

# Process Communication Model Seminar 1

## Course Program

Day 1: Friday

Start Time	Session
8:00am	Registration, welcome coffee
8:30am	Introduction: 'Mindset' issue, housekeeping, 'human factors in high risk industries', course objectives, course program
9:30am	Interviewing Warm-up exercise: Participants will present each other. This is an activity that will be referred to several times during the course because of its relevance to how differently people communicate.
10:30am	Morning Tea
10:50am	<b>PCM history and perceptions</b> Introduction of how differently people perceive the world. This gets demonstrated through an exercise.
11:40am	Perception Contacting Exercises Interactive introduction of the motivational impact of how people perceive differently.
12:30pm	Lunch
1:15pm	<b>Personality Types</b> Detailed explanation of types and demographics
	Introduction of how the personality structure builds up, why and when. Interactive part relating to each participants' own structure.
3:00pm	Afternoon Tea
3:30pm	<b>Personalised PPI</b>
4:00pm	<b>Character Strengths</b> Experiencing strengths of one's own personality profile
4:15pm	<b>Interaction Styles</b> Introduction of how differently people interact relating to their own personality profile, practical exercise
5:15pm	<b>Personality Parts</b> Introduction of how personality parts relate to the interaction styles
5:30pm	End of Day One

Please turn over...

Day 2: Saturday

<b>Start Time</b>	<b>Session</b>
8:00am	Comments, Q&A re day one
9:00am	<b>Personality Parts</b> Continued introduction of Personality Parts
9:30am	Personality Parts Exercise Interactive exercise, core exercise of PCM Seminar 1 course
10:30am	Morning Tea
11:00am	<b>Channels of Communication</b> Introduction of how the process of communication is influenced by personality profiles
12:00pm	Channels of Communication continued Interactive exercises
12:30pm	Lunch
1:15pm	Channels of Communication continued Interactive exercises and related movie clips
2:15pm	<b>Environmental Preferences</b> Introduction to what people prefer as a social work environment in relation to their own personality structure, interactive exercises
2:45pm	Environmental Preferences continued Practical exercises
3:00pm	Afternoon Tea
3:30pm	<b>Psychological Needs</b> Introduction of the concept of motivational factors
4:30pm	<b>Personality Phase</b> Introduction of the concept of changed motivational factors due to changes in a person's life
5:30pm	End of Day Two

Please turn over...

Day 3: Sunday

Start Time	Session
7:30am	Comments, Q&A re day two
8:00am	Group exercise re-activating passive knowledge
8:30am	Mismanagement (Distress) Sequences Stress vs. Distress; Introduction of the effect of continued frustration due to psychological needs not being met
9:30am	Morning Tea
10:00am	Doorway of Distress <ul style="list-style-type: none"> <li>• Drivers</li> <li>• Introduction to the 'Doorway to Distress'</li> </ul>
10:30am	Basement of Distress <ul style="list-style-type: none"> <li>• Masks</li> <li>• Phases</li> <li>• Failure Mechanisms</li> </ul> Introduction of effects of long-term frustration due to psychological needs not being met positively
11:30pm	Lunch
12:15pm	Distress Sequences Exercise relating to Distress Sequences and related movie clips
1:15pm	Failure Mechanisms & Intervention Strategies Exercise relating to Failure Mechanisms and supportive intervention techniques
1:45pm	Conflict Resolution Exercise Introduction to exercise relating to conflict resolution techniques based on Distress Sequences
2:00pm	Afternoon Tea
2:30pm	Conflict Resolution Exercise
3:30pm	Review: Connecting, Channels, Perception and Motivating
4:00pm	Action plan Exercise relating to individual transference of PCM into the professional and private life
4:15pm	Course evaluation and closure of course
4:30pm	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.