PCM Trainer Certification

Bring out the best in everyone

2025 Virtual Sessions
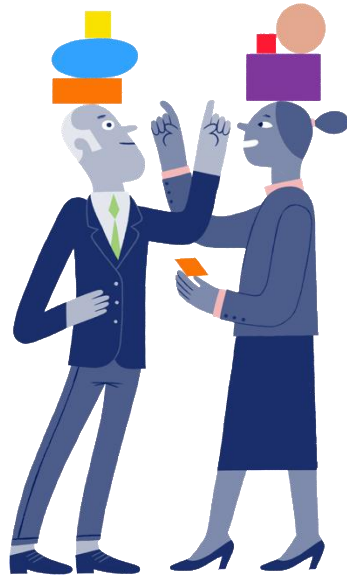
Learn PCM from anywhere,
with live instructors
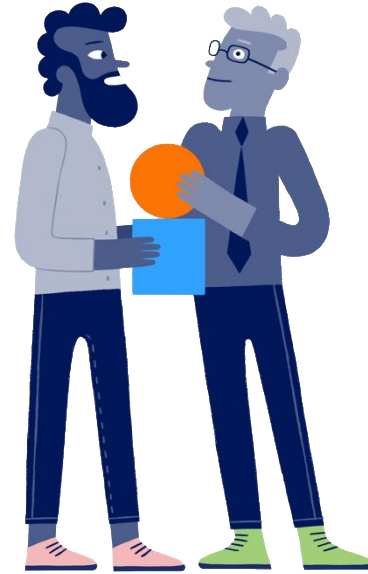
Certified Trainer
Process Communication Model®

pcm

The tool to make a daily difference

V1.0.1 2025

Practice PCM in 4 Steps

1. Be Aware

of your personality

2. Recognize

what other people do,
say, and show

3. Adapt

your communication style

4. Build

better relationships

2025 Kahler Communications, Inc. - Process Communication Model®

The power of adaptive communication

DETECT

How to decode yourself and others.

Imagine so sharply observing communication behaviors that you instantly **recognize stress signals in a team.**

Thanks to you, group interactions **take a positive course.**

Put this skills into practice with customers from all sectors.

CONNECT

From problem-solve to problem-prevent

Through PCM Trainer certification, you become a **PCM theory and practice expert**.

The use of real-life examples enables you to swiftly translate knowledge into solutions.
You also train your clients to **identify patterns and prevent failures**.

MOTIVATE

Positive behaviors, productive practices

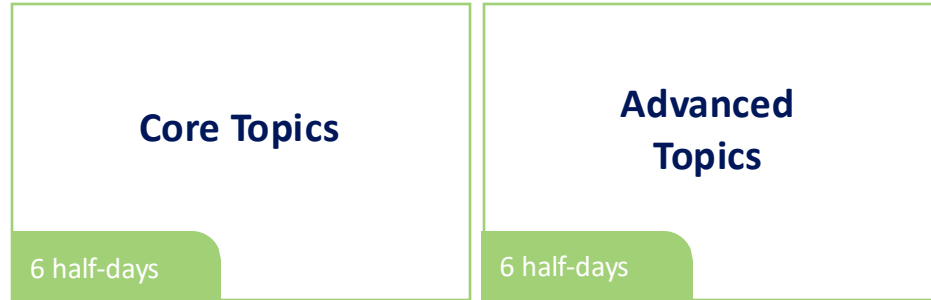By boosting self-awareness, you adapt **to connect to the best in everyone.**

These positive interactions provide a model that clients apply to their own relationships at work, at home, or out in the world.

Become a **PCM Trainer**

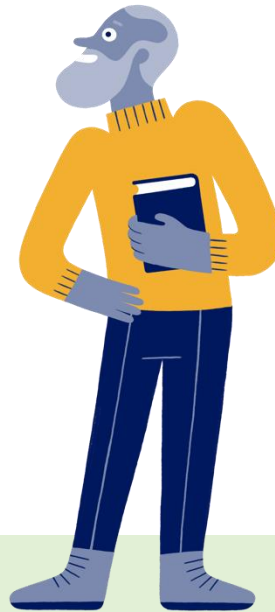Gain the expertise to teach PCM to your clients in **group training sessions** with the PCM Trainer Certification.

PCM Fundamentals

Core Topics	Advanced Topics
6 half-days	6 half-days

PCM Trainer Certification Track

PCM Trainer Certification Preparation	Trainer Certification Exam
10 half-days	2 half-days

*Each training block is structured in half-days from 9:00am to 12:00pm US CT.

Total Investment $6,500

Learn PCM from anywhere.

With our virtual courses, participants can engage with the instructor and fellow learners, asking real-time questions for a fully interactive experience.

SAVE THE DATE

	Core Topics	Advanced Topics	PCM Trainer Certification Preparation	Mock Exam	Final Exam	
Spring 2025	February 6-7, 10-11, 13-14	February 24-28	March 24, 25, 26, 27 April 22, 23, 24, 25	May 5, 6, 7	May 20, 21, 22	*Remote*
Fall 2025	September 2, 3, 4, 5, 8, 9	September 15-19	October 6, 7, 8, 9 October 14, 15, 16, 17	November 12-13	December 2-3	*Remote*

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PCM Fundamentals | 12 half-days

Core Topics
6 half-days

Basic Concepts	Learn that the way you say something is more important than what you say.	Six Personality Types and their specific way of communicating.	Presentation to each participant of his/her personality structure.
Understand and Manage Distress Behaviors	Distress and the different manifestations.	Three degrees of distress: drivers, failure mechanisms, and despair.	Consequences of distress on our communication and management style.
Manage Miscommunication	Effects of stress in interactions and stress in others.	Identify distressed behaviors.	How to use PCM to return to positive and productive communication.
Develop positive communication	Different modes of perception for each personality type.	Recognize the behaviors indicative of personality Base and Phase.	Using the right communication channel.
Motivate	Psychological needs: what motivates and what does not motivate.	How to satisfy everyone's psychological needs.	

Advanced Topics
6 half-days

Connecting and Motivating	Review Channels and Perceptions.	Motivating with the psychological needs.	Intervention strategies.
Resolving and Preventing Conflict	Inviting out of the doorway of distress.	Inviting out of failure mechanisms.	Managing difficult situations. "How to say…?"
Advanced Theory	Why we do phase? The issue of Personality phase.	How the four myths manifest and are reinforced in distress.	Identify life failure patterns through language.

PCM Trainer Certification | 12 half-days

PCM Trainer Certification Track

- Test your knowledge in a theory exam
- Put theory into practice in a training setting
- Solidify skills in effective communication and motivation identification
- Practice intervention skills to prevent miscommunication
- Deepen your knowledge about conflict management
- Sharpen skills in motivation identification
- Try out your ability to teach a PCM topic in a mock exam
- Receive personalized feedback with immediate applicability
- Mock exam: PCM trial training in your own setting

10 half-days

PCM Trainer Certification Exam

- Teach a PCM topic in a training setting
- Show thorough understanding of theory
- Model capacity to manage your own distress patterns
- Train on your agility to apply effective interactions with others
- Complete final certification exam and **get certified!**
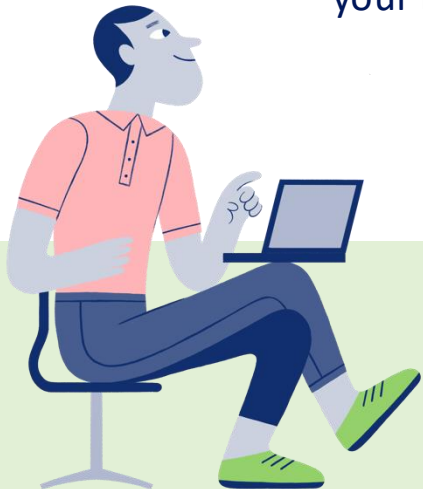
2 half-days

Effective customized material

During your Certification journey, all your dedicated material is provided digitally:

- Core Topics and Advanced Topics Participant Guide

- PCM Summary and PCM Advanced Summary

- PCM Profile: 30-page personalized profile

- 10 complimentary PCM Profiles to use for coaching and to develop your PCM experience - *Expire after 3 months.*

**100%
virtual training
with live instructor**

Did you know?
We have a partnership with **Training Industry.**

PCM is now part of the Certified Professional in Training Management (CPTM™) Recertification Providers program.

Our Trainer Certification is now pre-approved by Training Industry and **fulfills 15 CPTM recertification credit hours**!

**CERTIFIED PROFESSIONAL
IN TRAINING MANAGEMENT
TRAINING INDUSTRY
CPTM
RECERTIFICATION**

You are now PCM Certified!

Once you are PCM Certified Trainer, you will be able to provide group training sessions and offer the whole range of PCM products:

- Discover PCM
- PCM Core & Advanced Topics
- PCM Sales
- PCM Leadership

As a member of the PCM Certified Community, you will also have access to:

- Ready-to-use training material
- Ready-to-share personalized Profiles
- Access to new products and innovations
- Membership in a supportive community
- Webinars, workshops and Masterclasses

Elevate yourself through the
PCM Trainer Certification

Following the PCM Trainer Certification was one of the best decisions so far. It helped me on both a personal and society level. **I have learned about myself, my psychological needs, and how I can build a thriving atmosphere as a leader** by understanding people and building a comfortable communication bridge with them. I believe PCM is a very valuable asset for every person and every company as they can understand how to build a healthy and effective workplace where people are motivated and developed.

Malika Baymuradova, PCM Trainer

Your PCM Dream Team

Your certification journey is led by:

Dean Heffta

PCM Trainer

Béatrice Gamberoni

PCM Trainer

Mickaël Dufourneaud

PCM Chief Master Trainer

Ready to get certified?

Take the next step to a world of difference

For inquiries or to enroll for PCM Trainer Certification

Contact **Heather Cuccias**

heather.cuccias@processcommunicationmodel.com

501-276-0688

www.processcommunicationmodel.com

Certified Trainer
Process Communication Model®

Register here

pcm

The tool to make a daily difference

Life happens, we understand
View our cancellation and payment policy

Payment Policy

Payment in full must be paid 30 days prior the first day of training.
If payment has not been received before the seminar begins, access will not be given to the participant.

Cancellation Policy

All cancellations must be received in writing.
They may be emailed to heather.cuccias@processcommunicationmodel.com.
Full refunds will be made if written notice of cancellation is received **30 days prior to the first day of training.** No refunds will be made for cancellations received less than 30 days prior to the start of the training seminar.

Virtual session requirements

By participating in this training program, you agree to attend all scheduled training sessions in full. **Participants are required to have both video and audio enabled for the duration of each session.** It is important for us to see and hear you to ensure an interactive and engaging learning experience. Your active participation is essential for creating a collaborative and enriching environment for all attendees.