

what you will learn - the first step...

In a three-day introductory course using the Process Communication Model® you will learn to improve the effectiveness of your communication. You start to develop a deeper understanding of your behaviour and needs, how you can reach people you previously struggled to reach and how you can manage stress.

After the seminar you will have the tools to:

- Achieve listening skills at a mastery level
- Decode and understand other people's behaviour
- Predict and identify the onset of behavioural failure patterns
- Intervene constructively through communication
- Detect and correct miscommunication before it creates a predicament
- Find out why something has happened
- Respond quickly to situations and defuse stress
- Make people do a U-turn back into positive behaviour

As part of the course handout you will receive your individual personality report. The document will assist you in working with the PCM model well beyond this introductory course and will help you to strengthen your communication skills.

The interactive course blends necessary theory and background information with practical exercises that demonstrate how communication and stress management can be identified early and solved.

See our website for next course dates
in New Zealand and Australia
www.kahlercom.co.nz and
www.kahlercom.com.au



As always in life, you will need to keep working with the programme to make it really work for you. This course will give you a good understanding of human behaviour and will show you how to make your communication more effective.