

## PCM REFERENCE

Before I embarked on my personal PCM journey in February this year I thought I was a good communicator. PCM has however changed the way I approach communication, both personally and professionally.

Late last year a colleague handed me a flyer and suggested I do the PCM introductory course – once I moved on from feeling insulted I thought why not – even if I learn one new thing it won't be a waste of my very valuable time....3 courses later and I am now a certified PCM provider.

The main attraction to PCM was that I thought it would make me a better people manager and more able to demonstrate the 'situational leadership' required of my Project Management role.

What I came away with initially were personal insights; a greater understanding and awareness of my own motivators and needs and how, when these are not met positively, my capacity to communicate effectively is severely diminished. At a personal level I have been able to have more honest conversations with family / friends in which I have expressed my needs and been able to recognise and acknowledge theirs.

PCM has a strong focus on the **how** we say what we say; much of the how is contained in predictable language cues and non-verbal cues. The ability to quickly decode these cues from observable behavior allows for predictable miscommunication sequences to be minimised; by identifying appropriate channels and styles of communication.

The predictive nature of PCM is invaluable in my current role as a facilitator managing groups that are often attempting to resolve conflict. The ability to recognize the warning signs that miscommunication is occurring and being able to tailor my message to invite someone out of that space is an enormously powerful tool for successfully managing group dynamics.

Werner and Andrea – thank you!

Belinda Lowing

A handwritten signature in black ink, appearing to read 'Belinda Lowing', with a stylized flourish at the end.

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