

Customer of the Week

TCM GROUP
Putting People First™

**GREATER
LONDON
AUTHORITY**

Jennifer Parker

Complex Casework Specialist at
Greater London Authority



www.thetcmgroup.com/cotw



Get inspired



The partnership so far

2019



Our partnership first began when the GLA decided to embed a Resolution Framework within their organisation, the compassionate alternative to traditional litigation processes.

2020-22



This launch led to other endeavours: GLA outsourced both their 2-party and team mediations to TCM, alongside commissioning some investigation cases.

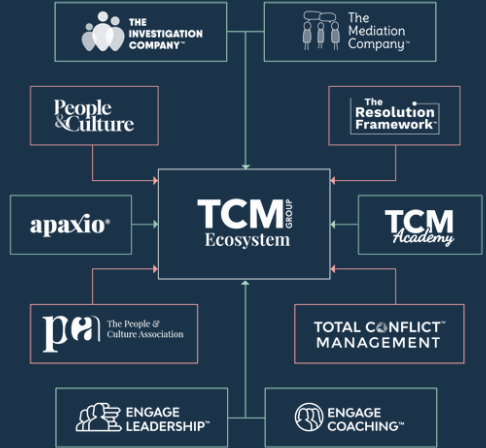
2023



Since continuing with their outsourced mediation scheme, we've also delivered performance management training to various teams.

The customer journey

The TCM ecosystem is designed to provide support to all aspects and needs of any organisation: from leadership to resolution, coaching to investigation, or training to mediation. Whatever first brings a customer to TCM, we endeavour to be there every step of the way - no matter the transformation in mind. We've been designing dreams into reality since 2001.



Putting People First™

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I have worked alongside the GLA since their journey began in 2019. They have gone from strength to strength in transforming their culture to be more resolution-focused.

Not only do they work tirelessly to ensure that they create a harmonious environment for their teams but they regularly invest in the upskill of their facilitators, investigators and champions to ensure that they are equipped with the skills and knowledge they need to carry out their roles.

It has been a pleasure working alongside the GLA, and more recently Jennifer, and I hope the partnership long continues!

Lisajay Baker

Director of Business Operations at The TCM Group

