



## ROUTES TO RESOLUTION™

Routes to Resolution™ is designed to support the implementation of a Resolution Framework. The Resolution Framework replaces traditional discipline and grievance procedures. This course provides everything that you need to develop a fully functioning Resolution Unit within your organisation.

Our expert trainers equip delegates with the skills and strategies to identify the most appropriate route to resolution in each case. The options can vary from early resolution meetings, coaching, restorative conversations, mediation, or an investigation.

This unique course supports managers, HR and ER professionals and unions to develop awareness of options available to people in conflict in organisations, and when different routes are most appropriate. It also helps them to develop the skills required to support individuals involved in complex and challenging workplace issues.



## OBJECTIVES

Participants benefit from attending this course in the following ways, they will:

- ✔ Understand how the Resolution Framework works, and be able to explain each of the various routes to resolution now available.
- ✔ Learn how to build rapport and trust with the parties.
- ✔ Develop active listening and questioning techniques.
- ✔ Use the TCM Resolution Index to identify the most appropriate route to resolution in each case.
- ✔ Understand how to identify the conflict issue e.g. sickness absence, performance, grievance and the underlying needs of each party in the conflict (including psychological, procedural and substantive).
- ✔ Develop skills to handle strong emotions.
- ✔ Understand the influence of impartiality and neutrality (including unconscious bias).
- ✔ Understand the value of empathy and how to develop and use it.
- ✔ Learn how to manage expectations, overcome objections to mediation and secure a commitment to mediate.



## WHO IS THIS COURSE FOR?



All HR Professionals  
 All ER Professionals  
 All Managers  
 Union and Employee Reps



## DELIVERY

### Routes to Resolution™

A 2 day course delivered online, at the TCM Academy or delivered in-house.



## BLENDED LEARNING

All delegates receive 12 months follow up support to help them to embed the learning.

This TCM Blended Learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before during and after the programme to share knowledge and resources. In-house programmes can be customised to include:

- ✓ Coaching
- ✓ Team development
- ✓ 360 degree feedback
- ✓ Personality profiling

This course can be complemented with training to support mediation skills, either our accredited mediation training National Certificate in Workplace Mediation™, Practical Mediation Skills™ or Core Mediation skills courses to develop a cohort of trained mediators, or to enable managers to have the skills to handle conflict within their own teams effectively.



## ROUTES TO RESOLUTION™

# TCM

GROUP

Train · Consult · Mediate

© 2021 Copyright of The TCM Group. All rights reserved. No part of this fact sheet can be copied or reproduced without permission.

TCM® is a registered trade mark of The TCM Group.

Please contact us for more information:



Call: 0800 294 97 87  
 +44 (0)20 7404 7011



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



Suite 206/207  
 Business Design Centre,  
 52 Upper St, London, N1 0QH



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