

what you will learn - deepening the skills...

Building on the skills learned during the introductory course to PCM, the advanced course allows you to practice the skills you have acquired earlier: understanding your own reactions under stress, recognising stress in others, understanding your own behaviour and making communication happen.

Using PCM in your every day environment is a function of being able to listen not only to what has been said but at the same time to how it has been said. Too often we are preoccupied with concentrating on what is said, formulating our own reply and focussing solely on the contents of the conversation. To make communication happen, your focus also has to be on the communication channels others are using and to recognise when they are under stress.

The advanced course focuses more strongly on what is behind the failure mechanisms when we or others get stressed, making it easier to apply PCM in a variety of situations.

Specifically you will learn about:

- The phase issues a particular personality type faces, the concern that drives many of our behaviours when we are under stress
- Transference and the role it plays in our behaviour and how it creates miscommunication
- How personality types, their psychological needs, communication channels, their perceptions and stress patterns all inter-relate and produce highly predictable behaviour
- How those stress patterns are linked to particular “scripts”, i.e. ways how people write and talk. You will be able to analyse letters and emails and understand the personality type of the author and whether they are under stress
- How language, tones, gestures and other indicators help us to assess a situation and what we can do to motivate others and communicate effectively

The prerequisite for the course is that you have attended an introductory PCM course.

This seminar will allow you to go the next step in applying PCM in your business and personal life. This is what one recent participant had to say:

“now where i have developed a much higher understanding of pcm, i am able to take nothing personal if our clients attack us or blame us when they are under stress. i know it is not them, it is just their stress talking to me.” Managing Director, business consulting firm.