

# learning more about motivation and conflict resolution

## Process Communication Model® seminar 2 – Conflict Resolution and Motivation (3 days)

The Process Communications Model® Seminar Two builds and deepens your knowledge while practicing the skills acquired in PCM Seminar One.

The main topics of this seminar are the onset and dynamics of distress and how to prevent it. Learn more about what motivates you and others, how to get out of conflicts, and how to invite others out of negative behaviours.

We will practice intervention techniques and focus on responding to correspondence written in Distress.

### You will learn about:

- The underlying emotional issues each personality phase has which may cause periods of long-term and intense distress.
- The role our environment plays in our behaviour and how it can lead to miscommunication.
- How types, their needs, channels, perceptions and distress patterns all come together and are highly predictable.
- How distress patterns are linked to particular 'failure patterns', which are like a negative blueprint of life.
- How long-term distress patterns influence the culture of organisations and family dynamics.
- How to analyse letters and emails to understand the author and identify Distress.
- How verbal and non-verbal clues help us to assess a situation and how to motivate ourselves and others and communicate effectively

Attendance and knowledge of the Seminar One is a prerequisite.

### What our participants of this PCM Seminar Two say:

What I liked most: Practice scenarios – also discussing problematic scenarios I have witnessed at work / home in real life & coming up with responses / strategies to try.

Took next essential step in my understanding of PCM. Some epiphanies about relationships at home & work. Deeper understanding of my behaviour. Practice was excellent & will support my use of PCM.

Stimulating. Gave much greater understanding and renewed the familiarity with the ideas. Like a jigsaw, the more detail one has, the more easily the pieces fit together.

Learning that I can deal with people's distress behaviour without having to understand their reasons has been absolutely liberating and has hugely increased my confidence to deal with conflict situations.