

# 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 criteria<sup>1</sup> 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 Ethics<sup>2</sup>: 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 system<sup>3</sup> 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.

March 2009

<sup>1</sup> Details in: bso Recognition and admission regulations

<sup>2</sup> Details in: bso Professional Ethics: Image of humanity, attitude and conduct

<sup>3</sup> see Quality assurance and quality development for consultants bso