



process communication model

are you a manager, a leader - or both?

Only people run a business. Only people solve problems. Only people lead people. Often managers are promoted due to seniority, good problem-solving skills, or financial achievements. Rarely are future managers trained for their role as 'people leaders'.

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 results can be tragic and can impair professional and private lives. When it comes to effectively leading people, PCM allows managers to take advantage of the differences between personalities, to understand different ways of doing things, to deal with situations and use the right techniques to communicate and motivate others. It enables managers and staff to decode behaviour, to understand underlying psychological structures, to identify the onset of disruptive behaviour and allows for constructive, supportive intervention.

Instead of draining energy by fighting each other, staff and managers learn to endorse each other's differences, potential and strengths. Cooperation improves dramatically as PCM allows everyone to purely focus on factual issues. No more personal hidden agendas.

PCM is supported by a strong scientific background and has been used for over 30 years.

'[PCM] has resulted in noticeable behavioural changes and increased management capabilities in the areas of interpersonal skills, specifically in the busy and sometimes stressful environment that our staff operate in'.

For more information go to: www.kahlercom.co.nz, www.kahlercom.com.au,
or contact us on +64 (0)4 905 0084.



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.