

are you communicating or just talking?

We can find ourselves in situations where it is difficult to understand where the other person is coming from. And despite our best efforts, we can't get our point across. It's almost like we are speaking a different language. And in a way, we are. We just can't tune into the right channel to effectively get our point across.



The Process Communication Model[®] allows you to understand your own behaviour.

Suddenly it becomes obvious why you respond in a particular way in certain situations.

You anticipate the behaviour of people – whether at work, in a social setting or at home.

Understanding yourself and others is the first step to improving communication. You can reach people you struggled to work with before.

Communication is particularly difficult when you or someone else is under pressure. With our training you can understand your reactions under stress – and how to fix it! As long as you are under stress it is impossible to reach others. You also learn to recognise stress in others. People's behaviour under stress is highly predictable. You can assist others in managing their stress. And with it communicating begins again.

What is in the package?

You can assess people's needs quite quickly based on what people say, how they say it, how they act and react in situations, but also using visual and other cues. Satisfying those needs is the key to communication.

You know which "language" you have to use to be heard and understood. And you learn what you need to do in order to help yourself – and others – to get out of stressful situations.

In our training course you are given your own personalised course material that includes an outline of your personality profile. This contains a lot of ideas you will find useful.