

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

## pcm advanced 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)**

- 27-28 May 2010 / Wellington (Quality Hotel, Cuba Street)  
 22-23 Nov 2010 / Auckland (Duxton Hotel)

### personal details

Please complete one registration form per participant.

|                       |  |         |
|-----------------------|--|---------|
| Surname / First Name: |  |         |
| Phone:                |  | Mobile: |
| Email:                |  |         |
| Signature:            |  |         |

### payment details

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

- Send me an invoice. Please supply **full** postal address for invoice:

|                                     |  |
|-------------------------------------|--|
| Company or Residential Address:     |  |
| Purchase Order Number (if required) |  |

- Payment is attached. Please make cheques payable to Kahler Communications Oceania Ltd. Price per participant \$ 2221.88 (including GST).
- Credit Card. We will send you a credit card payment request to your email address (please complete 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.

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.

## learning more about communicating and managing stress

Building on the skills learned during the introductory seminar to PCM, the advanced seminar allows you to practice the skills you have acquired earlier: understanding your own reactions under stress, recognising stress in others, understanding your own behaviour and making communication happen.

Using PCM in your every day environment is a function of being able to listen not only to what has been said but at the same time to how it has been said. Too often we are preoccupied with concentrating on what is said, formulating our own reply and focussing solely on the contents of the conversation.

To make communication happening, your focus has to be also on the communication channels others are using and to recognise when they are under stress.

The advanced seminar focuses more strongly on what is behind the failure mechanisms when we or others get stressed, making it easier to apply PCM in a variety of situations.

### Specifically you will learn about:

- The phase issues a particular personality type faces, the concern that drives many of our behaviours when we are under stress;
- Transference and the role it plays in our behaviour and how it creates miscommunication;
- How personality types, their psychological needs, communication channels, their perceptions and stress patterns all hang together and are highly predictable;
- How those stress patterns are linked to particular “scripts”, i.e. ways how people write and talk. You will be able to analyse letters and emails and understand the personality type of the author and whether they are under stress.
- When and how failed communication drives us into stress and when and how missing motivation drives us into stress.
- How language, tones, gestures and other indicators help us to assess a situation and what we can do to motivate others and communicate effectively

The prerequisite for the seminar is that you have attended an introductory PCM seminar and that you are familiar with the content such as the six personality types, their character strengths, personality parts, communication channels, needs and distress sequence.

This seminar will allow you to go the next step in applying PCM as a tool in your business and personal environments. This is what one participant had to say about it: “Now where I have developed a much higher understanding of PCM, I am able to take nothing personal if our clients attack us or blame us when they are under stress. I know it is not them, it is just their stress talking to me.” Managing Director, business consulting firm.