

Successful Communication and Management

Process
Communication
Model®

Successful Communication and Management 3-day seminar Process Communication Model®

The Process Communication Model® or PCM is:

- a comprehensive communication and personality model
- a model that supports people management and the development of personal relationships
- a model that helps to quickly improve our interactions with each other in a positive and tamper-free way
- PCM is based on scientific research in behavioral psychology
- Everyone can quickly recognize the different personality types and their basic needs
- Special advantage: the different personality types are described clearly and are true to real life
- The communication know-how can be applied quickly and effectively
- The model gives managers and employees quick insight into:
 - their own personality structure
 - their personal strengths and weaknesses
 - and provides specific practical techniques for leadership, team building and customer focus
- With PCM® internal and external communication processes can be optimized in every situation:
 - it provides specific direction for leadership, team building, motivation, communication, customer service and conflict resolution
 - it not only focuses on the WHAT people say, it improves interactions by focusing on the HOW we respond to others
 - it increases mutual acceptance
 - it enables to perceive the behavior of others consciously

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The seminar

One month prior to the seminar you will receive a questionnaire with 45 questions. Your individual personality profile will be created from your answers. All information will be kept strictly confidential.

The Process Communication Model® will be presented with many illustrative and practical examples as well as role-playing. Participants will be involved in many interactive exercises.

Seminar content

In the seminar you will learn about the 10 components of the Process Communication Model®. You will practice the process for all different personality types individually.

The 10 components of the model:

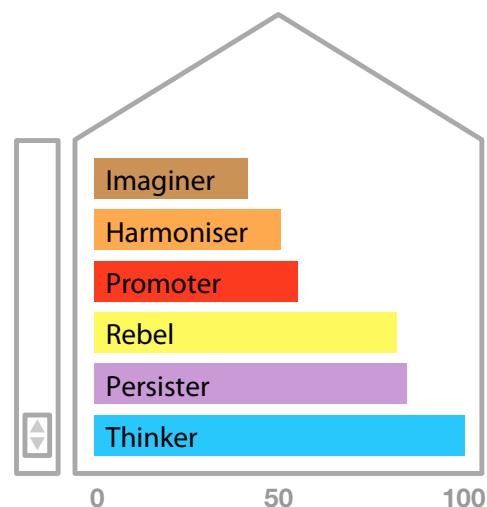
- six personality types, which everyone has at one's disposal in variable order and score
- the strengths and weaknesses of all 6 personality types
- the five interaction styles
- the personality parts
- the channels of communication to establish contact in a constructive way
- the psychological needs of each personality type
- the environmental preference of each personality type
- the perceptions and channels, creation of the communication process
- the three degrees of distress
- the pattern of failure, the distress behavior of each type

Goals

- To get to know oneself better
- Identification of the preferred communication channels/wavelengths
- To get to know and understand others better
- To learn how to develop effective cooperation by communicating according to type
- Well-aimed management and motivation of people
- Sensitization to one's own behavior under stress and to the behavior under stress of others
- Avoid / resolve conflicts

Example of a personality condominium

From among 4320 possible combinations



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Infos

Please find the seminar dates and fees on:
www.c-a-communication.com/seminars.
Fees for private customers and non-profit organizations are available upon request.

The seminar includes:

- Detailed seminar manual
- Assessment profile
- Personality profile "Key to me"
- Coffee, water, snacks and lunch

Participants care for their own accommodation.

In case of cancellation please cancel your participation in writing. There is no refund if cancellation occurs less than 14 days prior to the start of the Seminar. However, you are welcome to nominate a substitute. Please do so at least 3 working days before the Seminar starts so we can issue the individual Personality Profile on time. The Personality Profile is central to the seminar.

Confidentiality and ethics

Any person who decides to take the Process Communication® questionnaire is entitled to confidentiality regarding the resultant profile and professionalism on the part of the coach or trainer. A Personality Pattern Inventory and the Profile that accompanies it are delivered directly only to the coach/trainer for the individual. Profiles are only administered by a certified trainer or coach. After receiving the profile you will enter a dialogue with the certified PCM provider to enable professional and insightful interpretation & understanding of your profile. During group seminars, each participant can decide whether or not to share their profile with the other delegates and the vast majority share openly and gain from this process. The coach or trainer guarantees observance of best practices to ensure that no value judgments are made regarding the profiles. We do not encourage a labeling process and discuss personality types 'in' people rather than types 'of' people, because no one is simply a 'type'.