

Core Competencies for Effective Consultation

Content Area I: Building Relationships

Competency

- a. Identifies goals that are shared with client to develop a positive and productive relationship
- b. Demonstrates skill in active listening to articulate and respond to the needs of client
- c. Demonstrates skill in grasping and validating stated and unstated meanings and affect in communication with client
- d. Encourages client to use reflective practices to examine personal viewpoint when considering other possible views or solutions
- e. Maintains confidentiality and professional demeanor in all discussions with client

Content Area II: Effective Consultation Practices

Competency

- a. Demonstrates expertise in applying research based knowledge, best practices, resources and current technology to address the needs of client
- b. Effectively uses record keeping strategies to document consultation process
- c. Uses documentation strategies and reports to support goals and ongoing planning with client
- d. Demonstrates flexibility and a positive attitude in delivering assistance to meet the changing needs of client
- e. Uses reflective practices to examine their personal viewpoint(s) when considering other possible views or solutions
- f. Provides results oriented leadership to client that emphasizes continuous learning through sharing, joint problem solving, and developing partnerships
- g. Uses observation strategies and tools to provide reliable information relevant to program improvement needs to client
- h. Assists in evaluating information to make changes or improvements that address client's mission
- i. Provides a process for feedback that is objective, knowledge/skill based, and goal oriented
- j. Applies strategic thinking to inform decisions, goals and improvement plans

Competency Area III: Professional Responsibilities in Consultation

Competency

- a. Demonstrates understanding of role and purpose of the consultation process
- b. Understands the stages of the consultation process
- c. Demonstrates competence in applying effective consultation practices
- d. Establishes and maintains a professional relationship with client that demonstrates confidence, respect, and integrity
- e. Maintains professionalism and confidentiality in all observations, meetings and interactions with client and program
- f. Provides necessary supports and resources to ensure success of client
- g. Demonstrates continued personal professional growth through conferences, individual study, and current reading/research

Competency Area IV: Managing Challenges

Competency

- a. Demonstrates flexibility in supporting client and facilitating the consultation process through a variety of ever-changing needs
- b. Encourages client to assume leadership role in identifying needs and implementing change through improvement plans that addresses client's mission
- c. Demonstrates ability to proactively identify potential sources of and solutions for preventing problems before they occur
- d. Manages conflict and challenges of change with positive relationship building strategies
- e. Provides client with 'big picture' view for understanding the need for change and program improvement
- f. Uses a variety of strategies to address challenges and find solutions that are effective.