

PROCESS COMMUNICATION®

Being in sync



New challenges, new talents

WORKING TOGETHER

Technological progress has changed the face of organisations in recent decades by providing immediate access to information. New forms of communication now fill our screens of all sizes.

Despite these widespread advances, the corporate world is still a matter of very real people: men and women who, through their talents, training, experience and, especially, their personalities truly make their companies.

Today's technological and economic challenges demand mobilisation – first as individuals and then as a group. New leaders are appearing to steer the most strategic projects with transversal teams in which hierarchy plays only a minor role. Work groups are formed and dissolved to the pace of the challenges to be met. Time in which to establish contact and become familiar has become very short.

Today, inspiring others, giving meaning, uniting a team's strengths, and managing tensions are necessary abilities.

While managers are all aware of the risks of stress, employees are also eager to learn how to better resist pressure.

And what if deep self-knowledge, self-management, understanding others and better relationship management could relieve a large part of this pressure?

And if everyone, whether a manager or not, were able to give the company an additional share of this form of intelligence called *emotional intelligence*? Like a top athlete who knows how to dose the intensity of his effort and recuperate or to give his best by being part of a team. Or being able to effectively approach a relational difficulty and to ask for or offer help if needed.

What business can afford to go without these skills today?



Mathias, age 47 – ***Business Unit manager in the service industry***

“I have observed considerable changes in work organisation in recent years. It is no longer a matter of whether people will be able to work together as a team or not, because doing so has become a mandatory skill. The company is a matrix system in which each department's action is connected to the entire system. Departments no longer call themselves divisions since the issue is quite the opposite: it is about uniting people from different horizons to work on transversal projects. Steering projects of this type requires new skills like knowing how to exert leadership without any hierarchical relationship. This change has been so rapid that we still need to support our employees in this type of skill. An operation like this solicits relational and situational intelligence. We want people who are able to work independently, who are prepared to be part of a team or to manage one for a period in order to create added value. Employees who feel good about themselves and comfortable with each other are precious advantages for a business. As managers and directors, we have a share of responsibility in this, an example to set”.



What is Process Communication® ?

AN OBSERVATION AND COMMUNICATION MODEL

Resulting from research conducted in the 1970's by Dr. Taibi Kahler Ph.D in partnership with NASA, Process Communication® was developed in the United States in 1982. Introduced in Europe by Gérard Collignon in 1987, this model enables the development of self-knowledge, knowledge of others and helps optimise relationship management.

An **individual's personality** is composed of a unique, subtle combination of 6 personality types. Depending on the make-up of this combination, behavioural traits, preferential modes of interpreting reality, motivations, ways of communicating, and predictable, observable behaviour under stress all appear.

Identifying and understanding these behaviours enables us to improve the quality of both our business and private lives, to individualise our modes of communication and leadership, to manage conflict situations, and to optimise our relationships with others.

This relevant, efficient model has rapidly grown in Europe to become an essential business tool.

The predictability of distress behaviour

This is one of the most precious advantages of the Process Communication Model®. As a result of the observation work conducted by Dr. Kahler, the description of behaviour under normal and severe stress enables better self-management and better management of relationships with others.

Each personality type has its own way of behaving depending on the intensity of the stress to which they are subject. This predictable, observable, and reversible behavioural sequence provides insight into understanding and managing relational difficulties.

Process Communication Model® users benefit from a whole range of practical tools for successful everyday management of their communication with others.

Whether with employees, clients, partners, or colleagues, business relations become smoother and projects are conducted by more serene, more independent teams.

Quality instruction

The Process Communication Model® offers keys for better understanding personalities while providing practical communication tools. Teaching this model requires expertise and must be performed by certified coaches or trainers. The Kahler Communication companies active throughout Europe ensure a training curriculum for any coach or trainer who wishes to receive Process Communication® certification. A list of certified coaches and trainers is available on the site www.processcom.com.

Confidentiality and ethics

Any person who decides to take the Process Communication® questionnaire is entitled to confidentiality concerning its results. A Personality Inventory and the Profile that accompanies it are personally remitted to the individual by a certified trainer or coach. Comments and dialogue on the results take place at this time to enable insightful interpretation. During group seminars, each participant can decide whether or not to share their profile with the others. The coach or trainer guarantees observance of best practices to ensure that value judgements are never involved.

A TOOL FOR UNDERSTANDING PERSONALITIES, ONE'S OWN AND THAT OF OTHERS

The Personality Inventory

People who wish to use the Process Communication Model® are asked to fill out a questionnaire which, once processed, will enable them to discover their personality structure. The teaching metaphor of a condominium helps them to visualise their personality structure. One of the 6 personality types is located on each floor. The size of the floors indicates the quantity of energy available when the person wants to use the corresponding type. The principle of the elevator illustrates the person's ability to reach all of the floors and use all of their resources.

The Base

The ground floor, called the Base, indicates the dominant, most highly developed personality type. Being able to identify another's Base helps us to use the right communication channel.

The Phase

The concept of Phase provides keys to understanding what motivates people. Satisfying the needs of the Phase affects both one's own motivation and that of others on a day to day basis.

The Process Communication® Profile

This personalised document of about forty pages contains precious information for Process Communication Model® users. Each section provides keys and optimisation routes for everyday management that take personality strengths and indicators to monitor into account to avoid being overcome by stress.

Some Process Communication® Profile sections

Keys to success

Personality strengths

Fields of perception

Your preferred interactions

Warning signs

Communication channels

Action plans

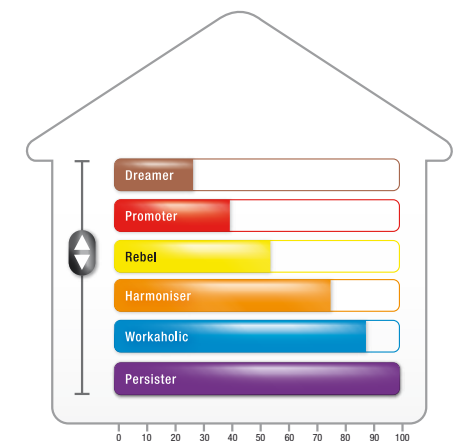
Preferred management styles for managing or being managed are also included.

Objectives

- *Understanding one's own personality structure in order to use all of one's strengths and offer the best of oneself*
- *Better self-management in difficult situations and during inevitable periods of stress*
- *Accepting others' personalities and adapting to them to work more smoothly as a team*

Example of a personality condominium

From among 4320 possible combinations



The many applications of Process Communication®

The wealth of the Process Communication Model® offers you a wide range of tools to develop a variety of competencies within your organisation.

The strength of this approach lies in the originality of the model's components which enable you to adjust your training investments to your employees' needs.

- > **Management**
Striving for management excellence
- > **Sales relations**
Liberating performance
- > **Team building**
Building competitive teams
- > **Team cohesion**
Strengthening bonds of cooperation
- > **Individual coaching**
Raising awareness
- > **Team coaching**
Sublimating talents
- > **Conflict management**
Relieving tensions
- > **Recruitment aid**
Enlightening choices
- > **Internal trainers**
Transmitting competencies

Coach or trainer certified in PROCESS COMMUNICATION MODEL®

Each year, Kahler Communication runs training programmes in Europe for training, coaching and recruitment professionals.

A final examination enables certification for using the Process Communication Model® in training or coaching.

Only certified coaches and trainers are authorised to use this model for coaching or training and their certification is verifiable on www.processcom.com



The origins of Process Communication®: NASA

In the 1970's, NASA had an urgent need for fine selection and recruitment tools to build compatible teams able to cooperate under extreme situations. Taibi Kahler's work on the predictability of distress behaviour was of high interest to Dr. Terence McGuire who was at the time in charge of selecting and training the Apollo crews.

This collaboration was behind the research investment in the Process Communication Model® and the Process Communication Management® model that was developed in 1982 to enable organisations to offer their people tools and an approach to communication, motivation management, and stress management in the workplace.

Since, then, over 750,000 people around the world have benefited from this approach. In France, over 120,000 people from the business world have been trained in this model by one of the 500 certified trainers or have received from support from one of the 180 certified coaches*.

*Figures at 1 June 2010



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