

## Process Communication Model Level 2

<b>Instructor:</b> Dr. Bitá Sharifzadeh, OPQ # 10884-07  <b>Email for existing clients:</b> psy.elite@dbn.life	<b>Class Instruction:</b>  Live seminar in person and/or zoom
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### Course Syllabus

#### Course Description

The Process Communication Model (PCM) Level 2 course (15h) is designed for students who have completed PCM Level 1 and wish to have a complete understanding of the model. This last section will wrap up the concept and allow students to have a practical and in depth knowledge of the specific needs of each personality structure. Throughout this course, a more advanced theory will be explored on the subjects of motivation and conflicts surrounding individual uniqueness.

#### **Benefits:**

A communication tool at work or at home to enhance:

- Connecting
- Motivating
- Managing
- Resolving conflict
- Building trust and rapport with individuals.

#### **Application:**

- Management, Recruitment and Human resources.

#### **In the Mental Health Field:**

- Assess communication skills
- Enhance personal understanding of oneself and their interpersonal relationships
- Improve client outcome
- Enhance couples and family relationships

## **Course Clientele:**

All clinical practitioners who have taken PCM Level 1 (prerequisite) are encouraged to take this course to have a complete understanding of the model. This model is an ideal tool for therapists who are looking to have a better understanding of communication strategies based on aspects of individual personalities. By learning the basis of this approach, students have the opportunity to be initiated to the process of becoming a certified Coach or Trainer (additional preparation, examination, and fees apply, [Contact](#) us for more information).

## **Learning Objectives:**

By the end of this course, students will achieve the following outcomes:

### **1. Connecting & Motivating:**

- Review Channel and Perception
- Psychological needs as Tools for Motivating
- Intervention Strategy

### **2. Resolving and Preventing Conflicts:**

- Inviting out of Distress
- Identifying and Managing Failure Mechanisms
- Managing Conflicts

### **3. Advanced Theory:**

- Phase and Phasing
- The Issues of each Personality Type Phase
- Identify Failure Patterns

## **Course Format:**

The course is 15 hours and will be offered by Dr. Bitá on Zoom and/or in-person.

## **Content:**

<i>Topics Covered</i>	<i>Suggested readings/ressources</i>
<b><i>Connecting</i></b> <ul style="list-style-type: none"><li>- Channels and perceptions</li></ul>	Kahler (2008): p. 76-81

<b><i>Perception</i></b>	Kahler (2008): p. 46-62
<b><i>Miscommunication &amp; Distress Part 1</i></b>	Kahler (2008): p.150-157
<b><i>Drivers</i></b>	
- Drivers and channels/perceptions	Kahler (2008): p.76-81, 82-98
<b><i>Failure Patterns</i></b>	Kahler (2008): p.
<b><i>Miscommunication &amp; Distress Part 2</i></b>	
- Three degrees of miscommunication	Kahler (2008): p.117-138
- The four myths	Kahler (2008): p.139-141
- Personal and professional distress	Kahler (2008): p.82-102, 117-156
- Resolving conflict	Kahler (2008): p.45-77, 157-158
- Intervention strategies	Kahler (2008): p.157-158
<b><i>Motivating</i></b>	Kahler (2008): p.111-116, 157-158
<b><i>Phase Change and Phasing</i></b>	Kahler (2008): p.108-110, 181-190
<b><i>References from Movies and Televisions</i></b>	

**Recommended Readings and Resources:**

*Resources for the class are available on [DBN lib](#)*

Kahler, T. (2008). The process therapy model: the six personality types with adaptations.  
Taibi Kahler Associates, Inc.

PCM Level 1 Participant Guide