

**deadline for registration:**  
 > two weeks prior to course start  
**price:**  
 > \$1975 plus gst (lunch, morning/afternoon tea included)

## pcm introductory seminar<sup>®</sup> – registration form

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

Andrea Naef  
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### date/venue (please tick one)

- 08-10 Jun 2010 / Sydney (Mercure Hotel, George Street)  
 11-13 Aug 2010 / Melbourne (Novotel, St. Kilda)  
 02-04 Nov 2010 / Sydney (Mercure Hotel, George Street)

### personal details

Please complete one registration form per participant.

Surname / First Name:		
Phone:		Mobile:
Company or Residential Address:		
Purchase Order Number (if required)		
Email:		
Signature:		

### seminar details

You will receive an individual profile, which has to be produced prior to the seminar. For this you need to fill out an on-line questionnaire that will take 45 min approx. to complete. A seminar programme including directions on how to complete the questionnaire will be emailed once this registration form is received.

### payment details

Confirmation of registration and a tax invoice will be emailed once this registration form is received.

- Send me an invoice. Please supply **full** postal address and email under “personal details” above for invoice.
- Payment is attached. Please make cheques payable to Kahler Communications Oceania Ltd.  
 Price per participant \$ 2172.5 (including GST).
- Credit Card. We will send you a credit card payment request and invoice to your email address (please supply postal address and email under “personal details” above). A 4% surcharge applies for all credit card payments.

### Standard Terms and Conditions:

Where a participant cannot attend the seminar, there are two options:

1. A substitute participant may attend at no additional cost or
2. A refund, less a service fee of \$175 will be applied to all cancellations made up until one week before the start of the seminar. Refunds will not be made less than one week before the seminar.

Kahler Communications Oceania Ltd reserves the right to postpone the seminar due to insufficient participant numbers or illness.

Published seminar fees are valid until December 2010.

Payment is due 20th month following invoice. 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.



## 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 struggled to work with before.

Communication is particularly difficult when you or someone else is under pressure. With our training and the PCM Toolbox you can understand **your reactions under stress** – and how to fix it! As long as you are under stress it is impossible to reach others.

You also **recognise stress in others**. People's behaviour under stress is highly predictable.

You can assist others in managing their stress. And with it communicating begins again.

There is a toolbox with a number of different tools allowing you to **understand your own behaviour**. Suddenly it becomes obvious why you respond in a particular way in certain situations. And you anticipate the behaviour of people – whether at work, in a social setting or at home

Process Communication Model® - or PCM in short was developed in the 1970's and has since been developed further. PCM has been applied by NASA in the selection of astronauts and is now in virtually all industries and social environments imaginable.

### After the seminar you will have the tools to:

- Achieve listening skills at a mastery level
- Decode and understand other people's behaviour
- Predict and identify the onset of behavioural failure patterns
- Intervene constructively through communication
- Have an effective communication model as a leader
- Detect and correct miscommunication before it creates a predicament
- Find out why something has happened
- Respond quickly to situations and defuse stress
- Make people do a U-turn back into positive behaviour

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

And, yes, you can learn about PCM in a seminar and **use it instantly**. You take with you a workable toolbox. It may take a while to master all aspects of it and to be confident in most situations to apply the model. But it is not different from any other new skill you acquire: exercising new skills helps to master them.