



Putting
People First™

Customer of the Week



**London Borough
of Hounslow**

Ros Doyle

Head of Strategic People Services
at London Borough of Hounslow

[Let's begin](#)

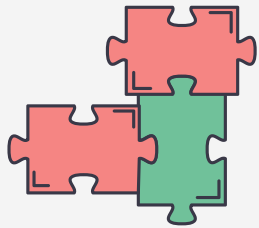
The Story

Ros was one of TCM's first ever customers back in the early noughties.



1

LBH is now partnering with us to embed a Resolution Framework, taking the partnership to the next level.



3

2



David trained their internal mediators and we worked together to establish one of the UK's first ever internal mediation schemes.

A Message from Ros



We have so enjoyed working with you and TCM since our first collaboration back in 2005. Your approach has been ground-breaking from the off and helped us at Hounslow to think differently. We're really excited to be taking that to another level, with the Resolution Framework, to really think about how we can deal with conflict in a way that allows our people to feel heard, respected and to remain engaged – whatever the final outcome.

David – your experience and expertise bring so much to these projects. Your insights help us learn how we can compassionately deal with issues to make a sustainable difference to people's lives.

We're so looking forward to working with you and the TCM team this year.