

Consulting Code of Conduct of the Professional Association for Supervision, Organisational Consultancy and Coaching (Berufsverband für Supervision, Organisationsberatung und Coaching – BSO)

applies to the consulting formats of supervision, coaching and organisational consultancy.

Competence

BSO consultants have completed consultancy training, which meets the quality criteria¹ required by the Professional Association.

BSO@ consultants undertake regular professional development courses and continually advance their consulting competence.

Professional ethics

BSO@ consultants adhere to the BSO Professional Ethics²: absolute respect for man; transparency; clear definition of roles; respect for the clients' personal boundaries, personal responsibility and freedom of choice; confidentiality.

Reflection

BSO@ consultants regularly take part in intervision group sessions and/or monitoring supervisions, during which they reflect and optimise the consulting processes and their own actions together with experts.

Transparency

BSO@ consultants dispose of their own consulting concepts and are able to explain and professionally substantiate their actions.

Systematic, methodical approach

BSO@ consultants pay heed to a carefully defined and drafted contract with the client, agree verifiable objectives and design the consulting process according to professional, methodical criteria. They evaluate the consultancy together with the clients.

Quality assurance

BSO@ consultants take part in the internal quality assurance and quality development system³ of the Association.

Ombud office

BSO@ consultants emphatically advise the clients of the possibility of drawing upon the free BSO ombud office in case of conflicts or complaints regarding the consulting relationship, which cannot be resolved themselves.

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¹ Details in: BSO Recognition and admission regulations

² Details in: BSO Professional Ethics: Image of humanity, attitude and conduct

³ see Quality assurance and quality development for BSO consultants