

14 February 2024

To whom it may concern

Airservices Australia reference for Process Communication Model (PCM) Training

Airservices Australia has been participating to PCM training delivered by KCO Lt / Werner Naef since 2013. A total of 132 Executives, managers and SMEs have successfully undergone this training. It had been delivered to the organisation's Safety and Assurance Business Group, to the Management of the countrywide airport fire services (Aviation Rescue Fire Fighting Service), to Air Navigation managers, to the CEO and the top executives reporting to the CEO, to the People Capability Business Group, and recently to the Executive and management teams of Australia's OneSKY Program, as well as to the executive group of the Strategy Team for the new Western Sydney Airport.

Across the whole organisation PCM resulted in more effective collaboration within the teams and with partners outside of the organisation.

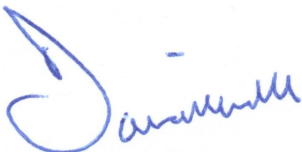
The change amongst mostly academically trained, and highly specialised hi tech managers was significant. Stakeholders in a high pressure program who had been experiencing conflict, experienced a significant improvement in their working relationships. PCM training enabled de-escalation of conflict and provided a mutually shared platform of unconditional trust and unconditional support.

For the Australian National OneSKY Program the PCM training resulted in productive, collaborative and supportive work ethics.

The positive training outcomes for OneSKY Program resulted in the team for the new Western Sydney Airport also taking advantage of this framework.

Airservices Australia recommends PCM training for team building, for enhanced self-awareness, for integration of diverse strategic aims and for helping SMEs, Executives and Managers to stay in a good space personally and professionally.

Yours sincerely

A handwritten signature in blue ink, appearing to read "David Webb".

David Webb

Head of Transformation – OneSKY and Aerospace