

INFLUENTIAL COMMUNICATION

*What if you could connect successfully with all colleagues and clients?
What if you could manage those same people under extreme pressure?*

The most successful people are the most adaptable, empathetic and calm. They are able to act professionally under pressure and stabilise those around them. Whether you're presenting to the board, running a meeting or engaging your team, learn the skills to connect, motivate and create the results you need...**with the Process Communication Model.**

Process Communication Model (PCM), is an innovative tool that enables you to understand, motivate and communicate effectively with others...no matter who...especially under pressure. Psychologist and paediatrician Dr. Taibi Kahler discovered how to identify and respond to patterns of successful communication and miscommunication. In 1978, NASA started using PCM in the selection, placement, and training of astronauts. Today, tens of thousands of people, from astronauts to US President Bill Clinton and the White House, have used this tool to gain greater success.



COURSE OUTCOMES

- ✓ Observe and understand your own behaviour
- ✓ Understand others' behaviour and how to communicate with EVERYONE successfully
- ✓ Analyse conflict and miscommunication
- ✓ Rapidly resolve conflict and return to effective communication

COURSE BENEFITS

- ✓ More productive workplace, harmonious culture with less churn
- ✓ Authentic and robust client relationships that do the marketing for you
- ✓ Impressive working partnerships, internally and externally



Resonate
COMMUNICATIONS COACHING

EFFECTIVE COMMUNICATOR



1. SCIENCE

Understand why humans behave as they do - especially when distressed.



2. STYLES & PERCEPTIONS

Learn the 6 different ways of viewing and perceiving the world.



3. CHANNELS

Understand how each of those 6 personality styles prefer to be communicated with.



4. PSYCHOLOGICAL NEEDS

Become aware of the psychological needs of each style.



5. DISTRESS SEQUENCES

Be able to recognise their distress signals and patterns.



6. MANAGE DISTRESS

Find out how to manage people who are in distress and invite them back to OK space.



7. YOU

Find out about your perception, channels & needs & how to modify or reverse these patterns when needed.



8. FLEXIBILITY

Practice recognising different styles & flexibly adapting to these styles.



9. OPPORTUNITIES

Speak their language & amplify the positive outcomes and opportunities.

