

## where it all began

Working in a psychiatric clinic in the United States in the late 1960's and early 1970's, Dr Taibi Kahler made a number of discoveries in the clinical environment that led to the development of a therapy model that was used in managing patients in a novel way.

Based on behavioural psychology concepts and grounded in transactional analysis, the Process Therapy Model as it is now known was widely accepted and used in treating patients in psychiatric institutions.

In 1978, at a meeting with Dr Terry McGuire, then NASA's Lead Psychiatrist for manned spaceflight, the next step almost followed as a matter of course: can the model also be applied in other, non-clinical environments? A cooperation between Dr McGuire, NASA, and Dr Kahler led to the development of PCM, the Process Communication Model, as it is still known today.



Between 1978 and 1996, as long as Dr McGuire worked with NASA, PCM was used in the selection of astronauts, attempting to minimise the risk that conflicting personality traits would lead to avoidable miscommunication and conflict during missions. During that time, Dr Kahler worked with Dr McGuire to incorporate the model into the astronaut selection, evaluation, training and management processes.

At the same time, Dr Kahler also created the Personality Pattern Inventory, a statistically validated questionnaire based assessment tool that identifies an individual's exact personality structure. An enhanced version of the Personality Pattern Inventory is still used today.

Starting from space, PCM was also applied in other areas, initially in high risk areas such as medicine, aviation or transportation, to name a few, where the interface between technology and the human being can easily lead to miscommunication and distress.

By now, PCM is a well-established, scientifically validated and verified tool that is used on most continents and in a variety of management situations. The PCM based training material has been "translated" into a



multitude of different situations, ranging from generic training in PCM as a 3-day introductory course, to a course specifically designed for sales people and to applications in the educational sector and counselling.

The key benefits of PCM can be applied almost anywhere: improve communication with others, manage your own stress and manage stress in others.