

TCM GROUP

Putting
People First™

Customer of the Week



Met Office

Janine Hodge

Employee Experience ER Specialist

Partner at The Met Office



WHAT?

1

Janine came to TCM to discuss how we could support them with their mediation offerings for their employees as they wanted to set up an outsourced scheme. She made a successful proposal to The Met Office to transition from a traditional grievance procedure to focus more on compassionate and restorative mediation practices.



WHY?

2

Grievances accounted for a high proportion of ER cases each year which prevented staff from tackling conflict early on. Historically, they'd developed a culture where conflict could progress drastically due to a lack of capability to deal with conflict positively and constructively. This meant that grievances tended to be dealt with in a reactive and ad hoc way rather than through an organisational approach.



WHEN?

3

Beginning in April 2023, The Met Office have launched an outsourced mediation scheme in partnership with TCM to make the shift from process to resolution. This is part of their ethos to become 'a safe space to speak up'.

Shifting from process to resolution



Mediation is considered a highly beneficial process.

It allows for damaged working relationships to be rebuilt, while offering a large saving in terms of time and finances when compared to traditional formal HR procedures.

TCM's mediation approach worked best for us because the service offers both a quick turnaround for cases and extensive aftercare. Early intervention was needed to nip stuff in the bud and this is what their outsourced mediation scheme secured for our colleagues.

JANINE HODGE