Course : Process Communication Model® for managers

Get to know your employees better to manage them more effectively

Practical course - 2d - 14h00 - Ref. PCC
Price : 1420 € E.T.

★★★★½   4,6 / 5

In a demanding professional environment, the clarity and impact of your communication are essential to mobilize your teams, prevent tension and foster collaboration. The Process Communication Model® is a powerful tool that enables you to better understand different personality types, adapt your discourse to each one, and detect stress signals before they hamper collective performance. By sharpening your perception of communication mechanisms, this approach gives you concrete levers for strengthening your leadership.

🎯 Teaching objectives

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

- ✓ Discover your Process Communication Model® profile
- ✓ Better understand your managerial profile and that of your colleagues thanks to the Process Communication Model®
- ✓ Individualize your management style according to the profile of your employees
- ✓ Identify the behaviors of employees in stressful situations and adapt to resolve conflicts and returnchariot

Intended audience
Managers and team leaders

Prerequisites
No

Practical details

Hands-on work
Active pedagogy, theoretical input and practical exercises.

Course schedule

PARTICIPANTS
Managers and team leaders

PREREQUISITES
No

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.

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.

1 Discover your Process Communication Model® profile

- Identify and understand your own Process Communication Model® profile
- Anticipating behavior in stressful situations
- Know your preferred management styles
- Learning to adapt to each employee

Hands-on work
Self-diagnosis: discover your Process Communication Model® personality inventory

2 Use individualized management to adapt to each employee

- Identify employee profiles
- Understand their psychological needs and sources of motivation
- Identify the management style best suited to each employee's personality
- Manage management situations on an individual basis

Hands-on work
Workshop: using the Identification Matrix®.

3 Encouraging employees to cooperate

- Identify the behaviors of employees in stressful situations
- Recognize their Process Communication Model® profiles
- Learn to nurture their psychological needs
- Adopting the right communication channel to be heardandourchariot
- Take into account each individual's preferred working environment

Hands-on work
Workshop: practicing one-to-one communication with the Process Communication Model® Card Game

4 Anticipating and dealing with conflict situations

- Diagnose the source of relational conflict
- Identify the psychological needs to be met in order to resolve conflicts with certain employees
- Anticipate negative behaviors in stressful situationsand returnchariot
- Supporting employees to foster team cohesion

Role-playing
Training: developing a conflict resolution approach for each personality type

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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 to review your request and its feasibility.

Dates and locations

REMOTE CLASS
2026 : 29 June, 12 Oct., 30 Nov.

PARIS LA DÉFENSE
2026 : 22 June, 5 Oct., 23 Nov.