

Leadership Mastery With Process Communication Model



Does these sound familiar to you? A manager who:-

- ◆ focuses on what's wrong rather than recognizing what's right.
- ◆ attacks his staff for not thinking clearly on the job.
- ◆ not supporting his staff but say - 'if it's too hot in the kitchen, get out!' .
- ◆ invite others to do the thinking and doing for him and then blames them for failing.
- ◆ is 'wishy-washy' in decision-making, appearing unsure, thus procrastinating.
- ◆ starts up several projects at a time but not getting far with any of them.

We experience such behaviors daily. Sometimes it is obvious; other times subtle. How can we master these behaviors and yet be productive in our job?

Process Communication Model® or PCM was developed by Dr. Taibi Kahler in the 70's. Used extensively by NASA in the selection of astronauts, it is now applied in all corporate and social environments.

The key to PCM is a questionnaire that identifies

one's personality traits. It allows you to assess one's personalities, gives you clues on how to manage them and identify different behavioral patterns people show when they are under slight or severe stress.

Course Objectives

By attending this 3-day course , you will learn about:

- ◆ Contact perception, character strengths, interaction styles and environmental preferences of each personality
- ◆ Connecting using five communication channels
- ◆ Managing each personality's motivational needs
- ◆ Why managers and employees sabotage their own effort and how you can intervene constructively
- ◆ Detecting distress signals and sequence, drivers and failure mechanism
- ◆ Action plans to help people do a U-turn back into positive behavior

Course fee: RM1900 per person

(include individual profile report, seminar materials, book & lunch and tea breaks)

**Venue: Bintang Fairlane Residence KL
(behind The Coronade Hotel)**

Date: January 17-19, 2011

Time: 9 am to 5 pm

Closing date: Jan 7, 2011

Limited to 10 participants only

This course is HRDF claimable and is approved by the Ministry of Health (15 CPD points)

Training methods

This course blends concepts with practical exercises that shows you how people management, communication and stress management can be managed. You will need to complete an online profiling **two weeks** prior to the course. This report will assist you in working with the PCM model well beyond the introductory course

Course Outlines

Day 1

1. What Is PCM, its history, applications & benefits?
2. Why leaders & managers struggle in people management
3. Using Contact Perception in communication
4. Introducing Kahler Personality Types, its Character Strengths & Interaction Styles

Day 2

1. What is Personality Parts & how they work
2. Maximizing 5 Channels of communication
3. What managers should know about each personality's Environmental Preferences, Personality Phase & Psychological Needs

Day 3

1. How mis-management can spiral from Doorway to Basement to Cellar of distress
2. Insight into Drivers & Scripts when in Doorway of distress
3. Insight into Drooper, Attacker & Blamer masks & failure mechanism when in Basement of distress

4. Steps managers can help people make a U-turn in their behavior

Trainer's profile:

Thomas Lai,

Principal Consultant of QS Plus Consultancy, has more than 25 years work experience in HRD, behavioral leadership and customer engagement practices having work with companies from the education, healthcare, financial services, retail, direct selling, manufacturing and telecommunication industries. Formerly a training manager of OSK Holdings and a HR specialist with a national retailer, he has also worked with a Singapore consulting firm as their country manager. Thomas, a certified EQ trainer, has an MBA and is a member of International Transactional Analysis Association (ITAA). He is the first certified PCM trainer in South East Asia.

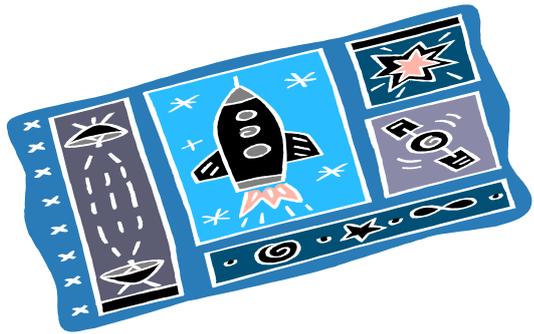


Who should attend?

MD, CEO, GM, Operations managers, Hospital administrators, Director of Nursing, Functional managers, Team leader, Corporate trainers, Doctors, Interns, Emerging leaders, Auditors, Accountants and many more

QS Plus Consultancy

is proud to bring to you for the first time this ground breaking communication cum management model to the Malaysian business and organizations



Where it all began

Whilst working in a psychiatric clinic in the United States in the 70's, Dr. Taibi Kahler made a number of discoveries that led to the development of a therapy model.

Grounded on behavioral psychology and Transactional Analysis, the Process Therapy Model (PTM) as it is now known, was widely used in treating patients in psychiatric institutions. For that, Dr Kahler was awarded the prestigious Eric Berne Scientific Award by the International Transactional Analysis Association.

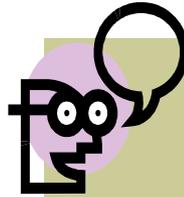
In 1978, in a meeting with Dr. Terry McGuire, then NASA's Lead Psychiatric for manned spaceflight, a question was raised: can PTM work in non-clinical setting? Cooperation between Dr McGuire, NASA and Dr Kahler soon led to the development of Process Communication Model ® or PCM for short.

Between 1978 and 1996, as long as Dr McGuire worked with NASA, PCM was used in the selection of astronauts with the aim to reduce conflict and miscommunication that often different personalities would bring during missions. Subsequently PCM was used in astronaut evaluation, training and management processes.

Dr Kahler has also created the Personality Pattern Inventory (PPI®) a statistically validated assessment tool that identifies an individual's exact personality structure. An enhanced version of the PPI is still used today.

PCM is now used by Fortune 500 CEOs, politicians, psychiatrists, psychologists and educators. Dr Kahler taught PCM techniques to former president Bill Clinton while he was Governor of Arkansas and served as an advisor to his Presidential campaigns in the field of psycho-demographics.

The key benefits of PCM can be applied almost anywhere: improve people management, communication, manage your stress and others.



What others say about PCM

'PCM course has resulted in noticeable behavioral changes and increased management capabilities in the areas of interpersonal skills, specifically in the busy and sometimes stressful environment that our maintenance staff operate in' - *Olav Groot, GM, Engineering, Sydney Ferries*

'... has given our management team a new level of self-knowledge and tolerance for all team members. I would highly recommend this training' - *Iris Clanachan, ED, Site Safe, New Zealand*



Information center

1. Visit www.qsplusconsult.com for free articles about PCM
2. For more information about PCM, visit www.taibikahlerassociates.com and www.kahlercom.com.au
3. Call Thomas Lai at **012-3191850** for free presentation or tea talk about PCM