Coaching Framework: Process Consultation

Based on the work of Edgar Schein

Process Consultation Revisited: Building the Helping Relationship

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Process consultation is the creation of a relationship with the client that permits the client to perceive, understand, and act on the process events that occur in the client’s internal and external environments in order to improve the situation as defined by the client.
Process Consultation
Principles
Principle 1

Always try to be helpful
Principle 2

Always stay in touch with the current reality
Principle 3

Access your ignorance
Principle 4

Everything you do is an intervention
Principle 5

It is the client who owns the problem and the solution
Principle 6

Go with the flow
Principle 7

Timing is crucial
Principle 8

Be constructively opportunistic with confrontive interventions
Principle 9

Everything is data; errors will always occur and are the prime source for learning.
Principle 10

When in doubt, share the problem
Planning your discussion with your principal regarding PROM/SE
Table Discussion

- Planning your presentation regarding PROM/SE to your colleagues