

PCM REFERENCE

PCM has impacted powerfully in both my professional career and personal life. My only regret is that I did not encounter it earlier.

PCM has enabled me to appreciate the essential importance of ‘tuning in’ to people, by listening purposefully, to how they say- what they say. The course has taught me how to choose a communication channel and style that they can make sense of and prefer to engage in. The result has been a transformation in the quality of the conversations and relationships I have with family, friends, strangers, patients, colleagues and administrators.

In my professional life the PCM course has allowed me to identify and experience how different personality types behave under pressure in a predictable way, and to appreciate how miscommunication and potentially damage occur. This course has better prepared me, to work and teach in a critical safety environment, using an assessable remedial tool for turning around my own unhelpful stress behaviours and assisting others to do the same. PCM has offered me a framework for considering our ability to function and behave appropriately under stress, as an essential non-technical skill for situational awareness and patient safety.

On an organisational level I have been able to recognise my responsibilities and contribution to the culture of blame that currently exists in hospitals and can now provide sincere support to others by communicating in a more open and respectful way.

As a Supervisor of Training I use PCM daily to meet the trainee’s psychological needs which I have learnt are so relevant to motivation, goal achievement and wellbeing. My experience with PCM has given me a new perspective on the nebulous concept of ‘professional attributes’, and opens up the possibility of using observable behaviour as a tangible assessment tool in this context.

The PCM course has changed the way I see the world. I enrolled in the course with a willingness to emerge a slightly different person. I have not been disappointed.

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