

are you communicating or just talking?

It happens to all of us. And it happens all too often. You're trying to make a point, but you know you're not getting through. You can't understand where the other person is coming from; in fact, you might as well be speaking a different language.

Everyone struggles with communication sometimes. So how can you reach people you've struggled with before? Is there a key to understanding the people we interact with... and ourselves?

The Process Communication Model® – or PCM for short – is a program that allows you to individualise communication. What makes it so powerful is that it's based on skills, not rules.

It offers a number of different tools, which will help you **understand your own behaviour**. You will learn to understand why you respond in a particular way to certain situations.

Understanding your own behaviour is just the beginning. You'll also be able to **understand where others are coming from**. To observe and decode their behaviour. To **recognise when they are under pressure**. To predict and identify the onset of disruptive behaviour.

There is no more powerful tool available to improve communication in your personal, social and business lives.

Developed in the 1970s, the Process Communication Model® is an evidenced-based tool so powerful it has been used by NASA in the selection and training of astronauts, and is applied today through many industries and social environments.

After the seminar you'll have the skills to:

- Observe and decode behavior, because you'll actually be able to hear what others are saying
- Predict and identify the onset of disruptive behaviour
- Be a dynamic leader by communicating effectively
- Motivate yourself and others
- Detect and correct miscommunication before it creates a problem
- Find out why conflicts have escalated
- Respond quickly to defuse tricky situations
- Invite others back into positive communication and behaviour

As part of the seminar workbooks, you'll receive your own individual Profile report. The workbooks will assist you with working with the PCM well beyond the introductory seminar and will strengthen your communication skills.

You will be able to **apply what you learn instantly**. While it may take some time to master all aspects of PCM and be confident to apply it on a daily basis, excellence will come with perseverance.

"It has allowed me to understand much better where the people I interact with are coming from. I also understand my own and their motivators much better and recognise distress behaviours much earlier. These are incredibly valuable skills as they enable me to identify situations where miscommunication occurs and to do this much earlier before things escalate out of control.."

I have no hesitation in recommending to anyone that they explore PCM further. It could revolutionise the way we interact with our colleagues, patients, families and friends with benefits for everyone."

Dr Meredith Craigie, Specialist, AnaesthetistMB,BS, B Med Sc, MM(PM), FANZCA, FFPANZCA

deadline for registration:
 six weeks prior to seminar start

price:
 \$2490 plus gst
 (lunch, morning/afternoon tea included)

pcm seminar one – registration form

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

Robyn Mackay
 Kahler Communications Oceania Ltd
 155 Field Way
 Waikanae Beach 5036 / New Zealand

email: robyn@kahleroceania.com
 fax: +64 (0)4 905 0086
 phone: +64 (0)4 905 0084

Please indicate which seminar you'd like to register for:

- 9 – 11 November 2015 / Melbourne (Novotel, St Kilda)
- 2-4 March 2016 / Melbourne (Novotel, St Kilda)
- 20-22 June 2016 / Sydney (Mercure Hotel, George St)

Your details – please indicate to whom the invoice should be sent:

Please complete one registration form per participant.

First Name / Surname*:		
Job title:		
Company*:		
Address*:		
Phone*:		Mobile:
Email*:		

*indicates a required field.

Seminar Fee / Payment Details

Three day programme including tuition, morning/afternoon tea, lunch and a comprehensive personalised manual:
 AUD 2490.00 plus GST (AUD 2739.00 inclusive of GST)

Once this registration form is received, the confirmation of registration, seminar programme and tax invoice will be emailed.

- I'd like to pay by credit Card. We will send you an invoice and credit card payment request to your email.
 A 4% surcharge applies for all credit card payments.

Acceptance of terms and conditions:

I understand and agree to the terms and conditions (see next page). Upon registration, I/my organisation will become liable for the seminar fee and will be bound by the terms and conditions.

Standard Terms and Conditions:

Withdrawal and deferral: As KCO incurs substantial administrative costs prior to seminars, the following policy applies to participant withdrawal and deferral:

If the participant withdraws more than six weeks before a seminar, KCO will provide a full refund. Participants are allowed one free deferral to another seminar within 12 months, provided they notify KCO in writing no less than four weeks before this seminar. If less than six weeks notice is provided for withdrawals and deferrals, the following fees are payable:

	14 days or less	15 to 28 days	29 to 42 days
Withdrawal	100% of seminar fee	50% of seminar fee	50% of seminar fee
Deferral	50% of seminar fee	\$175 administration charge	No charge

Substitutions: Consideration may, in some circumstances, be given to replacement with an alternative candidate. Substitution depends on factors including notice being given to KCO in writing, an appropriate candidate, and sufficient time for pre-work to be completed.

Fees: Seminar fees are due the earlier of the 20th of month following the invoice date / one month prior to the seminar date. Interest will be charged on unpaid accounts from the due date until the date of payment at a rate of 2% per month. Interest is charged on all overdue balances including interest charges. The customer shall become liable for all costs, expenses or fees reasonably incurred by KCO in recovering overdue accounts.

Cancellation: KCO reserves the right to cancel a seminar and will endeavour to provide as much notice as possible. Upon cancellation, any fees already paid by the participant will be applied to a following seminar of the participant's choice.