

# Course : Process Communication Model®, advanced

Practical course - 2d - 14h00 - Ref. PCA

Price : 1360 € E.T.

★★★★☆ 4,9 / 5

BEST

Nouvelle édition

Integrating Process Com® into your daily practice leads to a deeper understanding of the model. The advanced tools of Process Com® will help you to identify different ways of functioning under stress, and to better manage difficult situations.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify the different sources of stress for each personality type
- ✓ Understanding phase changes
- ✓ Identify the different base/phase combinations
- ✓ Communicating in difficult situations with Process Com®.

## Intended audience

Anyone wishing to improve their interpersonal skills.

## Prerequisites

Have already taken a Process Communication training course and mastered the basics.

## Practical details

### Hands-on work

Active teaching. Use of video. The last day of the course is mainly devoted to practice.

## Course schedule

### PARTICIPANTS

Anyone wishing to improve their interpersonal skills.

### PREREQUISITES

Have already taken a Process Communication training course and mastered the basics.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Identifying stress mechanisms

- Identify the different sources of stress for each personality type.
- Learn more about the three degrees of stress and associated behaviors.
- Understand the notion of failure scenarios.
- Get out of stress and help your partner get out of stress.
- Give signs of recognition.

### Hands-on work

Video analysis. Practice giving signs of recognition in negotiation situations to reduce the stress of your interlocutor.

## 2 Master advanced Process Com® tools

- Identify relevant observable features.
- Identify the first three levels of personality structure based on behaviors.
- Understand the problems associated with different personality types.
- Identify the dynamics of phase changes.
- Explore existential issues related to the different types and their link to psychological needs.

### Hands-on work

Learn to detect your interviewer's profile: based on 6 filmed interviews, detect the interviewee's dominant and secondary characteristics. Collective debriefing on the characteristics of different profiles: language, motivation, non-verbal communication.

## 3 Identify different base/phase combinations

- The thirty base/phase combinations and their characteristics.
- Problems associated with specific combinations.

### Hands-on work

Role-playing: conduct an interview with a person, trying to detect his or her base and phase.

## 4 Restoring communication in difficult situations

- Ask questions using Process Com® tools.
- Understand the requirements cycle and its application to managing the demand process.
- Using the channel/perception/needs trio in Process Com®.
- Manage negative reactions during a difficult exchange with an interlocutor.
- Increase self-awareness to manage your own reactions.

### Hands-on work

Role-plays: leading meetings, giving presentations, conducting interviews, negotiating, decision-making.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 5 Build your progress plan

- Strengths to build on and interpersonal skills to develop.
- Actions to be taken.

### Hands-on work

Draw up a personal progress plan based on input from the Process Com® model and feedback from other participants.

## Dates and locations

### REMOTE CLASS

2026 : 21 May, 21 May, 9 June, 24 Sep., 8 Oct.,  
8 Oct., 26 Nov., 10 Dec., 10 Dec.

### PARIS LA DÉFENSE

2026 : 21 May, 8 Oct., 10 Dec.