

# UKRESOLUTION

PREVENT • RESOLVE • TRANSFORM®



## Empower your business by transforming conflict into positive outcomes

Discover UK Resolution (UKR), the leading national 'all in one' HR consultancy and resolution centre for the discerning business. We deliver a suite of transformational HR processes and management practices that are both affordable and highly effective. We'll help you turn interpersonal challenges into opportunities through expert guidance and support.



### We've refined 20+ years of experience to support you

Our customers have access to a panel of world-leading HR professionals, mediators, investigators, coaches and lawyers. So, no matter the challenge, you'll have expert support on-hand to resolve issues as they come.



**"This worked best for us because the service offers both a quick turnaround for cases and extensive aftercare. Their outsourced mediation scheme nipped stuff in the bud early."**

JAMIE HODGE,  
ER SPECIALIST PARTNER,  
MET OFFICE

## Our customers tell us that they love our...

- **Flexible and cost-effective HR and employment law support** when you need it most.
- **24-hour resolution helpline** - dedicated to keeping you and your business out of court.
- **Multi award-winning dispute resolution system** - The Resolution Index®. This is being used by Next, TSB Bank, Aviva, Burberry, HSBC and the BBC.
- **Prompt resolution** of a wide range of business, commercial and workplace disputes.
- **Guaranteed mediation services** using our innovative 'no win-win, no fee' approach.
- **Innovative HR policies and management processes** that reduce the risk of damaging grievances and costly tribunals.

# How it works



## Choose how to outsource your cases

Our services can be provided on an 'on demand' basis or we offer a **bespoke subscription package** tailored to your objectives, via the low-cost UK Resolution Support Plan. It's your peace of mind guaranteed.

**AMNESTY INTERNATIONAL** 

**"Their approach at developing fair, just, sustainable and high performing organisations and the time they take to truly understand our needs has meant their interventions have been incredibly well received."**

RACHEL COOPER,  
L&D AT AMNESTY  
INTERNATIONAL

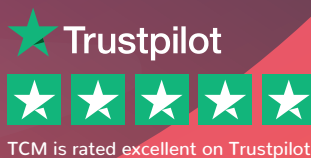


## What happens when you entrust us with a Request for Resolution

- Our experienced team conducts a thorough triage using The Resolution Index™, assessing key metrics like duration, severity, past resolutions, and potential risks to ensure each case receives focused attention.
- We prioritise respect and empathy, using evidence-based methods to achieve positive outcomes. We then recommend and deliver the best remedy from our suite of services, including mediation, coaching, team facilitation, and formal investigations.
- Our casework hub dashboard keeps you informed on case progress and provides data for smarter decisions. This streamlined, personalised approach enhances effectiveness, saving time and resources, so you can focus on driving your business forward.



WINNERS of the  
2024 National  
Mediation Awards



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