

# excellence requires practice

## Process Communication Model® Masterclass (4 days)

KCO's PCM Masterclass is designed to deepen PCM skills, particularly OK-OK, Driver and Mask behaviour. Depending on participants' requirements, various parts of the PCM model are reviewed and discussed. Attendance at PCM Seminar 1 and 2 are the prerequisites of the Masterclass, which is a training programme without exam, therefore with a certificate of attendance (not of competence). The group size is deliberately kept small, with a maximum number of 9 participants, for optimal practice outcomes.

### The objectives of KCO's PCM Masterclass are:

- To manage myself better
- To communicate and motivate effectively
- To prevent and defuse distress

### These objectives will be achieved through:

- Exercises: Channel and Perception, Driver and Management of 2nd degree Distress
- Opportunities to practise PCM decoding and interaction skills: Team simulations, Movie clips and PCM card games
- Analysis of PCM PPIs and assessment of team compatibility using real industry examples
- Share the experience: jointly develop and discuss solutions to existing problems
- Development of strategies for self-management
- The Masterclass offers a minimum of 24 hours interactive time over the four days with 7 working hours per day.
- Based on the number of participants, participants' occupational circumstances and specific training requirements, the programme will be customised on a day-to-day basis together with the team.

### These are a few testimonials of participants of previous KCO PCM Masterclasses:

"I most appreciated the problem solving of various social situations in the light of PCM and this gave me enormous help in a practical way to move forward when that happens in future."

"The seminar was nicely flexible and allowed plenty of time for participants to bring up personal issues and questions and how the PCM model applies and could help them."

"I would do it again tomorrow! Found it very valuable and feel more comfortable with my knowledge + skills."

"A very intimate group with lots of ability & willingness to share life experiences in order to learn. A well conducted symphony!!"

"Werner showed deep understanding of the model and its theoretical underpinnings and evidence base. Werner's process was excellent."

"What I liked most? Practice; safe environment; meeting new people & connecting; revisiting material and take up a better understanding of it."

"Extremely helpful - to rehearse & re-connect with all the skills - to reverse the frustration I've developed from going back to responding to the contents of peoples' speech".