

Testimonial

'The importance of communication in all parts of life is well understood and accepted, and there is a myriad of courses providing insights into how to communicate better. PCM offers the usual benefits of communication courses, but the critical difference is the knowledge and framework provided allows a much more intuitive, real-time adaptation of communication to suit the situation and audience. The focus on understanding oneself first is a very important distinction that leads to a better appreciation of our own needs, and this in turn changes the nature of our responses to those around us – resulting in a more tolerant, constructive and empathetic communication style that becomes contagious. In arguably one of the most complex, rapidly changing and high-risk environments possible, PCM has revolutionised the way teams are interacting within our busy Surgical Department'.

Dr Ratna Aseervatham

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