

## COMMUNICATION AND INFLUENCE SKILLS ARE KEY ENABLERS OF SUCCESS IN THE 21<sup>ST</sup> CENTURY

### Are you communicating and influencing...or are you just talking?

We sometimes find ourselves in situations where it is difficult to understand where the other person is coming from, and despite our best efforts, we can't get our point across. It's almost like we are speaking a different language, and according to PCM, we are. We just can't tune into the right channel to effectively get our point across.

**Understanding yourself and others better is the first step to improving communication.  
With improved skills you can reach people you have struggled to communicate with previously.**

PCM offers a number of unique personal development tools which allow you **to understand your own behaviour**. Suddenly it becomes obvious why you respond in a particular way in certain situations. You are also able to anticipate the behaviour of others – whether at work, in a social setting or at home.

Communication can be particularly difficult when you or someone to whom you're speaking is under pressure. With PCM you learn to **understand your personal distress reactions** – and where necessary modify them to achieve the outcomes you are seeking! If you are in a "not ok" reactive state, it is impossible to connect with or communicate with others.

You will also learn to **recognise when others are under pressure** because their behaviour will be highly predictable. You can then assist them so that communication begins again.

**This model was developed in the 1970's, has been used by NASA in the selection and training of astronauts, and today is utilized by businesses around the world.**

### After the seminar you will have the skills to:

- Observe and decode behaviour by being able to actually 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
- Included with the seminar material is your own individual personality profile and report. Your personal report will assist you in working with the PCM model well beyond this introductory seminar and will help you to strengthen your communication skills.
- You will learn about PCM, its practical applications and we'll teach you how to use it instantly

*"I can genuinely say that the PCM course, brilliantly facilitated by Wayne, has far surpassed the learning's from any previous courses that I have ever attended. To come away from this seminar with the skills to confidently identify the six personality types and to know how to best interact with each of the different personalities has already delivered great benefits to me in my professional life and also my personal life"*

*Joyce Campbell, National Operations Director, UTI Logistics (PCM Part 1 seminar participant)*



## PCM Part I Seminar ® Registration Form

### DON'T MISS THE REGISTRATION DEADLINE

*3 day Part 1 Seminar Course fees:*

*Bookings confirmed and paid **more** than 4 weeks in advance of course: \$1,980 plus GST*

*Bookings confirmed and paid **less** than 4 weeks in advance of course: \$2350 plus GST*

*(Lunch, morning/afternoon tea and all course materials included)*

**IMPORTANT: To facilitate maximum uptake and learning by seminar attendees, seminar numbers are limited to a maximum of 12 participants**

Please fill in form below and mail or scan and email back to [junior@waynepearce.com.au](mailto:junior@waynepearce.com.au)

If you have any questions please contact 02-94403814

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

- January 27-29 2015 / Level 20 Westfield's Centre (100 William St Sydney)
- February 10-12 2015 / Level 20 Westfield's Centre (100 William St Sydney)
- March 30- April 1 2015 / Level 20 Westfield's Centre (100 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 program including tuition, morning tea, lunch and a comprehensive personalised manual:

**Discounted advance booking fee** at least 4 weeks prior to seminar commencing: \$1,980 plus GST

**Standard booking fee** 4 weeks prior to seminar commencing: \$2,350 plus GST

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



# WAYNE PEARCE ADVANTAGE

## 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 week’s 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 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.