

**TCM** GROUP

Putting  
People First™

# Customer of the Week

**NATS**

Hannah Brown

Human Resources Direct Entry  
Graduate at NATS

Let's begin

# A Message from Hannah

TCM previously delivered a conflict resolution course for NATS in 2019, assisting our organisation with the implementation of mediation and resolution.

This week we were delighted that Dominic Human visited our team to deliver further training to a new group of mediators. The Practical Mediation Skills course was fantastic...



# A Message from Hannah

"It provided a new group of mediators with skills not just for mediation within the workplace but skills that can be useful in other professional and personal situations.

The trainer's help and expertise was highly appreciated and allowed for our team to gain a deeper insight into the importance of a mediator role.



# The TCM Effect



We have always found TCM to be an excellent service provider of quality courses, tailored for our needs.

It has been amazing to receive such a detailed, bespoke training course which successfully delivered on the brief provided."