

Get the PCM Advantage!

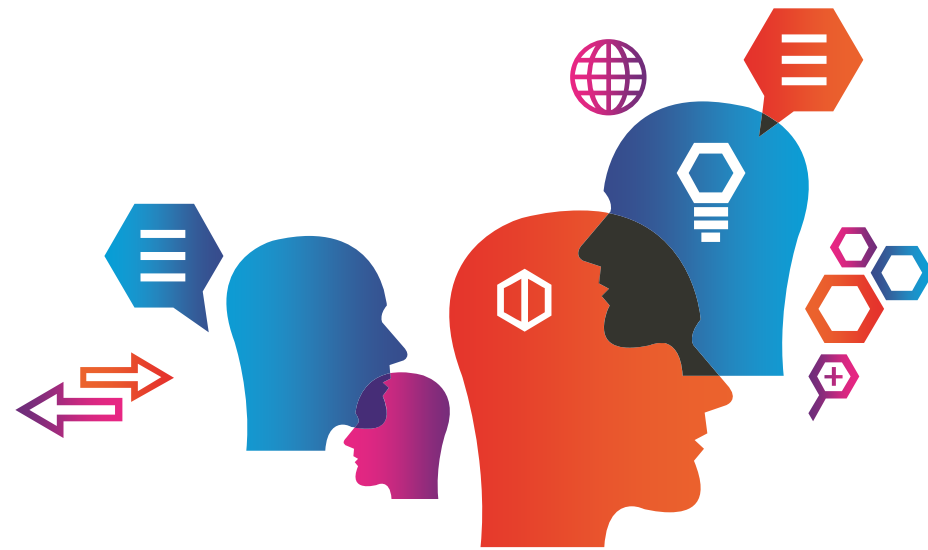
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HOW IT ALL STARTED

In the 1970s, Dr. Taibi Kahler, a psychologist, discovered and defined a process of communication by which we interact with each other, in positive and negative ways. He identified 6 distinct personality types, each with particular characteristics - contact perception, character strengths, management styles, psychological needs and distress behaviors.

For that, Dr Kahler received the 1977 Eric Berne Memorial Scientific Award from the International Transactional Analysis Association for his discovery.

From NASA to former US President to Fortune 500 CEOs to Pixar Animation Studios and more, PCM has been used worldwide to yield immediate results in removing negativity, improving relationship & increasing productivity.



WHO ARE WE?

Since 2004, **QS Plus Consultancy**, a boutique training & consulting firm has worked with clients from 14 different industries from Brunei, Singapore & Malaysia.

We offer corporate training programs on Transactional Analysis, EQ, Lie & Deception, Motivational Interviewing & Process Communication Model®.

SEMINAR FACILITATOR

Thomas Lai, is a certified PCM® & EQ trainer with Taibi Kahler Associates & 6 Seconds Network, USA respectively. He is trained in Facial Action Coding System (FACS) by Dr Erika Rosenberg, scientific consultant for the TV series, 'Lie to Me'.

Formerly a training manager with OSK Investment Bank and a HR specialist with Globe Silk Store, Thomas had also worked with a Singapore consulting firm.

Leading with Process Communication Model Seminar



“ If you want people to understand you, you must first speak in their language ”

Being good at the technical aspects of your job will get you only so far. There's a lot about the workplace, especially about relationships with superiors, subordinates, clients and suppliers, that just aren't taught in schools or universities.

Yet, for many, it is the ability to connect, motivate, decode distressed behavior and resolve conflicts at the workplace that is most critical. That's where Process Communication Model (PCM) come in!

PCM is based on the idea that an Individual's preferred way of communicating come from their personality and thus predictable, resulting in self-sabotaging behavior. In stressful situations they abandon learned behavior thus impairing their ability to tap into their reservoir of knowledge and experience.

The PCM toolkit lets you effectively U-turn this detrimental, negative behavior, into positive leadership, and tackle distress situations effectively.

OUR TAKEAWAY

You will be able to:

1. Connect with your bosses, peers, staff & clients effectively
2. Demonstrate positive leadership ability
3. Avoid mismanagement of staff due to frustrating working relationships
4. Put staff's strengths & stressors to work for your team
5. Identify self-sabotaging patterns of your bosses, peers, staff & clients
6. Use PCM toolkit to improve job performance & morale
7. Invite distressed staff back into positive communication



SEMINAR DETAILS

Venue: Dorsett Regency Hotel, KL

Date: Mar 10 -12, 2014 (3 days)

Fee: RM2500 @ pax

Closing date: Feb 27, 2014

Register: @ www.qsplusconsult.com to download registration form

WHO SHOULD ATTEND?

Everyone who deals with others in the workplace stands to benefit, especially those in supervisory, management and leadership positions irrespective of their industries.



This course is



Course Content

Day 1

The lost art of decoding human behavior / What is PCM? / Connecting with people with 6 Contact Perceptions / Describing Personality Structure & Types / Why Elevator Energy is key to communication / Matching management styles to personality types.

Day 2

Extending personality parts in communication / Channels of communication / Using Assessing Matrix to pin point one's preferred environment / Why people can be difficult – exploring Phasing / Understanding psychological needs.

Day 3

Introduction to Distress / Doorway to Basement to Cellar of distress / How to invite people out of distress / Failure mechanism / Action plans for success