

# Process Communication Model (PCM)®, Advanced

## Certify your skills in interpersonal communication

Cycle of 4 days - 28h

Ref.: CCI - Price 2024: €2 890 (excl. taxes)

This cycle consists of:

- PCM®: Certification in the Process Communication Model, interpersonal communication, Part 1 (Ref. CC1, 2 days)
- PCM®: Certification in the Process Communication Model, interpersonal communication, Part 2 (Ref. CC2, 2 days)

### EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Improve your communication by adapting it to different personality types

Develop ease of interaction and an ability to adapt to whatever the other person's profile is

Stay motivated in doing your job and persuasive when you communicate

Work better together (interact, build, create) and anticipate stress-related conflicts

### TEACHING METHODS

Individual scenarios, exercises, hands-on practice.

Throughout the course, using the simulator, an interactive practice and certification tool, which offers interactions with characters who react to the participant's statements.

### CER

The certificate in Interpersonal Communication is issued by APMG (an independent international certifying body) after passing the written and oral tests.

### CERTIFICATION

After the training, when the participant wants:

1. Online exam with the simulator. The candidate must earn at least an 90% score. Passing the online exam is a prerequisite for taking the oral exam.
2. Oral exam by Skype with an accredited certifier.
3. If the candidate fails, they can take the written and oral exam again three times, only on the parts where they failed

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

## THE PROGRAMME

last updated: 06/2022

### 1) Understanding the mechanisms of communication with the Process Communication Model®

- The basic rules of interpersonal communication: Exchange and feedback.
- The pillars of Process Com®: Tell apart form and content, types of personalities.
- The importance of verbal and non-verbal in message expression and comprehension.
- Different modes of perception: Emotion, thought, action.

- The six types of perception defined by Taibi Kahler.
- The six personality types: Their characteristics, strengths, and differences.
- The personality structure and its consequences for the preferred communication method.
- Identifying your profile and how it works by studying your Personality Inventory.

*Role-playing : Practicing defining and using the language of different modes of perception.*

## 2) Knowing and practicing different communication channels

- Understanding parts of personalities and their role in communication: Words, tone, gestures, posture, expressions.
- Learning to mobilize different parts of your personality to adapt to the person you're speaking to.
- Understanding the 5 communication channels: Interrupting, encouraging, informative/interrogative, directive, playful/emotional.
- Recognizing and using your preferred communication channel.
- Practicing using the other communication channels to be understood by all.

*Role-playing : Experimenting with different communication channels.*

*Practicing using all of your communication skills.*

*Studying videos.*

## 3) Adapting your communication to the person you're speaking to in order to be more effective

- Knowing the interaction styles and preferences of each personality type.
- Learning the preferred environments (work and interaction dynamics) of each personality type.
- Recognizing the mode of communication preferred by the person you're talking to through using verbal and non-verbal messages.
- Choosing the right communication channel for the other person's profile to communicate effectively.
- Recognizing psychological needs (sources of motivation).
- Identifying the other person's needs to enable inspiring exchanges by offering appropriate signs of recognition.

*Role-playing : Knowing all the indicators for identifying the mode of communication preferred by the person you're talking to.*

*Detecting the channel that best matches the situation and other person.*

## 4) Detecting and escaping miscommunication in a stressful situation

- Understanding miscommunication and the distress sequence for each personality type.
- Deciphering the other person's "drivers" through "masks" and exchanges.
- Learning to respond positively in order to deescalate distress sequences.
- Analyzing how relationships may be altered in a 2nd-degree distress sequence.
- Providing a suitable response to escape from failure mechanisms.
- Understanding resistance to overcome it and inspire new motivations.

*Role-playing : Detecting when distress sets in.*

*Practicing positively promoting your psychological needs and those of the other person to avoid increasing stress and conflicts.*

*Studying videos.*

# DATES

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This course consists of a set of modules. The dates indicated below correspond to the first available course sessions.

## REMOTE CLASS

2025 : 10 Feb, 14 Apr, 21 Jul, 20 Nov