



## Testimonial: Wellnz

# PCM has become part of wellnz's DNA

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### Background

Wellnz supports people organisations with their workplace injuries.

People dealing with or managing injuries are often under different kinds of pressure, which especially affects the case managers.

Case managers constantly deal with people, usually over the phone, who are outside their comfort zone and in distress.

Communication, stress and conflict management is of paramount importance in order to achieve a positive outcome for everyone.

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### Training

In 2008 KCO started working with the executive team of Wellnz in Auckland and have been involved with the organisation ever since. All executives, managers and branch managers were trained in PCM first, followed by all case managers.

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### Results

**"The integration of PCM within our culture has most certainly had a positive effect on all aspects of the business. All my people have attended PCM courses and go on regular refresher courses. It is now very much part of the DNA of Wellnz."**

– Former CEO Brian Blackman