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mediation for business™

Professional Mediators' Association Day!

Date: 13th August 2010

Time: 10:00am- 4:00pm

Workplace Investigation - Tips and Suggestions

Many PMA members perform more than one role in their organisations and often have to undertake investigations into workplace matters – bullying and harassment, discrimination, performance, conduct or discipline.

Some skills are commonly used in both investigation and mediation – active listening, summarising, questioning - however some key competencies used in investigation are not used in mediation. Additionally the investigation approach is different to mediation with dissimilar outcomes.

About the PMA

TCM has designed this PMA workshop day to provide invaluable tips and practical suggestions for improving investigation practices. Those who have undertaken investigations are invited to reflect on methods to improve their approach and those about to undertake an investigation can gain some insight into areas that can cause difficulties.

The workshop will also focus on the legal environment in which investigations take place, though not a full legal briefing, and also on how to handle challenges of dual roles.

Brought to you by **Dr Frances Green** - a highly experienced and skilled investigator and mediator. She has extensive experience of investigating diverse issues in a multitude of different environments and sectors. She will draw on her years of experience in presenting the workshop and participants will also learn what Employment Tribunals typically look for in a robust investigation and report.

Professional

Mediators'

Association

Day

Friday,

13th August 2010

10:00am- 4:00pm

A light lunch will be provided.

£95.00 + VAT

Places are limited.

To book and receive a 10% discount, please call now on

0800 294 97 87

Facilitated by **Brendan Schutte** - our very own expert Dispute Resolution Adviser. Brendan hails from human resources management, mediation and investigation as well as training and development background.

If there are specific questions that you wish to cover, and would like to send these in advance, please email brendan.schutte@thetcmgroup.com

The Professional Mediators' Association invites you to attend our upcoming 2010 events!

- 17th September 2010
- 15th October 2010
- 26th November 2010
- 17th December 2010

We look forward to seeing you at one of our PMA days soon!

Book [Online](#) now!

£95.00 + VAT

Book NOW and receive 10% discount!

Places are limited.

[Sign up](#) for our Newsletter!

"Ask the Mediator" - Challenge us with your mediation questions. Solutions will be available in our Month end Newsletter.

"As a new mediator I found this PMA session confidence building and very timely and relevant. Thank you for your insight" . Gloria Lloyd, Management Development Consultant, PMA Day 19th March 2010

"Very welcoming organisation with a personalised, purposeful approach". Andrea Perry, Guest Speaker, PMA Day 19th March 2010

Click for [Map and Directions](#). [Terms and Conditions](#) apply

or email

training@thetcmgroup.com

This event will be held at:

The UK Mediation Academy

Ground Floor

New House

67-68 New House

Hatton Garden

London

EC1N 8JY



The TCM Group + The UK Mediation Academy

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