



Formations offertes en anglais

Process Communication Model

Overview

The success of our relationships depends on the quality of our communication. Are we always fully conscious of this as we interact with others?

Though there are many techniques and tools to better communicate with those in our personal and professional surroundings, these can prove to be insufficient when dealing with personalities that differ greatly from our own.

As numerous technical and economic challenges arise, they propel us to mobilize, initially on our own, and then along with others. Working groups come and go according to the rhythm of the challenges to be met. The time allotted to establish contact and find one's bearings with other team members can often seem to be too short. In such a context, it is important to know how to communicate effectively!

The result of research carried out by Taibi Kahler, Ph. D., during the 1970s, in collaboration with NASA, the Process Communication[®] model is known, recognized, and used throughout the world as a communication tool and aid to business management. It is a pragmatic model that allows you to develop better knowledge of yourself and others, thus fostering better relationships. The model takes individual characteristics into account and offers concrete tools to enable individuals and teams to give the best of themselves. One of the many strengths of the Process Communication[®] model is that it describes behaviours under stress. Indeed, depending on the personality type, behaviours are predictable, observable and easily reversible.

What does this course offer participants? Better relationships, more emotional intelligence, better conflict management and more. What organization or company can do without these skills today?

Learning Outcomes

Individualize your communication and develop your leadership skills with Process Communication[®]

In addition to the three days of training and Level 1 certification, you will obtain your personality inventory and a personalized report in which you will discover your strengths, psychological needs, behaviours under stress, an action plan, and much more! Over a million people have completed their Process Communication[®] personality inventory to better understand others, communicate more effectively and improve their relationships. This training course will enable you to:

- know yourself better in order to use all your assets and offer the best of yourself
- manage yourself better in difficult times and inevitable periods of stress
- understand the basic concepts of communication
- develop your positive interpersonal communication and leadership skills
- accept and adapt to the personality of others in order to promote smoother teamworking.

Topics Covered

- The six personality types and their specific ways of communicating
- Presentation of each participant and their personality inventory
- Different ways of perceiving personality types
- Using the right communication channel
- Behaviours under stress
- Psychological needs as a source of motivation or demotivation

Educational Approach

The educational approach alternates between the presentation of concepts, exercises and role playing, case studies suggested by participants, and training in typical situations presented in video format.

At the beginning of the training session, each participant fills out a questionnaire which establishes their personality inventory by means of confidential computer analysis. This tool allows you to situate yourself and appropriate the concepts, with reference to your own personality.

Audience

Any person who wants to improve their interpersonal communication and develop their leadership skills.

Duration and Continuing Education Units (UFC-UQO)

This is a training course of 21 hours, equivalent to 2.1 UFC-UQO.

Instructor

Catherine-Julie Charette is a pioneer in the fields of organizational agility and management innovation. With over 20 years of multi-sector experience in management, coaching, conception and broadcasting of training and conferences in Canada and internationally, Catherine has worked for large companies such as Bell Canada, France Télécoms, Cirque du Soleil, Banque Nationale, Clarins, KPMG, and Bombardier, as well as for several public sector organizations and OSBL.

Ms. Charette holds a Master's degree in organizational development and the following certifications:

- PCC from the International Coach Federation
- PCM Trainer of the Process Communication Model
- TPLC Transformational Presence Leadership and Coach Training from the Centre for Transformational Presence
- ICP-LEA Leading with Agility from the Agile Leader Academy

In 2011, Ms. Charette founded her company, with the goal of training, coaching and advising individuals, teams and organizations seeking to prosper in the BANI^[1] world, which is geared towards job satisfaction, leadership development, resilience, collective and emotional intelligence, communication, and agility. Catherine's coaching clients, along with the thousands of people who have attended her conferences and training sessions, appreciate her enthusiasm for building relationships, her competence and her pragmatism.

<https://formation-continue.uqo.ca/formation-continue/process-communication-model>