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communication
model**

call it stress or company culture - let's fix it!

when workplace mishaps are analysed, communication problems or behaviour under stress are often identified as the root cause – or at least a contributing factor. this makes miscommunication a major risk.

Process Communication Model® (PCM) is a method that allows you to manage this risk. It enables you to detect early signs of miscommunication and misbehaviour and then to connect or re-connect with individuals you are struggling to reach.

Ask yourself how effective your training really is. And what about the evergreen topic of non-compliance with safety procedures or not wearing personal protective equipment? Can you truly say that you can consistently build rapport with your workforce when trying to get the health and safety message across?

With PCM you will learn to:

- Achieve listening skills at a mastery level
- Have an effective communication method as a leader
- Decode and understand other people's behaviour
- Predict and identify the onset of behavioural failure patterns
- Intervene constructively through communication
- Detect and correct miscommunication before it contributes to the incident or accident
- Find out why something has happened
- Respond quickly to situations and defuse stress or amplify safety messages
- Set people on the way to initiating a U-turn away from potential harm back into safe working practices

PCM is supported by a strong scientific background and has been used for over 30 years.

We regularly receive feedback, such as *'[PCM] has resulted in noticeable behavioural changes and increased management capabilities in the areas of interpersonal skills, specifically in the busy and sometimes stressful environment that our maintenance staff operate in'*.

For more information go to: www.processcom.co.nz, www.processcom.com.au, or contact us on +64 (0)4 905 0084.

**process communication model® –
an effective health and safety management programme**

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