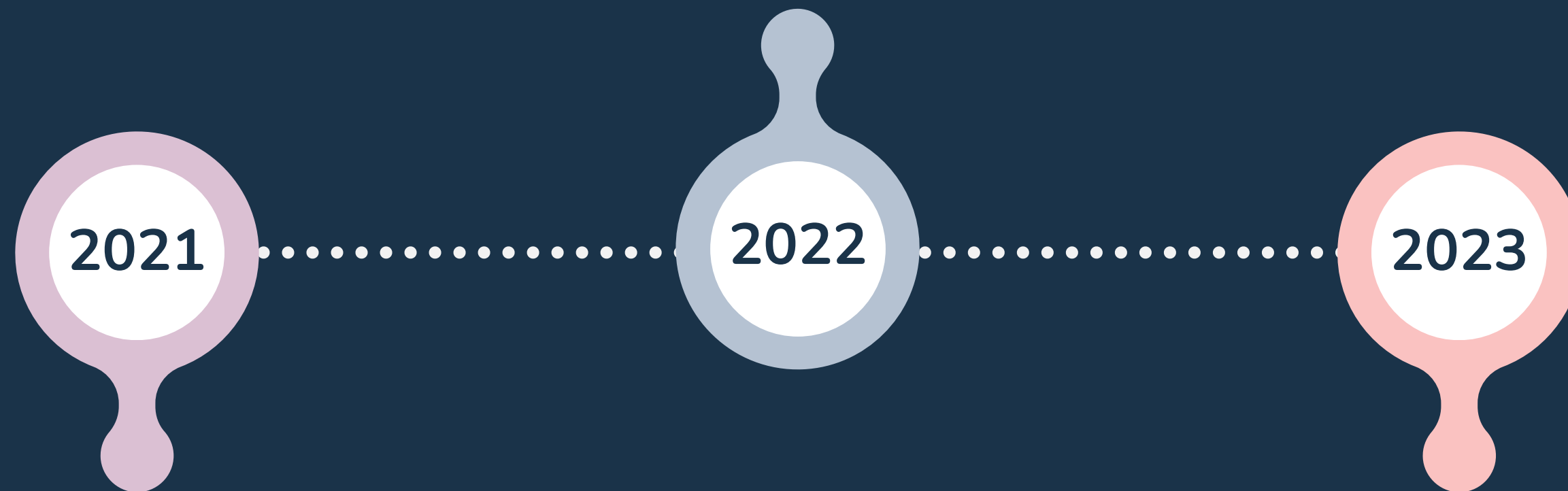
**TCM** GROUP | Putting  
People First™

# Resolution in the NHS

A success story from The TCM Group

# A trusted partnership with TCM

Delivered a bespoke course based  
on resolution facilitation skills



TCM supported a team  
facilitation service

A number of staff became fully  
fledged mediators and facilitators



**"Over the past 18 months we have been training individuals from across our organisation to facilitate conversations and mediate between individuals, often as an alternative to more formal resolution methods."**

Ian Siara

Mediation lead at Nottingham University Hospitals NHS Trust

# The healing power of dialogue



Mediation is a unique one-day process. Parties in conflict are invited to have a conversation with the aim of coming to a mutual agreement.

The whole process is observed and guided by an objective and confidential mediator.

This gives real authority and autonomy to the individual, rather than the adjudicator, far removing the process from the black-and-white outcomes of courtrooms and hearings.

"The benefits of supporting individuals to find their own way forward are clear and the development of our mediation service is an important element of our wider culture and leadership programme.

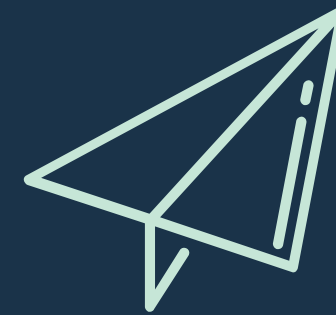


Having now trained over 40 people, I've been impressed with the flexibility and support that TCM has shown in ensuring that the training is tailored to our specific needs, rather than just delivering off the shelf."

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Start your  
transformation



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