Consulting Code of Conduct
of the Professional Association for Coaching, Supervision and Organisational Consultancy (bso)

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

**Competence**
consultants bso® have completed consultancy training, which meets the quality criteria¹ required by the Professional Association.
consultants bso® undertake regular professional development courses and continually advance their consulting competence.

**Professional ethics**
consultants bso® 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**
consultants bso® 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**
consultants bso® dispose of their own consulting concepts and are able to explain and professionally substantiate their actions.

**Systematic, methodical approach**
consultants bso® 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**
consultants bso® take part in the internal quality assurance and quality development system³ of the Association.

**Ombud office**
consultants bso® 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 consultants bso