

# learning more about motivation and conflict resolution

The Process Communications Model® Seminar Two allows you to build on and deepen your knowledge while practicing the skills you acquired in Seminar One.

Knowing more about the onset and process of distress and how to prevent it are the main topics of this seminar. You will learn more about what motivates you and others, about signs of distress, distressed behaviours and how to get out of conflict situations.

In order to prevent distress and conflicts, we first need to know how we can motivate ourselves and offer positive recognition to others. Secondly, we should know what happens when we leave our 'OK space', what triggers Distress and how failure mechanisms influence behaviours. In a further step we learn how to manage ourselves if we are in distress and how to invite others out of their negative behaviours.

During the Seminar 2 we will further **develop our skills to not only listen to the content (what has been said) but also to the process (how it has been said) when interacting with others.** There are lots of opportunities to practice!

## **You will learn about:**

- The underlying emotional issues each personality phase has which may cause periods of long-term and intense distress
- The role our early environment plays in our behaviour and how it can lead to miscommunication
- How personality types, their psychological needs, communication channels, their perceptions and distress patterns all come together and are highly predictable
- How those distress patterns are linked to particular "scripts", which are the negative blueprints of life
- How failed communication and not having our needs meet may invite us into distress
- How verbal and non-verbal clues help us to assess a situation and how we can motivate ourselves and others and communicate effectively

You must have attended and be familiar with the content of Seminar One.

*"I have nothing but positive feedback for the course. The presentation, pace and content were of excellent standards. The management team entered the course having previously completed many personality profiles, courses etc and we all have been in the aviation business and its management for many years..."*

*The PCM training addresses the subjects of personality trait and effective communication in interesting and enlightening ways. The ability to fully understand and predict your own reaction to events is valuable but perhaps the most effective aspect of this PCM training was the ability to know how to adapt to gain the most potential of a situation with other personality types. Many of the team found this particularly useful."*

*Captain Gerry Dunn, Air New Zealand, Manager Flight Standards, Airline Operations & Safety*

**deadline for registration:**  
 six weeks prior to seminar start

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

pcm seminar two – 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:**

18-20 May 2016 / Auckland (Mercure Hotel, Customs 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:  
 NZD 2490.00 plus GST (NZD 2863.50 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
<b>Withdrawal</b>	100% of seminar fee	50% of seminar fee	50% of seminar fee
<b>Deferral</b>	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.