



# communication the secret to high performance



Introducing the Process Communication Model®  
Learn the skills to observe, analyse and adjust  
behaviour through effective interaction



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?

# introducing the process communication model®

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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.



First you will learn to understand your own behaviour and why you respond in a particular way to certain situations.

Then you will learn the skills that will allow you to observe and decode others' behaviour. This will enable you to understand where they're coming from, to recognise when they are under pressure and 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 life.

The Process Communication Model® is an evidence-based method so potent it has been used by NASA in the selection and training of astronauts, and is applied today through many industries and social environments around the globe.

# how pcm evolved

## clinical beginnings

PCM originated from a clinical model developed in 1972 by Dr Taibi Kahler, a world renowned and internationally recognised clinical psychologist from the United States. His work focuses on the 'how' of communication between people.

Dr Kahler's research and its subsequent publication led to him receiving the 1977 Eric Berne Memorial Scientific Award for the most important scientific discovery of the year in his field of psychology.

## NASA becomes involved

In 1978, Dr Terry McGuire, Lead Psychiatrist for Manned Spaceflight at NASA, asked Dr Kahler to sit in on astronaut selection interviews. Dr McGuire stated that Kahler's 'process' approach revealed as much about a candidate in 10 minutes as a 'content' interview of several hours.

Kahler Communications has a global footprint in the Asia Pacific region, Europe and the Americas.

Kahler Communications Oceania was founded in 2007 by Werner and Andrea Naef.

## pcm for everyone

As news of Dr Kahler's work spread, a number of CEOs saw value in the concepts and asked that they be translated into management terms. Meeting this demand was the catalyst in Dr Kahler's decision to expand into the commercial world in 1981.

Today, the principles of PCM are used for improving personal relationships, for employment selection and placement, for motivating sales and service teams, for conflict management and for improving safety in high risk and life-critical environments.

Over 1 million people from 38 countries and in 18 different languages have now experienced PCM.

# change your business and your life



PCM is an evidence based, reliable method that will teach you how to observe and analyse the verbal and non-verbal behaviours in others. It will enable you to adjust your own behaviours so you ensure you can communicate effectively even in the most highly pressured and conflict ridden situations.

## communicate effectively with individuals

Without understanding how to communicate to individuals, you will inevitably fail to connect with some of your people. Using the same approach for everyone leads to miscommunication. And miscommunication leads to disruptive behaviour and poor performance. PCM will help make you aware of what motivates and inspires you... and what motivates and inspires your people.

## unlock the potential of what you already know

PCM does not dismiss the importance of training in interpersonal skills or people management that you may have already undertaken. In fact, PCM unlocks the potential of everything you've learnt until now. We are providing new skills to help you communicate what you know. We will show you how to individualise what other courses have taught you. You'll understand how to use your training more effectively, because PCM is the missing link that will help you tailor your message to each person.

Think of your existing skill sets as the pistons and the moving surfaces of an engine... PCM is the oil that flows through those parts and facilitates peak performance.

## recruit the right people

How often have you interviewed a candidate who 'ticked all the boxes' but didn't fit into your organisation after they joined? Perhaps you had niggling doubts. Perhaps you didn't see it coming. Once on board they were out of step, disruptive and affected everyone around them.

PCM is the breakthrough in understanding if an individual will fit into your team. Through PCM, you will understand the people you are hiring and how to motivate them. It is a critically important step in building an effective and dynamic work environment in which people perform to their full potential.

*"PCM, both with NASA and in daily activity has become for me like MacGyver's swiss army knife."*

**Dr. Terence McGuire**  
NASA's former Lead Psychiatrist  
for Manned Space Flight



# investing in pcm

From learning core PCM skills to using it for motivation and conflict resolution, PCM Seminars are held regularly in New Zealand and Australia. If preferred, seminars can be configured to accommodate your industry or skill-specific requirements.

All courses are based on the same PCM principles and terminology, but vary in length and customer focus.

## who should attend

The PCM skills you will learn can be utilised in many different areas of life. You will gain the ability to motivate employees, colleagues, family and friends to be the very best they can possibly be.

For organisations and businesses, we recommend that your senior management team including MD/CEO should be involved. When you see the difference PCM makes, you'll want to apply the concepts throughout your organisation.

*"I repeatedly get feedback from CEOs, leaders, managers and individuals that PCM created the most effective change ever."*

**Werner Naef**

Director Kahler Communications  
Oceania, PCM Master Trainer



# after the seminars you'll have the skills to

- Observe and decode behaviour, because you'll be able to hear what others are saying
- Predict and identify the onset of disruptive behaviour
- Be a dynamic team 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 diffuse 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 when working with the Process Communication Model® well beyond the seminars 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.



# what others say about pcm

*“By recognising and managing stress better, I believe PCM provides a tool by which surgeons and anaesthetists can improve the quality of their decision-making in stressful situations, particularly in the operating theatre. Ultimately, it is the patient who benefits because they are more likely to have a well performed operation where the right operative decisions are being made.”*

**Professor Spencer Beasley**  
Chair, Professional Development,  
and Councillor, Royal Australasian  
College of Surgeons



*“In a review of our Academic Leadership Development Programme involving 38 Directors and Heads of Department, the report concluded that everyone who had participated in the PCM workshop was exceedingly positive, even to the point of saying that it had changed their whole way of functioning in a leadership role”.*

**Alison Stewart**  
Head of Academic Leadership  
Development Programme,  
University of Otago

*"PCM  
has had a profound  
positive effect on Wellnz. It is now  
very much a part of our DNA."*

**Brian Blackman**  
Founder and former  
CEO Wellnz Ltd



*"In all the years I've  
been researching personal and leadership  
development, I haven't come across a technique as  
powerful as PCM in its ability to teach people how to better  
influence others to achieve an outcome. It helps us identify motivation  
and communication triggers in order to more effectively engage others.  
This is particularly useful for anyone seeking to deliver outcomes in  
leadership, customer service, sales or safety space.  
The training has been successful in enabling this team to become  
harmonious, more productive and to provide better leadership  
while retaining an enjoyable atmosphere."*

**Wayne Pearce**  
Member of the Australian Rugby  
League Commission, PCM Licensee



## For more information

To discuss the Process Communication Model® in more detail, please contact Kahler Communications Oceania.

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