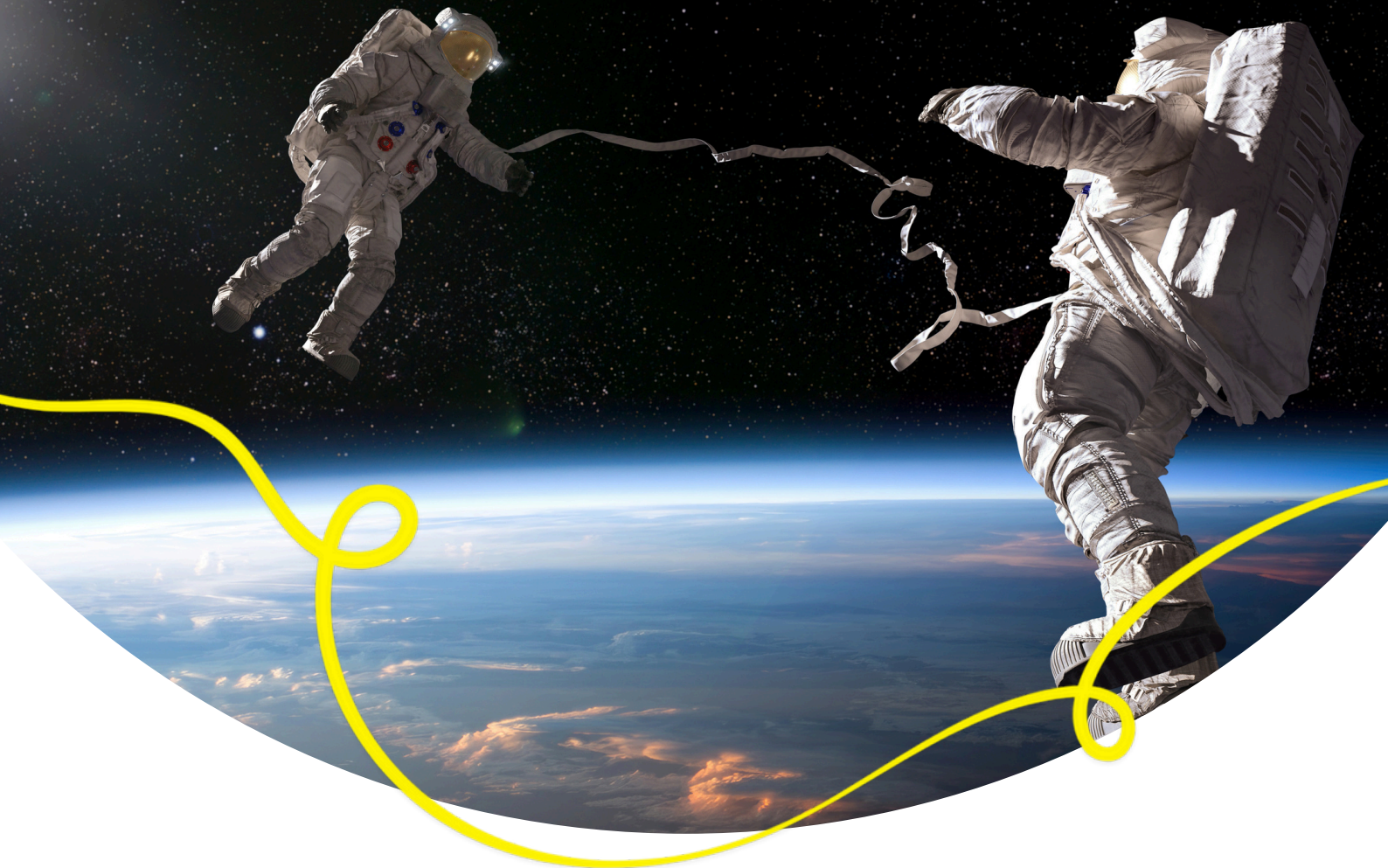


It's Not Personal. It's Behavioural.



Born out of NASA's need to understand human behaviour under pressure, PCM has become a go-to communication tool for professionals across sectors.

It helps you understand what drives people, what shuts them down, and how to adapt in the moment without losing yourself.

This is not another personality profiling tool. You won't be memorising types or carrying around a set of descriptions. Instead, you'll learn how to spot patterns as they happen and respond with practical strategies that work in real time.

Because in real life, you don't always have a profile in your back pocket. You have to read behaviour, not labels and connect before things unravel.

pcmoceania.com



Discover what's really driving your communication, and how to shift it

Do you ever feel like you're speaking clearly, but still not getting through? You try to be reasonable. You try to listen. You stay calm, you hold your ground, you adjust your tone. And somehow things still go sideways. You're misunderstood. Dismissed. Talked over. Blindsided.

Or maybe you're the one raising eyebrows or your voice without meaning to.

If you've ever walked away from a conversation thinking "What just happened?" or "Why does this keep happening with them or worse, with me?" ...you're not alone.

And you're not broken or weird. But your communication toolkit might need an upgrade.

Welcome to the Process Communication Model®



What you'll learn

- Why some people always push your buttons
- How to respond instead of react
- What triggers your own stress patterns and how to reset
- How to motivate others without pushing
- How to shift difficult dynamics with clients, colleagues, or teams
- How to be heard when it matters most
- How to protect your own wellbeing in high-pressure conversations



You'll learn to see what drives behaviour, not just what it looks like
To understand stress as a signal, not a flaw
And to respond in ways that build clarity, trust, and forward movement

Who this is for

- Professionals who want more clarity and confidence in how they lead and relate
- People who are tired of the same frustrating interactions
- Anyone who has been told to “work on their communication” and wants tools that make sense
- Rising stars who want to build real influence without burning out
- Self-aware people ready to change the one thing they can actually control: themselves



Come solo. Or bring a colleague or team if you want to shift how you work together.

What the course includes

- Three days of immersive, evidence-based training
- Small group format for depth and real application
- Personal insight, live practice, and strategies you can use the very next day
- Optional next steps if you want to integrate PCM into your coaching, leadership, or training work

What people are saying

“I came to tick a box. I left with tools that changed my career and some of my relationships.”

Anaesthetic Registrar

“I thought this would help me manage difficult people. It also helped me understand how I become difficult when I’m stressed. That was gold.”

Project Director, Construction



“This wasn’t another soft-skills course. It was behavioural code-breaking. With heart.”

Leadership Coach

Communication is not just a skill

It’s how we protect our energy, preserve our sanity, and create the conditions for people to thrive.

Most of us are improvising in the moments that matter most. When the pressure builds, emotions run high, and clarity is needed most of all.

PCM gives you the insight and strategies to respond with confidence and care. Not by becoming someone else, but by understanding who you already are and how to work with it.

Join PCM Seminar 1 and discover what is really happening in the moments that matter most.

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