



Consulting Principles

The School Improvement Consultant Framework is grounded by six **Consulting Principles** that represent the fundamental assumptions, values and beliefs that guide consulting actions and decisions.

- 1. Be helpful**

Treat every contact with a client as an opportunity to be helpful. Being helpful requires building a trusting relationship and recognizing that individuals' responses to change influence which interventions will be most helpful.
- 2. Pay attention to everything, all the time**

Take in as much information as possible about the client system, client context, and yourself in relation to the client system. Continually take inventory of what you know, what you assume, and what you don't know at a given moment. Use all available information to continually evolve your understanding of the client's current reality.
- 3. Take purposeful action**

Be opportunistic and strategic in the moves you make, recognizing your influence on the client system and what they are trying to accomplish. Continually assess and learn from the impact of your actions in relation to the client's objectives.
- 4. The client owns the work**

Acknowledge that only the client must live with the consequences of the problem and solution. It is not your job to make the client's problem your own or dictate solutions. Build from the client's assets and strengths and manage your influence so that the client owns the work.
- 5. Be flexible and responsive**

Use the client's purpose and goals to guide selection of roles, skills, and tools. Be responsive by selecting interventions that build on clients' motivations to change. Be flexible by using knowledge of the client and client system to provide new insights and alternatives.
- 6. Everyone is a learner**

See every interaction as an opportunity to learn and every person, including yourself, as a learner. Help clients to reflect on and learn from their work and do the same for your work with them. Ensure everyone—you and the client—acknowledges and learns from inevitable mistakes.