

PCM Coach Certification

Share the superpower of self-insight

2027 Virtual Sessions

Learn PCM from anywhere,
with live instructors



The science behind better communication

PCM is a **research-based communication model** that helps people communicate more effectively by understanding communication preferences, behaviors under stress, and sources of motivation.

6 Personality Types | 4,320 unique combinations | Endless possibilities

Developed by world-renowned clinical psychologist **Dr. Taibi Kahler** and validated through research, **including work with NASA**. PCM is trusted by organizations such as Pixar, LVMH, IKEA and BMW.

[Watch the official PCM video](#) 

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

Start your PCM journey



Discover the power of adaptive communication

PCM Coach Certification equips you with practical tools to decode human behavior, adapt your communication, and prevent unproductive interactions, at work and in life.

WHO IS IT FOR?

Especially valuable for professionals who work with people:

Coaches • Trainers • Leaders • HR Professionals • Consultants • Managers

DETECT

How to decode yourself and others.

Observe communication behaviors to instantly recognize stress signals in a team. Group interactions take a positive course.

CONNECT

From problem-solve to problem-prevent.

Become a PCM theory and practice expert. Translate knowledge into real-life solutions. Train clients to identify patterns and prevent failures.

MOTIVATE

Positive behaviors, productive practices.

Boost self-awareness to connect to the best in everyone. Build positive interactions clients apply at work, at home, and beyond.

1.8M+ Profiles

58 Countries

6,500+ Certified Professionals

24 Languages

SAVE THE DATE

Each training block is scheduled as a half-day session, held in the morning (US CT).

	Core Topics	Advanced Topics	Case Studies	Collective Supervision & Mock Exam	Practice session	Certification Exam
Spring Session <i>Remote</i>	March 1, 2, 3, 4, 5, 8.	March 29, 30, 31 and April 1 & 2	April 19, 20, 21	April 26, 27	May 25	June 1, 2
Fall Session <i>Remote</i>	September 13, 14, 15, 16, 17, 20	October 4, 5, 6, 7, 8	November 8, 9	November 10, 15, 16	November 22	December 13, 14

PCM Fundamentals | 11 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

5 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 Coach Certification

7 half-days

Collective Supervision

- Learn how to debrief PCM Profiles.
- Put theory into practice in a live coaching setting.
- Train on your agility to apply effective interactions with others.
- Get supervision by PCM Master Trainer with immediate applicability.
- Please use your 3 complimentary Profiles to practice debriefing with your own clients.

4 half-days

Practice Session

- A one-hour 1 to 1 Coaching Supervision session with your PCM Master Trainer.
- Takes place between Mock exam and Final Exam.

1 half-day

Coach Certification Exam

- Demonstrate PCM skills in a real-life situation.
- Show thorough understanding of theory.
- Model capacity to manage your own Distress Patterns.
- Train on your agility to apply effective interactions with others.

2 half-days

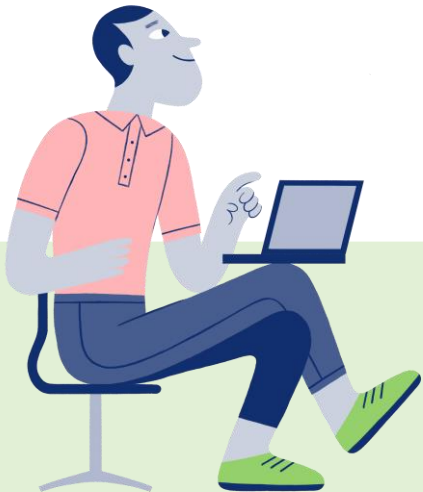
Effective customized material

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

- Core Topics and Advanced Topics Participant Guide
- Your PCM Summary and your 30-page personal Profile
- 3 complimentary PCM Profiles to use for coaching and to develop your PCM experience.



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 Coach Certification is now pre-approved by Training Industry and **fulfills 24 CPTM recertification credit hours!**

Transform your coaching with a proven edge

PCM Coach Certification: What it changes in your practice

PCM Certification gives you a science-backed methodology to go deeper with every client and stand out in a crowded coaching market.

DECODE FASTER

Identify Personality Types and stress patterns from the first session. Adapt your approach in real time instead of trial and error.

LEVERAGE A ONE-OF-A-KIND MODEL

Master a methodology rooted in clinical research and trusted by NASA. PCM sharpens your self-awareness as a coach and gives you a framework no other certification offers.

ACCELERATE CLIENT BREAKTHROUGHS

Give clients tangible insights from their first session with the PCM Profile. A data-driven starting point that replaces weeks of trial and error.

KEEP GROWING

Access ready-to-use coaching materials, new products, webinars, masterclasses, and a supportive community of certified peers.

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PCM Coach Certification

What our PCM Certified Coaches say

“

PCM is a leadership supertool, with all the different tools you need to engage people, align them, and help them be their best. Using it as a leader, parent, coach, or trainer is invaluable.

Joelle Kaufman

CEO & Founder, GTM Flow

“

From observing my client use PCM with her own clients and from my own results, I already knew the model was powerful. This course took it to a whole other level. I now have the tools to help my clients manage themselves better in their businesses, and to manage myself better too.

Cami Allen

Founder & Business Coach,
Entrepreneur's Secret Partner

“

Everything I learned will be of great help, not only to my coaching practice but also to my therapy practice. The feedback from the trainers was invaluable for my own personal growth and self-awareness. I would highly recommend this certification to any coach or therapist.

Yi-Chien Hung, PhD

Clinical Psychologist &
Leadership Coach

★★★★★ 5/5

100% satisfaction rate across all participants

Your PCM Dream Team

Your certification journey is led by:



[Béatrice Gamberoni](#)

PCM Trainer



[Dean Hefta](#)

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 Coach Certification

Contact [Isaac Moreno](#) or [book a meeting](#)

615-243-1816

www.processcommunicationmodel.com

Register here



Life happens, we understand

View our cancellation and payment policy

Payment Policy

Full payment is required 30 days prior to the first day of training.

If payment has not been received, access will not be given to the participant.

Cancellation Policy

All cancellations must be submitted in writing and sent to isaac.moreno@kahlercommunications.com

A full refund will be issued if written notice is received **at least 60 days before the first day of training. Cancellations received between 30 and 60 days prior to the start date will be subject to a 10% cancellation fee.** No refunds will be issued for cancellations received less than 30 days before the training begins.

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.

