

are you communicating or just talking?

We can find ourselves in situations where it is difficult to understand where the other person is coming from, and despite our best efforts, we can't get our point across. It's almost like we are speaking a different language, and in a way, we are. We just can't tune into the right channel to effectively get our point across.

Understanding yourself and others is the first step to improving communication. You can reach people you have struggled with before.

PCM offers a number of different tools which allow you to **understand your own behaviour**. Suddenly it becomes obvious why you respond in a particular way in certain situations. You are also able to anticipate the behaviour of others – whether at work, in a social setting or at home.

Communication can be particularly difficult when you or someone else is under pressure. With PCM you can understand **your reactions** – and how to fix it! As long as you are in this counteractive state, it is impossible to reach others.

You also learn to **recognise when others are under pressure** because their behaviour will be highly predictable. You can then assist them so that communication begins again.

This model was developed in the 1970's, has been used by NASA in the selection and training of astronauts, and today is applied throughout many industries and social environments.

After the seminar you will have the skills to:

- Observe and decode behaviour by being able to actually hear what others are saying
- Predict and identify the onset of disruptive behaviour
- Be a dynamic leader by communicating effectively
- Motivate yourself and others
- Detect and correct miscommunication before it creates a problem
- Find out why conflicts have escalated
- Respond quickly to defuse tricky situations
- Invite others back into positive communication and behaviour

As part of the seminar handout you will receive your individual personality report. The handouts will assist you in working with the PCM model well beyond this introductory seminar and will help you to strengthen your communication skills.

You will learn about PCM and be able to **use it instantly**. It may take a while for you to master all aspects of PCM and be confident to apply the model. Remember excellence requires practice.

"It has allowed me to understand much better where the people I interact with are coming from. I also understand my own and their motivators much better and recognize distress behaviours much earlier. These are incredibly valuable skills as they enable me to identify situations where miscommunication occurs and to do this much earlier before things escalate out of control..."

I have no hesitation in recommending to anyone that they explore PCM further. It could revolutionize the way we interact with our colleagues, patients, families and friends with benefits for everyone."

Dr Meredith Craigie, Specialist, Anaesthetist MB,BS, B Med Sc, MM(PM), FANZCA, FFPMANZCA

deadline for registration:
 > one month prior to seminar start
price:
 > \$2354 plus gst (lunch, morning/afternoon tea included)

pcm introductory seminar® – registration form

Please fill in form below electronically or print and mail / fax / scan and email back to:

Robyn Mackay
 Kahler Communications Oceania Ltd
 155 Field Way
 Waikanae Beach 5036 / New Zealand

email: robyn@kahlercom.co.nz
 fax: +64 (0)4 905 0086
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Please indicate which seminar you'd like to register for:

- 29 February – 2 March 2012 / Sydney (Mercure Hotel, George St)
- 16-18 May 2012 / Melbourne (Ether Conference Centre, Mercure Hotel, Swanston St)
- 19-21 September 2012 / Sydney (Mercure Hotel, George St)
- 5-7 December 2012 / Melbourne (Ether Conference Centre, Mercure Hotel, Swanston St)

Your details – please indicate to whom the invoice should be sent:

Please complete one registration form per participant.

First Name / Surname*:		
Job title:		
Company*:		
Address*:		
Phone*:		Mobile:
Email*:		

*indicates a required field.

Seminar Fee / Payment Details

Three day programme including tuition, morning/afternoon tea, lunch and a comprehensive personalised manual:
 AUD 2354.00 plus GST (AUD 2589.40 inclusive of GST)

Once this registration form is received, the confirmation of registration, seminar programme and tax invoice will be emailed.

- I'd like to pay by credit Card. We will send you an invoice and credit card payment request to your email. A 4% surcharge applies for all credit card payments.

Acceptance of terms and conditions:

I understand and agree to the terms and conditions (see next page). Upon registration, I/my organisation will become liable for the seminar fee and will be bound by the terms and conditions.



**process
communication
model**

Standard Terms and Conditions:

Withdrawal and deferral: As KCO incurs substantial administrative costs prior to seminars, the following policy applies to participant withdrawal and deferral:

If the participant withdraws more than six weeks before a seminar, KCO will provide a full refund. Participants are allowed one free deferral to another seminar within 12 months, provided they notify KCO in writing no less than four weeks before this seminar. If less than six weeks notice is provided for withdrawals and deferrals, the following fees are payable:

	14 days or less	15 to 28 days	29 to 42 days
Withdrawal	100% of seminar fee	50% of seminar fee	50% of seminar fee
Deferral	50% of seminar fee	\$175 administration charge	No charge

Substitutions: Consideration may, in some circumstances, be given to replacement with an alternative candidate. Substitution depends on factors including notice being given to KCO in writing, an appropriate candidate, and sufficient time for pre-work to be completed.

Fees: Seminar fees are due the earlier of the 20th of month following the invoice date / one month prior to the seminar date. Interest will be charged on unpaid accounts from the due date until the date of payment at a rate of 10% calculated on a daily basis and capitalised monthly. The customer shall become liable for all costs, expenses or fees reasonably incurred by KCO in recovering overdue accounts.

Cancellation: KCO reserves the right to cancel a seminar and will endeavour to provide as much notice as possible. Upon cancellation, any fees already paid by the participant will be applied to a following seminar of the participant's choice.