

Dear Werner

I am writing to express to you what an amazing impact the PCM training has made to our organization. As you know, here at START we run a residential programme with young men who are high risk, recidivist offenders. Working with these young men and their families is complex, difficult, and hugely rewarding when you see someone turn their life around.

As I am sure you hear all the time, PCM has revolutionized not only our work with clients, but also the



way we are able to work with each other, in this 'pressure cooker' environment. Hearing you describe the distress behaviours of the different personality types was almost comical, in that it so accurately reflected the dramas that we have seen play out under our roof for many years.

Our staff have really taken on board the training, and figuring out the base and phase type of our clients has become a regular part of discussing a young person's needs, and making a plan around how to best work with them to achieve their goals. It really is amazing how much they can thrive when you are talking their language!

I myself have also used PCM in my one on one supervision sessions with staff and find it helpful when they are struggling to work effectively with a young person. We can together look at what the behaviours are that we are seeing (our clients are very often Promoters) and we talk about how that is interacting with the staff members own personality type, and what the staff member needs to do to motivate the young person and stay OK OK! I have seen relationships totally turn around after these conversations.

Another area where PCM has made a huge difference here at START, is teaching us how we can look after our staff. Burnout and high staff turnover is a serious issue that we face. Having the tools to show us how to meet the needs of our people, means that they are happier, do better work and more likely to stick around. This was clearly reflected in my recent 360 degree performance review, where it strongly came across from staff that one of the best things I have done this year as a manager is bring PCM to START Taranaki!



So Werner to you and your team, thank you so much from the bottom of our hearts. We will be strongly advocating that PCM is taken up more widely in the New Zealand Youth Justice system, as it really is effective.

Kind regards,

Kate Matheson  
General Manager