

what is it all about?

Process Communication Model® - or PCM in short - is a model that has been developed by Dr Taibi Kahler in the 1970's. It has been applied by NASA in the selection of astronauts and is now in virtually all industries and social environments imaginable.

PCM has been verified against other similar tools and has now been applied in about one million cases around the world. The key to PCM is a questionnaire that identifies the personality traits of the individual person.

The personal needs and underlying strengths and weaknesses are documented in an individual report for the person, allowing for a deeper understanding of your own behaviour. The reason why personal reports can be established is simple: People's preferred way of communicating is predictable and based on their personality.

The fundamental personality traits are laid down very early in life and do not change. What can change are learned behaviours. You can become a lawyer or a farmer, a scientist or a train driver and you can learn all the skills needed to be excellent in your new job. However, your fundamental personality traits are fixed early, anchored deeply and won't change.

Those fundamental personality traits come to the fore when we are under pressure. We abandon our learned behaviour and resort to the fundamental core: our personality. That makes behaviour under stress so predictable when we know a person's underlying personality.

And that is where PCM is different from other "psychological profiling tools" – to use a jargon. Most tools stop at telling you something about your personality. And whilst that is often quite enlightening, it doesn't go far enough.

PCM goes further. The model allows you to assess people's personalities. This gives you the cues how to communicate with them. The model also identifies the different behavioural patterns people show whether they are under slight pressure or under severe distress.

And, yes, you can learn about PCM in a seminar and use it instantly. You take with you a workable toolbox. It may take a while to master all aspects of it and to be confident in most situations to apply the model. But it is not different from any other new skill you acquire: exercising new skills helps to master them.

