



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

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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

Table Discussion

- Planning your discussion with your principal regarding PROM/SE

Table Discussion

- Planning your presentation regarding PROM/SE to your colleagues