

# Customer of the Week

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GROUP

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UK Export Finance

## Gail Sharkey

Senior HR Advisor at UK Export  
Finance



[www.thetcmgroup.com/cotw](http://www.thetcmgroup.com/cotw)



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# Aligning company values and behaviours



UK Export Finance are the UK government's Export Credit Agency. They work with over 100 private credit insurers and lenders to help UK companies access export finance – the loans, insurance policies or bank guarantees that enable international trade to take place as easily and securely as possible.

UKEF has 100 years' experience supporting UK businesses to achieve global success. As the world's oldest Export Credit Agency (ECA) they have a proud history of innovation, while maintaining standards and principles.

It seems fitting, then, that Gail chose to undertake TCM's mediation accreditation to support her role as Senior HR Advisor to continue to innovate processes within the organisation while embedding person-centred and values-based standards and principles as her approach to conflict resolution.



# The magic of mediation



Conflict is double-pronged: constructive or destructive. And it's our actions, interactions, and reactions that determine whether the conflict becomes constructive or whether it turns destructive. If we take the constructive path, then in actual fact, conflict is productive, fundamental, and essential to any and all workplaces.



To challenge is to evolve and grow, and the importance lies in how we choose to deal with this conflict. This is where mediation comes in. Parties putting their trust in an independent third-party, to guide and facilitate, has the potential to release the constraints of conflict into productive resolution.



**It was a lovely, positive experience and I learned so much! It's a really good course and the trainer was so knowledgeable and experienced.**

“

**I know that Gail will make a great mediator.**

Gail was an absolute pleasure to have on our flagship National Certificate in Workplace Mediation course in July.

She was always so lovely to correspond with and provided us with some really nice comments from the session.

I know she will make a great mediator and I wish her all the luck for the future!

**Cameron Duncan**

Training & Events Coordinator at The TCM Group



[www.thetcmgroup.com](http://www.thetcmgroup.com)



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0800 294 9787



[info@thetcmgroup.com](mailto:info@thetcmgroup.com)

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