

# PROCESS COMMUNICATION MODEL



## The PCM® model in Belgium

The Process Communication Model® (PCM) is a practical and innovative tool to achieve effective communication with others.

By providing a deeper understanding of relational dynamics, the Process Communication Model® enables a more optimum management of relationships both professional and personal. In so doing, the model proposes keys to motivation, stress management and conflict resolution.

As is often the case, Belgium was one of the first countries to propose the Process Communication Model® in the early 80's. Today, the model continues to be taught by certified trainers throughout the world. For the last several years, certifying courses are also proposed to other professionals in the field of coaching and recruitment.

The applications of PCM are many; it is taught in hospitals, education, and of course in public and private companies. Furthermore, advanced seminars are given to coaches, recruiters and trainers. Some of these trainings lead to a certification by Kahler Communication

Belgium, which is valid throughout the world.

As one of the few models that is validated statistically, it is the results of scientific research that have continued for the last 40 years. It is based on the discoveries of Dr. Taibi Kahler, a clinical psychologist. His minute observations of human behavior were a real breakthrough which led him to receive the Eric Berne Memorial Award in 1977.

Since then, the model has continued to evolve through research. It counts among its supporters some illustrious names, such as the American NASA that uses it for the recruitment of astronauts and the selection of spaceship crews. Former US president Bill Clinton and his wife Hillary, today's US Secretary of States, both followed a course given by Taibi Kahler.

Close to a million people on five continents have received their "Personality Pattern Inventories" (PPI) either through training, coaching or recruiting.

### PCM Basics

- **become aware of our own dynamics:** why do we do the things we do, what motivates us, and what are our sources of stress
- **take action to become better equipped** to face the challenges of life
- **understand the behaviour of others:** why they sometimes act differently than us, or what is their source of motivation or stress
- **learn how to manage those differences between persons,** including how to communicate effectively
- **analyze conflicts & miscommunication** and identify conflict resolution strategy
- **implement effective solutions** and return to productive communication.

### Facts & Figures

- The Process Communication Model has been taught and has been the subject of research in 37 colleges and universities.
- 15 dissertations have been conducted on the Process Communication Model in the United States with more than 20 published research papers.
- More than 4000 trainers all over the world.
- Translated into 12 languages and taught on 5 continents.
- More than 50 books are written about or refer to the PCM model.

### PCM Personality Types:

Each of us is a mix of 6 Personality "Types". Some characteristics are more present than others but we each have a side that is:

- Warm and sensitive (Harmoniser)
- Logical and responsible (Workaholic)
- Dedicated & conscientious (Persister)
- Imaginative & calm (Dreamer)
- Adaptable & charming (Promoter)
- Spontaneous & playful (Rebel)

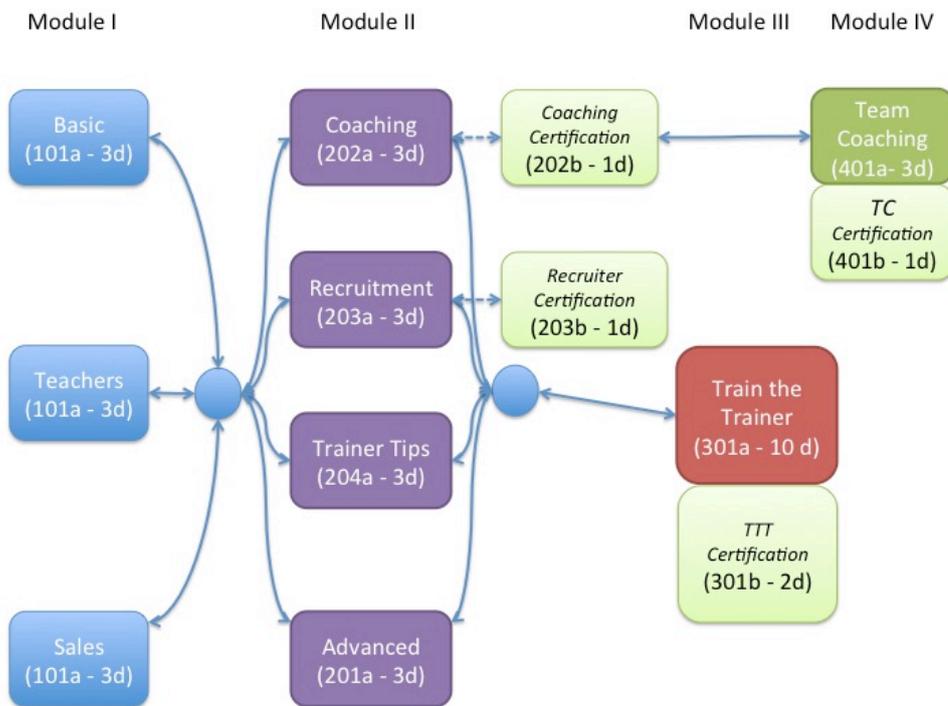
More info, course dates & registration on  
[www.processcommunication.be](http://www.processcommunication.be)

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## PCM Courses

There are different PCM training opportunities, divided into four modules:

**Module I:** Basic training

**Module II:** Advanced training + certification options

**Module III:** Train-the-Trainer training + certification

**Module IV:** Expert Training + certification option

**PCM Basic Training (101):** A basic training to understand and apply the general concepts of the Process Communication Model. Can be given specifically for teachers (PCM 102) or salespersons (PCM 103).

**PCM Advanced Training (201):**

Understand advanced concepts of the PCM. This module is common for the trainings leading to the Coaching, Recruiting or Trainer Certifications..

**PCM Coach Training (202):** Train the coach to understand and apply PCM principles in his coaching activities with his coachees + optional certification day.

**PCM Recruiter Training (203):** Train the recruiter to understand and apply PCM principles in his recruiting activities + optional certification day.

**PCM Trainer tips Training (204):**

Teach & train those trainers how to use PCM concepts when they give their own trainings.

**PCM Train The Trainer (301):** Teach & train those trainers how to teach the PCM Basic training + certification days.

**PCM Team Coach Training (401):**

Train the coach to understand and apply PCM principles in his team coaching activities with his coachees + optional certification day.

## Quality Label

To ensure the quality of the training, only certified trainers can teach the Process Communication Model®.

You will find the list of trainers and other professionals certified by Kahler Communication Belgium on its web site. You can contact them directly by clicking on their name to send them an email and get information directly from them.

Kahler Communication Belgium gives a number of trainings that lead to certifications. These certifications include a commercial contract that authorized the certified professional to use PPI's (Personality Pattern Inventories) in their professional practices.

Jacques Ieloup, Director of Kahler Communication Belgium, was formed as a Master Trainer in 2006 by Taibi Kahler and is the only mandated to train and certify coaches, recruiters and trainers in Belgium.

## Why follow a PCM course?

- Focused on practical application with immediate results
- Enriching and dynamic training
- Systematic approach of a method that has been statistically validated
- Warm and welcoming setting, ideal to learn how to reach out to people
- Tool of self awareness and self-management for a more balance life.
- Tool for reflective understanding of one's choices and paths in life
- Mixed teaching style with emphasis on the practical with illustrations and personal examples
- Fun moments for great memories

## You will leave with:

- Your personal PPI
- A course manual as reference material
- A list of books available for further personal study
- A list of other PCM courses that you qualify for

More info, course dates & registration on  
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