Comprehending the Value of Process Communication Model (Pcm): in the Context of Management, Personal, Inter-Culture and Scientific Perspectives

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ABSTRACT

This research manuscript highlights the value of process communication model (PCM) in four perspectives such as management, personal, inter-culture and science. In general, PCM explicitly demonstrates a framework in logical context to make it understand the personality structure and educates the right skillset to cope on communication styles in either stressed or normal conditions. A quantitative survey was done with 32 samples and it was arrived that if needs of the personnel of an organization are attended in a timely manner, this can stimulate more acceptable performance and greater growth.

1.0 INTRODUCTION

The investigator senses a process the ability to communicate well is multifaceted, highly predictable, and beneficial. People are more knowledgeable about both themselves and the people they interact with (Sibylle, 2017). For more than 15 years, NASA has used it to recruit and prepare astronauts. Nevertheless, not many people are aware of it. PCM imparts a competence for adapting communication approaches under both normal and "stressed" circumstances and offers a logical foundation for understanding personality structure (Lefeuvre, 2018). The approach describes how people's subconscious speech and Behaviour patterns reflect their worldview and personality. The fundamental principle of PCM is that personality is multidimensional and made up of a blend of six personality types, with one typically dominant and connected to perceptible speech and body language patterns (Mcguire, 2020). Participants acquire adaptive abilities to connect and prevent misunderstandings as well as pattern recognition to determine the receiver's preferred communication style. PCM has characteristics in common with other personality types. Three vital benefits of process communication model is,

1. PCM helps to decode one by his or her own with more accuracy.
2. PCM abets to provide knowledge to solve and prevent the problem
3. PCM bring positive behavior and productive practices among the staffs

In the process of coining the PCM Kahler embarked a research with a group of 1200 subjects, and identified a series of subtle behaviors that are linked to distress and miscommunication that people impose on themselves and others (Jerome Lefeuvre, 2021). This made Kahler to comprehend the few vital personality types and consolidate them in these four perspectives such as management, inter-culture, science and personal factors (Jerome Lefeuvre, 2021). This manuscript address how do misunderstandings begin in an organization, and how this can be avoided or overcome? As a manager, parent, coach, friend, what can be done to improve the organization is dealt in PCM and the same is highlighted here. As per this model, every person represents a unique combination of the below six types of personality (Hantson, 2015)
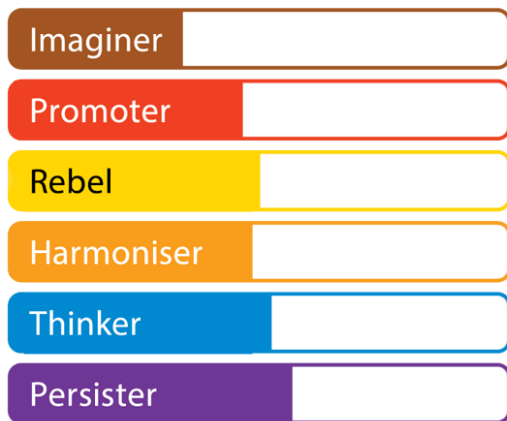
Figure 1 – 6 Personality Traits

Apart from these six personalities, factors like culture distinctions, attitude and oversharing also plays a dominant role.

1.1 Cultural distinctions

Particularly in companies that employ foreign workers or clientele, modern workplaces are frequently more varied than ever (Mikalef et al., 2021). Managers come up with creative and interesting ways to bring people from different backgrounds together for effective teamwork and cohesiveness. Choose team-building activities and put people on teams that wouldn't typically work together as well as those from various cultural backgrounds (Morselli & Gorenc, 2022).

1.2 Attitude

If not appropriately addressed, a person's ego and attitude frequently prevent teamwork and other workplace endeavors (Morselli & Gorenc, 2022). For instance, one person might interrupt another while they are working at a conference or refuse to concede defeat in an argument when the other person is correct. It takes greater listening to the team members who are most impacted by attitude and ego to alleviate them. Think about their background and how it has influenced their work. Keep your composure and express that there is a better way to address the matter than with their current attitude if you notice attitude or ego in a meeting, a chat, or another area of the job (Saura, 2021).

1.3 Oversharing

Although most businesses benefit from transparency, the idea of oversharing still calls for restraint. Gossip or the exchange of private or unwanted information results from oversharing. Think about the necessity and significance of workplace confidentiality. For instance, keep meetings about sensitive material private and safe, avoid sending confidential information in emails, and where needed, discourage gossip or other inappropriate communication.

2.0 PROBLEM STATEMENT

Organizations need a prominent model to run the operations, be it through target-driven approach or in compassionate mode. In PCM model, the needs of management, scientific, inter-culture and personal approaches are dealt and raised with rationale. Had these values are ploughed in initial stages, there could be better results in employee performance. PCM imparts a competence for adapting communication approaches under both normal and "stressed" circumstances

and offers a logical foundation for understanding personality structure. Participants acquire adaptive abilities to connect and prevent misunderstandings as well as pattern recognition to determine the receiver's preferred communication style. Some characteristics of PCM are shared by different personality models. This research addresses these challenges and thrives to submit solution through scientific approach.

3.0 RESEARCH OBJECTIVE

Primary objective of this research is to understand the value of process communication model in the perspective of organizational growth. Following research objectives were kept as driving force to lead the research,

RO_1 - To determine how people's subconscious speech and behavior patterns reflect their worldview and personality.
RO_2 - To identify the personality which is multidimensional and made up of a blend of six personality types, with one typically dominant and connected to perceptible speech and body language patterns.
RO_3 - To calculate the dropout rate which may increase or decrease to descry the graduation rates
RO_4 - To calculate employee turnover

4.0 LITERATURE REVIEW

The PCM (Process Communication Model) was initially developed by Dr. Taibi Kahler in the year 1972, and he broke down each human individual into six distinguished personality types. All the types has its merits and demerits, but none are necessarily good or bad (Lefeuvre, 2018). Safe surgical practice requires a combination of technical and nontechnical abilities. Both sets of skills can be impaired by intra-operative stress, compromising performance and patient safety (Jerome Lefeuvre, 2021). This systematic review aims to assess the effects of intra-operative stress on surgical performance. Development of effective communication skills is important, if not critical. The process communication model shows that attending to the needs of staff members and students can stimulate more acceptable performance and greater growth (Sibylle, 2017).

The Mastery of Management looks at the realm of interaction between manager and employee in much the same way .After revealing the formula for identifying the Personality Types of peers and associates, it shows executives how to lead others into productive behavior through knowledge of personality and awareness of psychological needs (Gao & Wen, 2020).

4.1 Conceptual Framework

Based on the four perspectives, the four variables have been chosen to understand the value of process communication model.
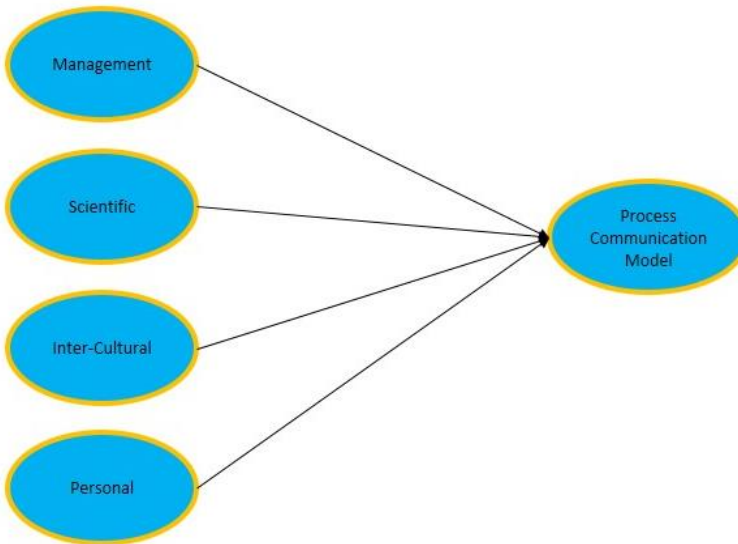

Figure 2 – *Conceptual Framework (Source: Author).*

4.2 Hypothesis

H_1 – Management perspective has a significant impact on Process Communication Model
H2 - Science has a significant impact on Process Communication Model
H3 - Management has a significant impact on Process Communication Model
H4 – Personal perspective has a significant impact on Process Communication Model
The above hypothesis will be tested using measure model (reliability and validity)

5.0 METHODOLOGY

Quantitative Research was executed with primary data collection in Ostend city with the sample size of 32. A population group of 35 employees were taken into consideration. As per Krejcie & Morgan (1970) table the corresponding sample for 35 population is 32. Hence, the questionnaire were distributed to all in population, however, 32 were only considered. This research avoided qualitative approach because there could be a possibility of lack of authenticity if asked through interviews or focus-group sessions. Measure modeling analysis was done using SmartPLS 3.0.

6.0 DATA ANALYSIS

The responses of the people show that PCM was respected and useful in long-term practice. The difficulties of modifying communication patterns were reflected in the scores and comments on skill integration. Following the assumption that no learning can be regarded to have taken place unless there is a behavioral change, learning and behavior were examined jointly. The frequent reporting of skill use in both professional and private settings suggests that behavior changed. The findings imply that people with PCM abilities may be better able to communicate clearly,

may be able to handle the stress that comes with both professional and personal obligations, and may be less vulnerable to legal action. Moderate stress reductions could be the result of the development of intuition over time. Similar median scores across the subgroups indicate that PCM can be used in a variety of scenarios.

This survey contributes to our understanding of "how" we could prepare people to communicate effectively and manage stressful situations with emotional balance. PCM training focuses on the theoretical elements of communication. A self-selection bias in course enrollment for professionals more likely to be interested in communication, non-response bias, low response rate bias, and varying time periods since respondents' training are some of the study's weaknesses. Despite these drawbacks, this study produced a body of descriptive data showing that PCM training provides a teachable framework and lasting competence supporting RACS training criteria for communication proficiency as well as favorable effects for both the professional and personal life. Plans for future research include an anticipated long-term evaluation.

6.0 FINDINGS

25% of respondents had undergone PCM training between three and six years prior, and 75% had attended between six months and three years prior in Ostend. Four major specialty categories (lower level employees, mid-level employees, and top management staff) were recognized as comprising the majority (68%) of decision makers

Key survey results for lower-level employees showed that PCM was recommended (median 99, IQR 85-100), relevant (median 80, IQR 73-90), and moderately easy to integrate into professional life (median 60, IQR 40–80). Specifically with their peers (94%), lower level employees continued to use their pattern identification skills (median 70, IQR 47-90) and conflict management skills (median 67, IQR 50-78). Results of the evaluation revealed good effects on stress reduction, self-efficacy, well-being, and professional and personal relationships (median 80, IQR 57-93), as well as self- and self-efficacy (median 75, IQR 54-90). (median 60, IQR 47–78). While 14.0% of the free text comments had some difficulty putting abilities into practice, 86% of them were favorable and indicated personal insights. The scores of mid-level employees were equivalent to those of other subgroups.

7.0 CONCLUSION

The Process Communication model, which covers interaction styles, routes of communication, motivational demands, physical environments, perceptions, behaviors, failure patterns, and failure mechanisms, is straightforward but complete. The model could at first seem challenging to comprehend (Cuevas et al., 2021). However, effective educators and administrators will discover that they are already employing some of the knowledge, possibly instinctively, and that they may gradually include new approaches. The fact that it actually works and gives students, teachers, and administrators more energy is its best feature. Many educators believe that for staff and students to flourish, they need to be organized into precise patterns. This is a constrictive viewpoint that hinders people's achievement in school and beyond. Understanding ourselves and others, being aware of what problematic behaviors signify and how to address them in the classroom, and paying increasing attention to our communication styles may have significant effects both within and outside the organization.

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