



## Effects of Process Communication Model (PCM) Training

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A GLOBAL STUDY demonstrated positive changes in individual and team performance associated with training in the Process Communication Model (PCM), a behavioral training methodology to communicate

and resolve conflict with different personality types. Data were collected from nearly 400 participants in six countries who completed an approved PCM seminar led by certified PCM trainers using standardized facilitation protocols. Results showed PCM training had a significant immediate and sustained impact on a range of personal and professional outcomes.

- **Average 62% improvement in professional and personal effectiveness.** PCM resulted in positive improvement in Personal Relationships (60.28%), Work Relationships (63.48%), Leadership Skills (61.64%), and Team Performance (62.44%).
- **96% of participants said they would recommend PCM.** Out of 511 people who responded, 312 would recommend PCM “Absolutely, without reservation,” with an additional 181 saying, “Yes,” and 18 saying, “Maybe.”
- **Statistically significant improvement in personal efficacy.** NEOS, a nine-item domain-specific self-efficacy assessment was administered pre-training, immediately following the training, and six weeks after training (follow-up). Participants rated themselves at “home” and “work” on staying motivated, trusting others, bouncing back, accepting failure, staying focused, asking for help, solving problems, and understanding their strengths and weaknesses.

PCM training resulted in positive change immediately and six weeks after the training. Regarding magnitude of change, at home, the growth was large pre- to post-training ( $d=1.01$ ) and stayed at medium six weeks later (pre- to follow-up,  $d=0.52$ ). At work, the growth was large pre- to post-training ( $d=1.05$ ) and also after six weeks ( $d=0.69$ ).

## Productivity Coach's Corner



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### 3 Questions to Build Better Habits

Imagine if tomorrow you were more productive and less stressed. It can happen if you study your current habits to throw out the ones that no longer serve you, and improve routines with better methods.

In a time of constant change, doing things the way you used to do them is not always the best idea. When you wake up each morning, your mind seeks “normal” and your body wants “comfortable.” Shake things up. For 21 days, ask these three questions to reduce anxiety and increase productivity:

**1. What do I want to be known for?** Open a journal and choose a role or goal you want to focus on this quarter. In just five minutes, write a draft vision statement. Review and edit this paragraph in the morning and at night.

**2. What can I do each day?** Identify a 15-minute (or less) action every day that will get you closer to your goal.

**3. Who can I learn from?** Choose a mentor (co-worker or friend) and schedule a phone call or coffee chat weekly for the next 12 weeks.

Change what you do, and you will change what you get. As you practice with these three questions, teach them to people you work with and help them create a workflow routine designed to help them be more productive, too.

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