



Wellnz Limited
Level 5, Tower Centre, 45 Queen Street, PO Box 3096, Auckland 1140
Telephone 09 309 0502 Fax 09 358 1323
Email enquiries@wellnz.co.nz
www.wellnz.co.nz

Auckland · Hamilton · Wellington · Christchurch

16 April 2012

To whom it may concern.

Process Communication Model (PCM):

Wellnz Limited is a consultancy practice set-up over 15 years ago to help large employers effectively manage their employees back to work following an accident, injury or through illness. Currently Wellnz has over 86,000 employees under management through 45 separate organisations. A number of New Zealand's leading businesses, SOE's and Government Departments are clients.

When people have accidents and are injured or are seriously unwell, inevitably they will be under stress. Our role at Wellnz is to support these people back to game full employment as quickly as possible. To do this in a successful and in a timely manner does require a wide range of skills and experience including the ability to communicate to our clients in a way that they understand. It is not about just delivering a message; or just talking; or just telling; it is about communicating in a language that is understood by the recipient. If my people communicate "better" with our clients then we will not only have happier clients but achieve more effective business outcomes.

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.

So, PCM has had a profound positive effect on Wellnz, not only at a business level but also personally. The team at Wellnz now have a high level of understanding of:

- ❖ Their own communication style and the impact this may have on different people.
- ❖ Different communications styles and know when to change to match recipient's psychological profile.
- ❖ Behaviour under stress and how to respond.
- ❖ Assessing people more quickly based on what they say, how they say it: and how they react in different situations.

This is not just intellectual mumbo-jumbo – nice to know but would never get to apply it... PCM is seriously powerful and does work and it does bring value in a practical day to day way to me personally and my business.

Every business should consider an investment in PCM.

Brian Blackman
CEO
Wellnz Limited