

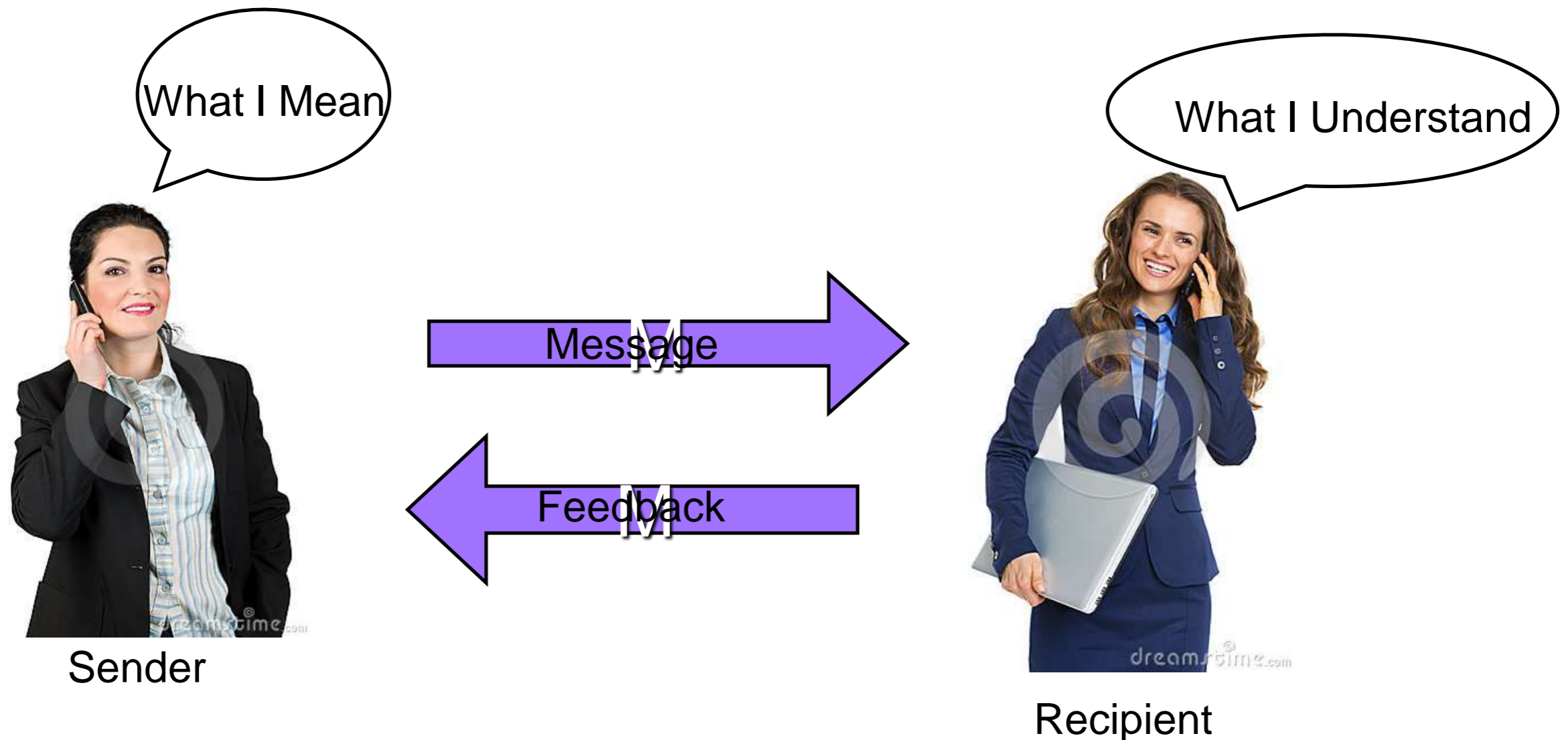
Welcome to Process Communication Model

Taibi Khaler, PhD

Are you Talking or are you
Communicating?



- 1) Helps us to know ourselves better
- 2) How we interact with the world
- 3) A useful tool to help us identify the most effective style of communicating with someone
- 4) How to predict and identify a person's distress behaviors
- 5) Implementing distress intervention tactics



Perceptions

Personality Structure

Psychological/Motivati
onal Needs

Distress Behaviors

Personalities Types

Distress Sequences

Every person views the world around them in 6 different ways which correspond to 6 fundamentally different perceptions.



THOUGHTS

Those whose primary Perception is through

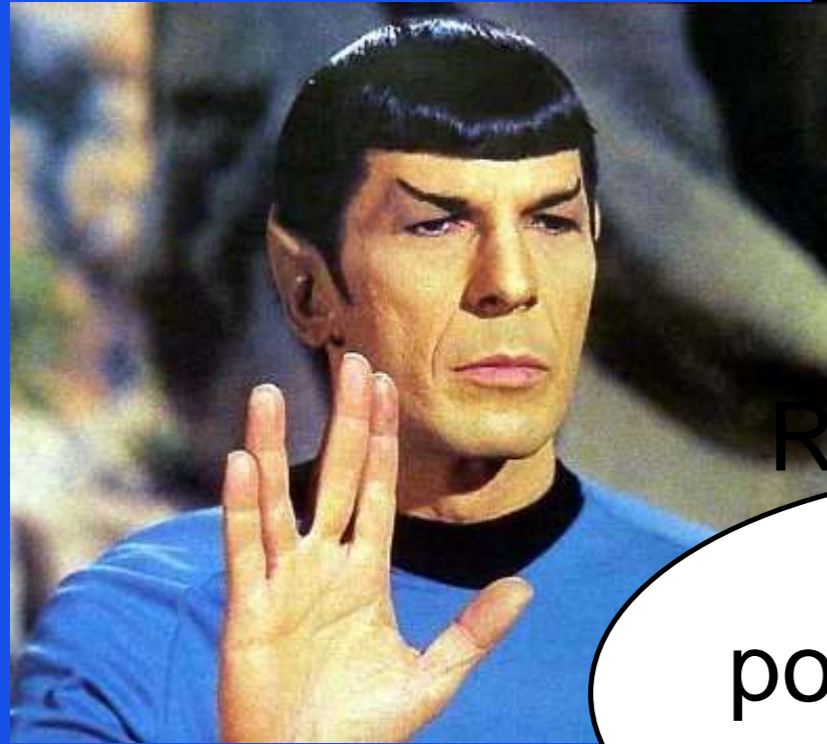
Thoughts value facts.

The way they view the world is by identifying and categorizing people and things.

They prize data and information.

Logic is their currency.

Thought (facts)



Logical,
Responsible,

Organized
pointslogical

logical, respnsir

esponsible,
org

25% of population
75% men
25% women

*Physcological
Needs:*

Recognition of work
Structure of time

I think...
What options...
Does that mean...
Who, what, when,
where...
...facts
...information

OPINIONS

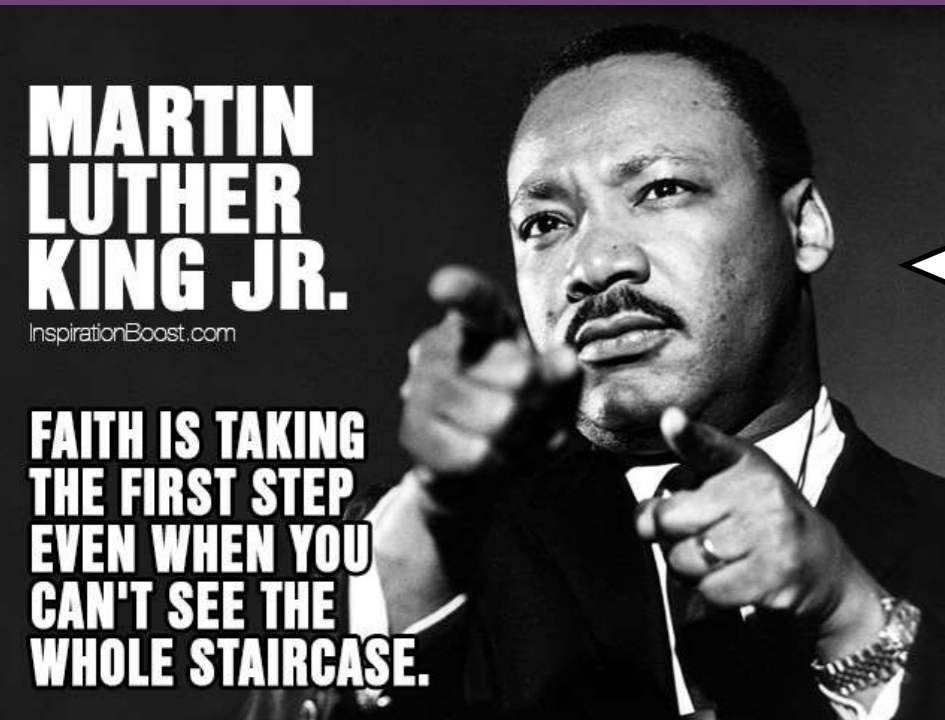
Those whose primary Perception is **Opinions**
value trust.

The way they view the world is by evaluating
people and situations through a belief system.

They prize loyalty and commitment.

Values is their currency.

Opinions (values)



Dedicated
Observant
Conscientious

10% of population
75% men
25% women
in my opinion

We should...

I believe...

...commitment

...dedication

...trust

...respect

Physiological Needs

Recognition of work/contribution

Recognition of conviction

EMOTIONS

Those whose primary Perception is **Emotions**
value relationships.

The way they view the world is by feeling about
people and situations.

They prize family and friendship. **Compassion is**
their currency.

Emotions



Compassionate
Sensitive
Warm

30% of population
25% men
75% women

I feel...

I'm comfortable with...

I care...

I like...

...sad

...happy

*Physcological
Needs:*

Recognition of person
sensory

REACTIONS

Those whose primary Perception is **Reactions**
value fun. The way they
view the world is by reacting to people and
situations with likes and dislikes.

They prize spontaneity and creativity. **Humor is
their currency.**

Reactions



Spontaneous
Creative
Playful

20% of population
40% men
60% women

Physiological Need:
Playful Contact

WOW!!!
fun slang phrases
I love...
I hate...

IMAGINATION

Those whose primary Perception is **Imagination**
value direction.

The way they view the world is by reflecting
about what is happening.

They prize privacy and their own space.

Imagination is their currency.

Imagination



Reflective
Imaginative
Calm

10% of population
40% men
60% women

*Psychological
Need:
Solitude*

I imagine...
...I see...
It comes to mind...
I need to reflect...

ACTIONS

Those whose primary Perception is **Actions**
value initiative.

The way they view the world is by **experiencing**
situations and making things happen.

They prize adaptability and self sufficiency.

Charm is their currency.

Action



Charming
Adaptable
Persuasive

5% of population

60% men

40% women

Bottom line...

The objective is...

Make it happen...

Go for it...

Challenge...

Psychological Need:
Excitement

Perceptions

Personality

Types

Thoughts



Thinker

Opinions



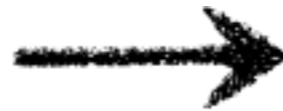
Persister

Emotions



Harmonizer

Reactions



Rebel

In-actions



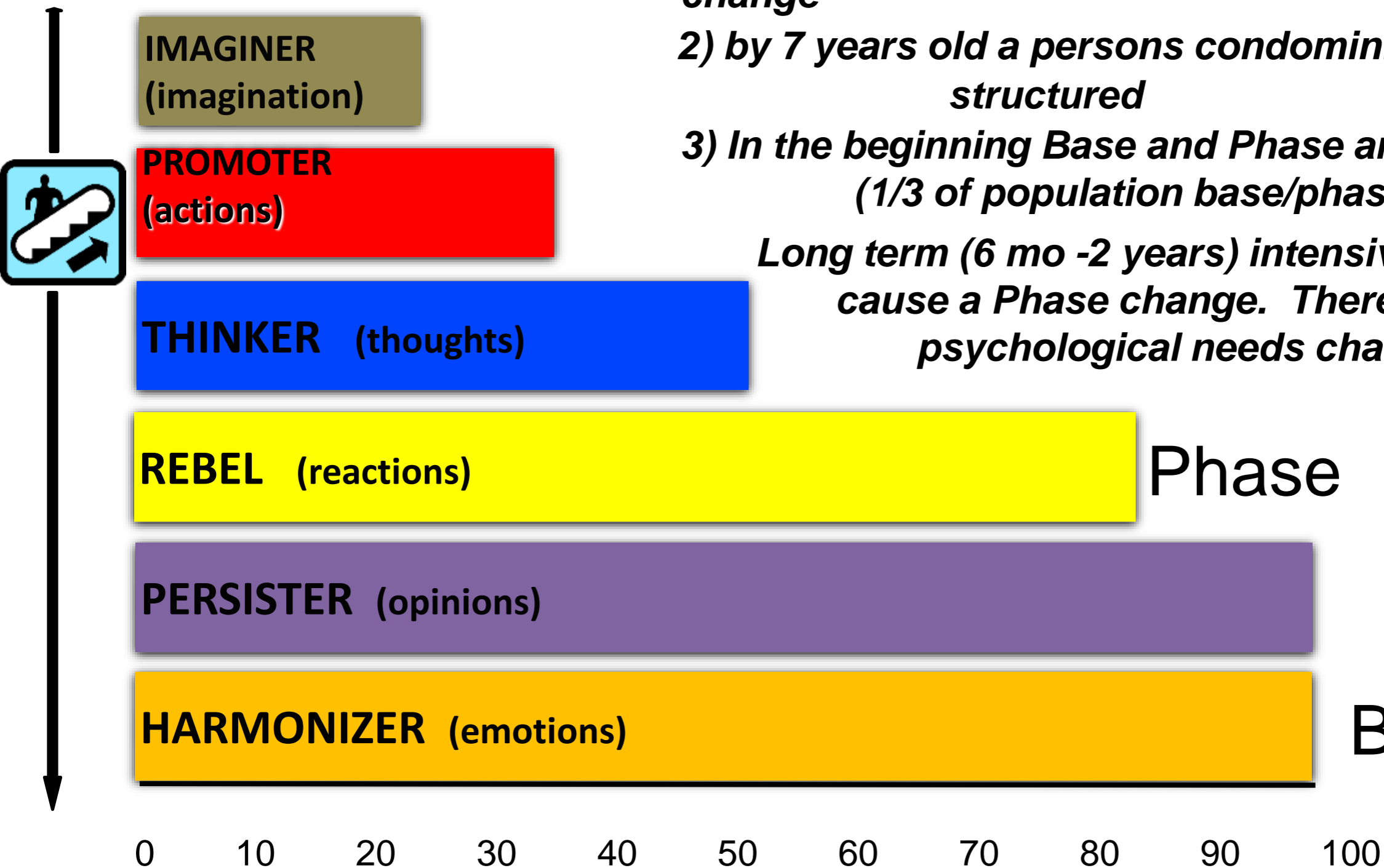
Imaginer

Actions



Promoter

Personal Condominium



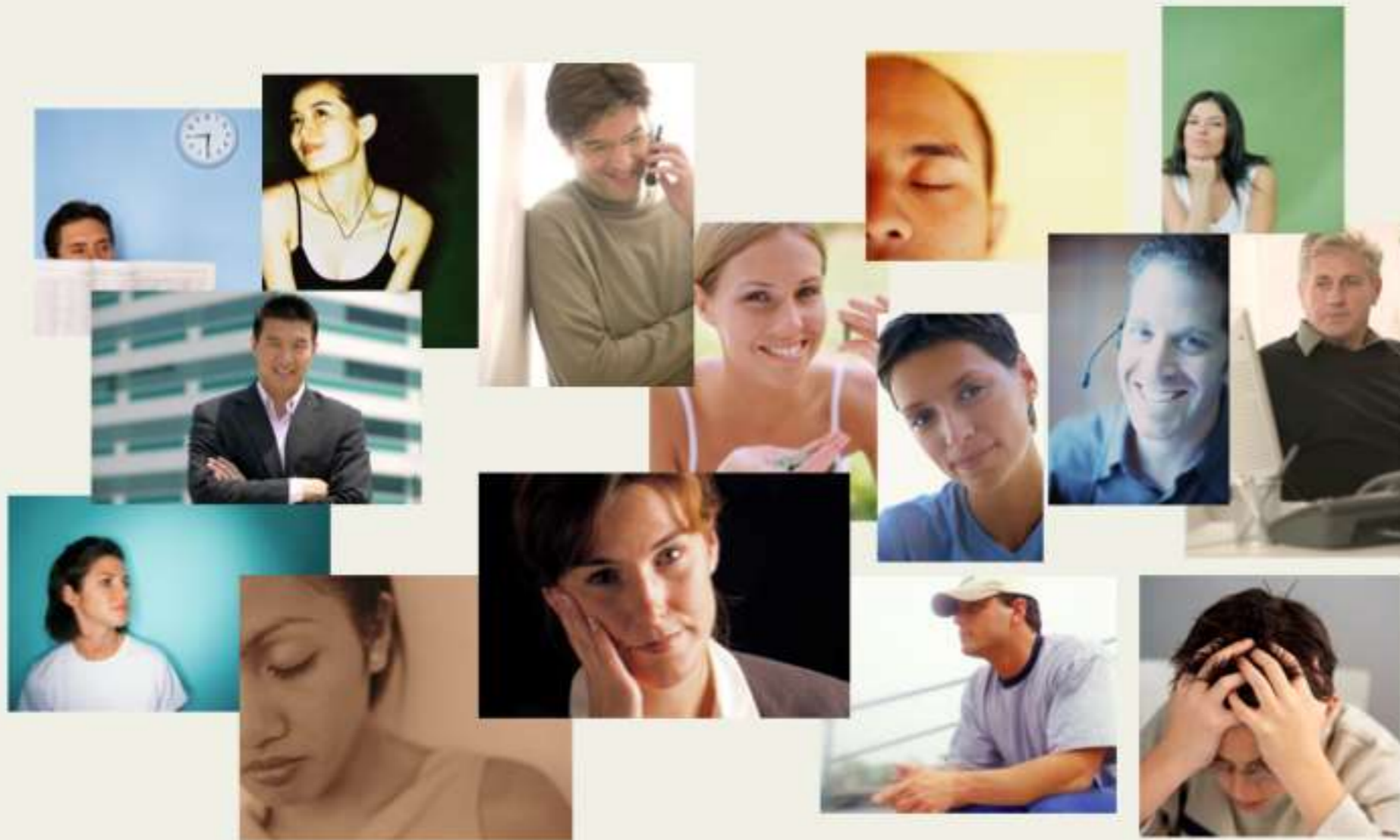
1) We are born with our base. This does not change

2) by 7 years old a persons condominium is structured

3) In the beginning Base and Phase are the same (1/3 of population base/phase)

Long term (6 mo -2 years) intensive stress can cause a Phase change. Therefore our psychological needs change.

We are all OK!



Remember that..

***If our psychological needs are not satisfied in a positive way, we will satisfy them in a negative way.
Leading to non-productive and self destructive behavior.***

The 6 distress sequences are observable and predictable.

The Non - Communication

I don't feel good...



I don't know...

When did you start not feeling well?



How do I know. I can't remember...
doncanremem
ber...

What do you mean...
how can you not remember when it started?

Ok, but did it start this morning or did it start a week ago?

Distress Sequence - Thinker



1st Degree - starts using big words, hyper detailed.
Manager - stops delegating

2nd Degree - Becomes frustrated and critical around time and those who do not think. Starts to Micro-manage

3rd Degree - Not able to think logically. Feeling of being worthless. Pushes other away.



Distress Sequence - Persister



1st Degree - starts using big words, starts asking complicated questions. Manager - notices only what is wrong

2nd Degree - Starts "preaching". Becomes suspicious and critical of those that don't believe like them.

3rd Degree - Doesn't trust anyone. Abandons all others.



Distress Sequence - Harmonizer

1st Degree - Wants to please. Over adapts to others needs, loses self confidence
Manager - Does not make firm decisions as needed

2nd Degree - Starts to make silly mistakes. Starts to self criticize and invites criticism from others.

3rd Degree - Their environment becomes dirty or disheveled. They "let themselves go." Gets rejected



Distress Sequence - Rebel



1st Degree - Makes effort to understand.
Manager - Inappropriately delegates

2nd Degree - Starts to blame.
Becomes negative and complaining. Easily bored and vengeful

3rd Degree - "I'll show them"
attitude. Gets excluded



Distress Sequence - Imaginer



1st Degree - Isolates from the rest. Believes things will get done by themselves. Says, "yes" generically. Manager - No longer concentrates on what needs to be done

2nd Degree - Stops giving answers. Projects started but not finished. Feels inadequate or embarrassed.

3rd Degree - Gets isolated



Distress Sequence - Promoter



1st Degree - Stops helping others. Expects others to figure it out themselves'
Manager - No longer offers support - on your own

2nd Degree - Starts to manipulate. Starts arguments. Ignores or breaks the rules.

3rd Degree - Abandons others



Thinker
(thoughts)

Recognition
of
Competence
Structure of
time

Rebel
(reactions)

Playful
Contact

Persister
(opinions)

Recognition
of contribution
Recognition
of conviction

Imaginer
(imagination)

Solitude

Harmonizer
(emotions)

Recognition
of person
Sensory

Promoter
(actions)

Incident

To Conclude...

Recognize and positively

satisfy

our psychological needs

*Speak to my Base so as not
to anger my Phase*