

Process Communication Model Seminar 2

Course Program

Day 1: Friday

Start Time	Session
8:30am	Registration, welcome coffee
9:00am	Introduction & Welcome Back Confidentiality & 'Everyone Is Okay', The Big Picture View Housekeeping, course objectives
9:30am	
	Interviewing Warm-up exercise: Participants will work on decoding Base and Phase
10:15am	Morning Tea
10:30am	PCM Recap 1 How has PCM been valuable in your life? PCM card game in groups of 2 and 4
11:15am	PCM Recap 2 Speaking the 6 languages & channel exercise Movie clips
12:30pm	Lunch
1:15pm	Preparation Exercise 'Travel Agency' (Needs)
2:15pm	Presentations Exercise 'Travel Agency' & discussion re 'Psychological needs'
3:00pm	Afternoon Tea
3:15pm	Lincoln's Gettysburg Address Preparation, discussion, exercise
4:00pm	Short Break
4:15pm	Rewrite Parts of the Gettysburg Address Present and Discuss
4:55pm	Advertising: Effective versus ineffective advertising
5:25pm	Homework 'Love Letter'
5:30pm	End of Day One

Please turn over...

Day 2: Saturday

Start Time	Session
8:30am	Comments, Q&A re day one
9:15am	Psychological Needs and Game 'easy' in changing groups. Practical exercise. 'Love Letters' Homework
10:00am	Morning Tea
10:15am	Miscommunication and Distress Drivers Intro 'Cory', discuss EDEG (Explain, Demonstrate, Exercise, Guide & Correct) of Drivers p. 17-28
11:15am	Short Break
11:30am	Driver Exercise p. 29
12:30pm	Lunch
1:15pm	Analysing Emails written in Distress
2:15pm	Movie Clips: Distress Mode Introduction of the concept of motivational factors
3:00pm	Afternoon Tea
3:15pm	Failure Patterns Review of the effect of continued frustration due to psychological needs not being met Review of Phase and Base Distress Base Driver
4:00pm	Short Break
4:15pm	Failure Patterns 2 Intro 'Blue Print' Failure patterns Failure patterns and the assessing matrix 'Share the experience'
5:25pm	Homework: Read 'Phase issues'
5:30pm	End of Day Two

Please turn over...

Day 3: Sunday

Start Time	Session
8:30am	Comments, Q&A re day two
	Review Phase Issues (Homework), Review 'Failure Patterns' Game 'Professional'
9:15am	Failure Patterns 3 Exercises p. 38-41
10:00am	Morning Tea
10:15am	Three degrees of miscommunication 1 st to 3 rd degree The four myths Personal and professional distress Distress sequence of all 6 types
10:30am	Resolving conflict Strategies for dealing with Driver and Mask Behaviours Intervention strategies demonstration
12:30pm	Lunch
1:30pm	Motivating In-depth review of the concept of changed motivational factors due to changes in a person's life
2:00pm	Inviting out of second degree distress exercise, part 1
2:30pm	Afternoon Tea
2:45pm	Inviting out of second degree distress exercise, part 2
3:15pm	Phase change Phase issues Movie clip examples of PCM characteristics
3:45pm	Course evaluation and course close
4:00pm	End of Day Three

Morning tea, Lunch and Afternoon Tea provided.

This education activity has been approved in the College's CPD Program. Fellows who participate can claim 1 point per hour (maximum of 22 points) in Category 3 – Maintenance of Knowledge and Skills. For those with a RACS CPD requirement this activity will be automatically uploaded to your record.