



Process Communication Model® Coach certification

What's the right way to coach different personalities? How can you be sure you're on the right track?

Process Communication Model® (PCM) is the world's premier tool that's based on human behavior. It enables the user of PCM to understand **how** and **why** people communicate.

More than 1 million people have been trained or coached by a worldwide network of over 2,200 Process Communication Model® certified trainers and coaches.

"If you want them to listen, talk their language."

JUNE 12TH-16TH 2017 IN MANHATTAN / \$ 3499

Meeting room, beverage and training material included. Travel + lodging are at our own expense

Training Material:

- PCM level 1 manual
- Coach Syllabus manual
- Your PCM personality profile
- Understand to be understood book by Gérard Collignon and Pascal Legrand
- 3 free PPIs to use for coaching and to develop your PCM experience

Objectives of the certification

Master the powerfulness of the Process Communication Model®

Interpret Personality Pattern Inventory (PPI) results for clients

Adapt the intervention strategy to the coached profile

Analyze difficulties met with the tool PCM

Set up action plans to help the coached solve his issue

Communicate effectively and facilitate learning and results



PCM Train the Coach course in 2016 is accredited by the International Coach Federation (ICF).

By attending this training, all ICF certified coaches (ACC, PCC, MCC) get **22,25 CCEU's** out of the 40 needed to renew the coach certification every 3 years including 11.5 Core Competencies.



PROGRAM: 9 am to 5 pm

The 6 personality types

- The traits of each personality type
- The existential questions of each personality type
- The most frequent demands for each personality
- Intervention strategies according to the personality type

The Base

- Identifying the base
- Knowing the reference frame of the coached and adapting therefore one's intervention strategy

The Phase

- How to identify the customer's phase?
- Why do people phase?
- The influence of the current phase and the experienced phase

The management styles

- The 4 management styles
- The individualized management

The elevator

- Establishing rapport with client
- Using each floor's resources for oneself and the customer

The personality parts and the communication channels

- Knowing the personality parts and 5 clues to identify them
- The 5 communication channels and using them in a coaching relationship

The perception zones

- The 4 perception zones and learning to use them in a coaching situation

The psychological needs

- The 8 psychological needs
- Learning how to meet them in a coaching session
- Predicting meeting phase needs negatively

The Drivers

- Knowing the 5 drivers and how to identify them
- Managing the drivers using the right channel and the right perception

The failure mechanisms (2nd degree of miscommunication)

- Knowing the failure mechanisms and managing them for the customer
- The Karpman Triangle
- The substitution emotions

The failure scripts

- Knowing the 6 failure scripts
- Identify their cues
- Invite the client into positive behavior

Phase issues

- The concept and 6 issues
 - Related issues
- Developmental stages

Certification

In order to be certified, participants will have to:

- Answer a written questionnaire on the PCM components
- Pass a practical exam using the Process Communication Model® (40 minutes)

6 participants at the most will be certified per day. In the case of insufficient result, the Master Trainer will establish with the candidate an appropriate action plan defining conditions to be certified later on.



Kahler Communications Master Trainer

Mickaël Dufourneaud

- Process Communication Model® Master Trainer. Certifies trainers and coaches.
- Mickael is also a NLP Master Practitioner and Management & Wellness coach.
- Today he has trained more than 3000 people over the 5 continents on different subjects from public speaking to communication management and management skills
- Drama school graduate: he has been studying comedy for 30 years with passion and talent. Involved in transmitting his faith in Emotional Intelligence, Mickael integrates comedy and emotion expressions in his training method.
- Master in Information and Communication science, La Sorbonne University, Paris



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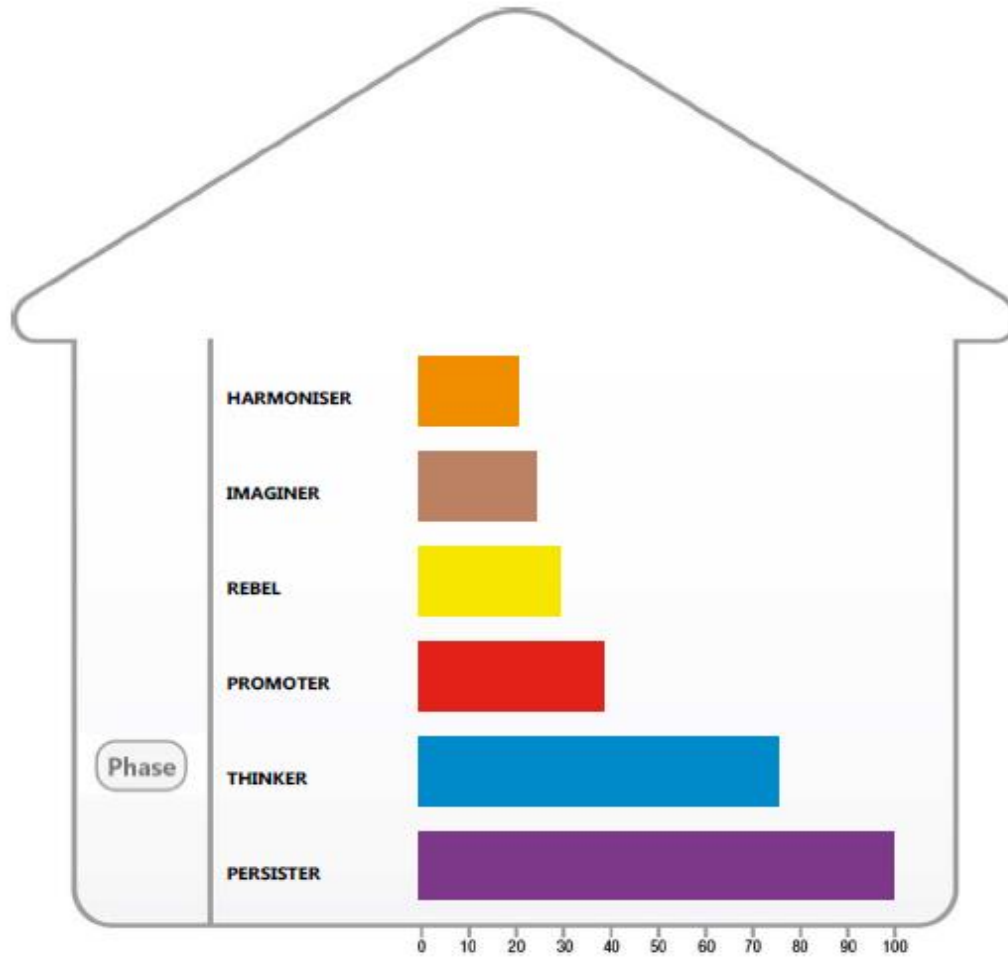


Example of Personality Profile



PERSONALITY STRUCTURE

John DOE



PHASE DISTRESS SEQUENCE

PHASE: THINKER

Doorway of Distress (1st*)

Basement (2nd*)

Cellar (3rd*)

Be Perfect for you

Over controls

Depressed and worthless

Process Failure Pattern: Until

BASE DISTRESS SEQUENCE

BASE: PERSISTER

Doorway of Distress (1st*)

Basement (2nd*)

Cellar (3rd*)

Be perfect for me

Pushes Beliefs

Depressed and hopeless

Process Failure Pattern: Until