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Subject: **PCM Seminar referral**
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To: "werner@kahlercom.co.nz" <werner@kahlercom.co.nz>
▶ 2 Attachments, 4.2 KB

Hi Werner

I am very happy to provide some feedback on the effectiveness of the recent PCM training you provided my Standards and Training Management team.

The Air New Zealand Standards and Training Management team consists of myself (Manager Flight Standards), 5 Training Managers (covering the jet Fleets Air New Zealand operates), a Human Factors Training Manager and 2 Cabin Crew Standards managers -9 in total.

We all attended the 3 day PCM seminar in June 2011. The seminar was held at our Flight Simulator Centre at Auckland International Airport.

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. As you can imagine there was some scepticism as we commenced the training. However, within a very short time the team was totally engaged and eager to listen and contribute to the modules Werner presented.

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.

In aviation we are very much in the business of understanding "why" things happen, especially the human contribution. Our Airline is very committed to the development of Human Factors training and I believe the PCM course has provided our training managers with some very valid complimentary knowledge which tests and provides some insight into where we can be effective in the Pilot and Flight Attendant training environment and in event analysis.

The Air New Zealand Standards and Training Management team has certainly profited by attendance on this course.

I am very happy to provide any further information as required.

Kind Regards

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