

## Learning more about communicating and managing distress

The part II seminar allows you to build on and deepen your knowledge while practicing the skills you learned during the part I seminar to PCM. You will learn more about understanding your own reactions under distress, recognising distress in others, understanding your own behaviour and making communication happen.

PCM enables you to listen to what has been said, while at the same time being aware of how it has been said.

At times we are preoccupied with concentrating on what is said, formulating our own reply and focussing solely on the contents of the conversation.

To communicate effectively, we need to focus on the communication channels others are using and to recognise when they are under distress.

The part II seminar concentrates more strongly on the failure mechanisms of distress, making it easier to apply PCM in a variety of situations. Lots of 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 a part I PCM seminar.

*“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*

## PCM part 2 seminar® – registration form

Please fill in form below and mail or scan and email back to:

Wayne Pearce  
junior@waynepearce.com.au  
Wayne Pearce Advantage  
PO Box 72 Mosman NSW 2088

email:

phone: 02 94403814

**DON'T MISS THE REGISTRATION DEADLINE**  
3 day Part 2 Seminar Course:  
Course fee: \$1980- plus GST  
Note: Course is run from 8.30am-5pm on days 1 & 2  
Day 3 is 8.30am-3pm  
(Lunch, morning tea and all course materials included)

The PCM Part 2 seminar date I'd like to register for is:

➤ **Two day course: June 5<sup>th</sup>- June 7<sup>th</sup>** (Boulevard Hotel:90 William St Sydney)

➤ 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:

**The seminar fee is \$1980- plus GST**

**Participant numbers are restricted to a maximum of 14 attendees**

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



**Acceptance of terms and conditions:**

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

**Signature of Participant  
(or Authorised business representative)** .....

**Date:** .....

Standard Terms and Conditions:

**Withdrawal and deferral:** As Wayne Pearce Advantage (WPA) incurs substantial administrative costs when preparing for seminars, the following policy applies to participant withdrawal and deferral:

If the participant withdraws more than six weeks before a seminar, WPA will provide the option of deferring to another equivalent seminar with no additional costs. Participants are allowed one free deferral to another seminar within 12 months, provided they notify WPA 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:

	<b>14 days or less</b>	<b>15 to 28 days</b>	<b>29 to 42 days</b>
<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 WPA in writing, an appropriate candidate, and sufficient time for pre-work to be completed.

**Fees:** Seminar fees are due two weeks (14 days) prior to the seminar commencement 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 WPA in recovering overdue accounts.

**Cancellation:** WPA reserves the right to cancel a seminar and will endeavour to provide as much notice as possible. Upon cancellation, participants have the option of a full refund or any fees already paid by the participant will be applied to a subsequent seminar of the participant's choice.