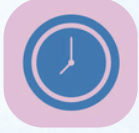




OUR EXPERTISE



**30+ years
experience**



**100+ expert
practitioners**



**ISO 27001
accreditation**



**96%
approval rate**

MEDIATION SERVICES

Standard mediation
Person centred mediation
Assisted mediation
Group mediation
Mediator supervision

INVESTIGATION SERVICES

HR investigation service
Investigations masterclass
Trauma informed investigations
Investigation hearing
Investigation historic reviews
Investigator supervision
Hearing manager supervision

GROUP ASSESSMENT

Neutral assessment
Psychological Safety
Culture review
Culture assessment

TRAINING

*Mediation training (entry,
intermediate, advanced)*
*Investigation training (entry,
intermediate, advanced)*
Conflict management training
Bullying and harassment training

BULLYING & HARASSMENT SERVICES

Helpline
Bullying and Harassment Advisor
Bullying and Harassment focus groups

CONFLICT MANAGEMENT SERVICES

Coaching
Consultancy



MEDIATION SERVICES

WORKPLACE MEDIATION

Rebuild trust and improve communication

With over 35 years' experience, CMP is one of the UK's leading providers of workplace mediation. Our trauma-informed approach helps resolve conflict, rebuild working relationships, and reduce the risk of formal processes or future grievances. We support organisations including the NHS, local authorities, universities and global corporates.

Why CMP?

- **Proven impact:** Over 80% of our mediations result in sustained positive change between parties, helping reduce absence, retention risks, and reputational damage.
- **Trauma-informed:** All mediators are trained in trauma-informed practice, supporting people through high-stress, high-emotion situations with care and respect.
- **Confidential and person-led:** Each mediation is confidential and voluntary, designed around the individuals involved. We take time to understand their perspectives before bringing them together.
- **Dedicated case support:** From start to finish, you'll work with a named account manager, who handles all logistics and ensures clarity throughout the process.

What to expect

We typically follow a 3-stage model:

Stage 1: Private remote meetings

Each participant meets the mediator 1:1 (90–120 mins) to explore the conflict and assess readiness. These meetings are confidential and focused on preparation.

Stage 2: Process design

If the mediator believes joint mediation isn't suitable, we'll advise you—at no extra cost—and explore alternatives.

Stage 3: Joint in-person mediation

A full-day session in a neutral venue, structured to rebuild trust, clear misunderstandings, and co-create a workable future relationship.

Ongoing support

Parties can contact CMP for support up to 12 months after mediation. We also monitor the impact with immediate and 3-month follow-ups.

Get in touch for more on pricing.

We're happy to agree volume-based discounts for regular clients.



INVESTIGATION SERVICES

INDEPENDENT WORKPLACE INVESTIGATIONS

Trusted. Trauma-informed. BS:102000 accredited.

With over 35 years' experience, CMP is the **UK's leading provider** of high-quality, independent workplace investigations. Our team handles over 400 cases annually across a range of sectors, working with major organisations including the NHS, House of Commons, GSK, Lloyds Bank, and the Ministry of Defence.

Why CMP?

- **Standards-led:** CMP co-authored the 2013 ACAS Code and helped shape national investigation standards (BS:102000), which we now hold as the UK's first accredited investigation specialist.
- **Trauma-informed practice:** Trusted to investigate sensitive issues including bullying, harassment, grievances, and misconduct.
- **Named case team:** Every case is overseen by a dedicated account manager and lead investigator for clear, consistent communication.
- **Accurate scoping:** Over 90% of investigations are completed within the original scope agreed at the outset.

Clear Roles, Reliable Process

We work in close partnership with your internal team to ensure a smooth and timely process. Our responsibilities are clear:

- **CMP Services Team:** Oversees delivery, performance, and logistics.
- **CMP Investigator:** Designs and delivers the investigation to best-practice standards.
- **Client Lead/Coordinator:** Manages internal comms and logistics.
- **Referring Manager:** Commissions and agrees the Terms of Reference (TOR).

Terms of Reference (TOR)

Every investigation begins with a detailed TOR document covering:

- Key parties and roles
- Summary of allegations and relevant policies
- Methodology and scope
- Estimated timeline
- Risk assessment (if applicable)

TORs are reviewed and updated if necessary.

Get in touch for more on pricing.

We're happy to agree volume-based discounts for regular clients.



GROUP ASSESSMENT

INDEPENDENT ASSESSMENT SERVICES TO UNDERSTAND TEAM DYNAMICS, PSYCHOLOGICAL SAFETY, AND ORGANISATIONAL CULTURE.

When teams face persistent tension, low morale, or breakdowns in trust, it can be hard to see the full picture from the inside. CMP offers independent group assessments, culture reviews, and psychological safety diagnostics helping you understand what's really happening and what to do next. We work sensitively and objectively, creating a safe space for staff to speak openly and giving leaders clear, actionable insights.

Why CMP?

- **Independent and impartial:** As external facilitators, we provide objective analysis that goes beyond surface-level issues.
- **Psychological Safety at the core:** Our trauma-informed, person-centred approach encourages honest participation and protects wellbeing.
- **Root cause analysis:** We go beyond symptoms to understand the underlying cultural dynamics, behaviours, and structural issues.
- **Experienced Associates:** Our associates and facilitators are highly trained in group dynamics, conflict resolution, and organisational psychology.
- **Actionable insights:** Our reports and recommendations are practical, tailored to your goals, and delivered with clarity and care.

Neutral Group Assessment

A facilitated, impartial process to understand group dynamics and interpersonal challenges within a team or department. Ideal for:

- Team conflict or relationship breakdowns
- Loss of trust in leadership or process
- Recurrent complaints or informal concerns
- Disengagement, presenteeism, or high turnover

Psychological Safety Assessment

We assess how safe people feel to speak up, challenge, admit mistakes, and raise concerns. A key predictor of performance and wellbeing.

- Uses validated frameworks (e.g. Edmondson model)
- Combines surveys, interviews, and observational insights
- Supports safer, more inclusive cultures

Culture Reviews

A comprehensive review of your organisational or team culture, looking at values, behaviours, power dynamics, and lived experience.

- Ideal following leadership change, organisational growth, or crisis
- Supports strategic change or culture transformation
- Identifies misalignments between stated values and reality



TRAINING SERVICES

FROM ONE THE UK'S LARGEST PROVIDERS

Training for a fairer, safer workplace

CMP's training helps you build internal capability to handle conflict well, lead fair processes, and create an inclusive, psychologically safe culture. With 35+ years' experience and a UK-wide team of expert associates, we deliver learning that sticks.

Why CMP?

- **Designed for real life:** Our training is built around the real experiences of our investigators and mediators. We go beyond theory to equip people with tools and confidence they can apply straight away.
- **Trauma-informed approach:** Whether we're training investigators or managers, our delivery is underpinned by trauma-informed principles, helping participants support others with compassion and care.
- **Flexible delivery:** We offer online, in-person, and hybrid options. We'll adapt to your needs, with open access courses and fully tailored programmes for teams and organisations.
- **Facilitators who've done the job:** All CMP trainers are active associates in their field, whether that's investigation, mediation, or leadership coaching, bringing authenticity and credibility to every session.

Our core topics

Highlights of our training include:

- **Investigation skills:** Interviewing, evidence gathering, analysis, and report writing, aligned to BS:102000 standards.
- **Mediation and conflict resolution:** From introductory conflict confidence for staff to accredited mediation skills for internal practitioners.
- **Leadership and culture:** Psychological Safety, leading with fairness, handling difficult conversations, and inclusive decision-making.
- **Student-focused training for HE:** Specialist modules for student-facing staff and investigators, including sexual misconduct casework.

Certification and progression

Many of our courses include CPD accreditation or formal certification. We also support long-term learning pathways, including developing in-house teams.

Get in touch for more on pricing

We're happy to agree volume-based discounts for regular clients.



BULLYING & HARASSMENT SERVICES

ADDRESS WORKPLACE BULLYING, HARASSMENT, AND INAPPROPRIATE BEHAVIOUR.

When issues of bullying or harassment arise, employees need to feel safe, heard, and supported, and employers need to respond with clarity and care. CMP provides specialist services to help organisations prevent, respond to, and resolve bullying and harassment at work.

Why CMP?

- **Independent and impartial:** We create safe, neutral channels for employees to raise concerns and seek support.
- **Prevents escalation:** Early intervention helps reduce formal grievances, absenteeism, and legal risk.
- **Experienced practitioners:** Our associates and facilitators are highly trained in trauma-informed response, workplace dynamics, and resolution.
- **Supports a culture of trust:** Our services complement your internal processes and demonstrate commitment to staff wellbeing.

Confidential Helpline

A dedicated, third-party helpline for employees to speak in confidence about experiences of bullying, harassment, or inappropriate conduct.

- Independent from HR or management
- Run by trained advisors who listen, support, and signpost
- Helps employees feel heard, even if they're not ready to make a formal complaint

Bullying & Harassment Advisor

An external advisor embedded part-time or on-call to support individual cases or teams experiencing conflict or low Psychological Safety.

- Supports early intervention and informal resolution
- Offers coaching-style conversations and informal advice
- Can act as a sounding board for staff, managers, or HR teams

Bullying & Harassment Focus Groups

Structured, confidential sessions that gather staff insights about workplace behaviours, culture, and perceptions of safety.

- Facilitated by experienced, impartial practitioners
- Helps identify hotspots, themes, and areas for improvement
- Often used before or after major change, or following raised concerns
- Can inform wider investigations, training, or culture reviews



CONFLICT MANAGEMENT SERVICES

EXPERT COACHING AND CONSULTANCY

Resolve, reduce, and prevent workplace conflict.

Unresolved conflict damages relationships, performance, and wellbeing. CMP helps organisations take a proactive, strategic approach to workplace conflict, combining one-to-one coaching, leadership consultancy, and proven tools for culture change.

Why CMP?

- 30+ years of conflict resolution expertise
- Trauma-informed and psychologically safe
- Trusted across higher education, NHS, local government and corporates
- ISO27001 certified – confidential and secure

We've supported thousands of individuals, leaders, and organisations to shift conflict from a destructive force to a driver of growth, accountability, and clarity.

Coaching

One-to-one support for individuals involved in conflict, whether it's between peers, with a manager, or following a formal process.

- Helps staff build confidence and skills to manage difficult conversations and repair strained relationships
- Used before or after mediation, or alongside disciplinary or grievance processes
- Empowers people to take ownership of their part in conflict and move forward
- Always delivered by trained, impartial coaches with deep knowledge of workplace dynamics

Consultancy

Strategic advice and support to help organisations address complex, embedded, or recurring conflict.

- Root cause analysis to understand the drivers of conflict across teams or departments
- Policy and process reviews to strengthen early resolution pathways
- Support with designing or refining conflict resolution frameworks
- Facilitated sessions to support team reconnection, repair, or cultural reset

Often commissioned after major change, formal investigations, or repeated grievances – or simply where “something isn't right” and internal trust has eroded.