



# PROCESS COMMUNICATION MODEL®

## HR CERTIFICATION

### Human Resources & Recruitment

*For whom?* Recruiters / recruiting consultancies, HR leaders, HR recruiters and career guidance advisors.

#### *Pre-Requisite*

Candidate recruiter or Human Resource leader.

#### *Duration*

35 hours of training: 5 seven-hour days including certification.

#### *What are the advantages of being Process Communication Model® HR certified?*

- The ability to use a powerful human behavioral tool to identify the right candidate(s).
- Be listed among HR Professionals using Process Communication Model® on Kahler Communication's website:  
[www.kahlercommunications.com](http://www.kahlercommunications.com)
- Ability to apply PCM skills anywhere in your professional practice.

### *Objectives*

Use the PCM Personality Pattern Inventory as a recruitment or career management tool and:

- Establish the candidate's profile: their strengths, their preferred communication style and environment, their predictable behaviors in distress.
- Develop your self-awareness to advise and communicate better with an applicant or colleague.
- Know how to formulate an effective evaluation of potential candidates.

### *Course Overview*

Five-day session including certification.

1. Discover Personality Structure components in the Personality Pattern Inventory (PPI) - i.e., "how to decode relevant items of the inventory".
2. How to validate the PPI with the person who took it - i.e., "the ability to validate the relevance of information given by the candidate from the PPI".
3. How to apply the data from the PPI for professional development and effective candidate recruitment.

### *Pedagogy*

The pedagogy is based upon personal work, practical exercises on interviews, PPI debriefings and theoretical knowledge allowing you to read « between the lines » of the Personality Pattern Inventory.

The course is capstoned with a certification session that evaluates technical knowledge and the ability to form an accurate PPI debriefing.



# HOW, WHERE WHEN, HOW MUCH?

*Support men and women in  
their individual projects*

## TRAINING MATERIAL

You will receive the following material:

- The PPI of each participant
- Your Profile
- Three PPI's offered to train to recruit
- Training Manual
- A memo pocket card
- Book: *Discover Process Communication*

## WHERE/WHEN/HOW MUCH

- Centre Arpège, Paris, France
- February 26<sup>th</sup>- March 2<sup>nd</sup>, 2018
- Cost: € 3500

## ORGANIZATION

5 days including a certification day, organized in a comfortable environment facilitating relationships between participants.

## MASTER TRAINER

Jérôme Lefeuve



Jérôme was hired in 1997 by Kahler Communication as a consultant and coach in personal coaching and leadership development. In 2006 he became a Master Trainer in the Process Communication Model® and wrote his first non-fictional book, "Discover Process Communication".

In 2015, he became a Certifying Master Trainer in Process Communication Model®.

He has been leading seminars and trainings all over the world.

## For more information

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# Process Communication Model® a human resource

## PCM METHOD

Process Communication Model® is a methodology for the discovery and understanding of one's own personality as well as those of others. Understanding personality types provides the keys to develop well-tuned communication strategies, to react in appropriate ways to the demands of one's associate and friends and in turn to quickly build constructive and effective relationships.

Process Communication Model® was developed by Dr Taibi Kahler, PhD, in the 80's from his observations of relationships and company management. NASA funded his research for the recruitment of astronauts to build successful teams.

## PROCESS COMMUNICATION MODEL® RESTS ON TWO BASIC CONCEPTS: :

1. **How things are said is as important and often more important than what is said.** The other person reacts, for better or for worse, to the music behind the words, known as « Process ». A good communication process enables the **optimization of the relationship** by going directly to the essentials and to build using the best in each of us. Conversely, an incompatible process runs the risk of creating "a missed communication" : the « *What for ?* », « *He (she) understands nothing!*» are clues of this incapacity we had momentarily to communicate effectively.
2. **There are six personality types and during our lives to some degree, we each develop characteristics of all of them.** We all have a **basic personality type**, acquired for life, and a phase type that determines our sources of psychological motivation. Additionally these types also indicate our most probable reactions when we are showing signs of stress

## What are we talking about?

## CONTENT

### Communication

Process Communication Model® enables to identify 6 personality types, which have **positive communication features** (ability to communicate, motivation source, psychological needs, environment perceptions, communication channels, management styles), and **specific negative distress sequences**.

Every one of us has a **basic personality type** defining his primary characteristics to a lesser degree by a mix of 5 other personality types defining **secondary characteristics** .



The personal dynamic of each individual is defined by his personality dynamic.

Over time, it is the key concept of « **phase** » which when it changes produces changes in motivation, behavior, and communication

Each personality type has its codes, language and its own frame of reference. Each personality type sends out unique signals when entering into stress that can cause miscommunication. Using the right communication channel allow us to build constructive and efficient relationships, allow us to understand ourselves better and be more efficient.

### Miscommunication

When the team members don't get their needs met, predictable conflicts appear. They are only the way for someone to meet his needs negatively. Then the content of the discussion appears as the most important thing whereas the problem must be resolved by the Process i.e. the communication style.

Thus knowing the condominiums of the team members, those and specifically the manager can be aware of the distress sequences. By acknowledging the precursory signs they will quickly anticipate and prevent most of conflicts and tone down tense situations