

# A Guide to Creating Your Client Centred Values List

Use the below to write your own list of client centred values, beliefs and behaviours.



## Values

- Being authentic and genuine about your own thoughts and feelings
- Trying always to do what you are asking the client to do
- Always to keep in mind what is in the best interests of the client
- Always accepting that the client has a choice – to change or not to change
- Balancing a high level of support with high level challenge
- Working to ensure that clients retain ownership of their problem and the solution

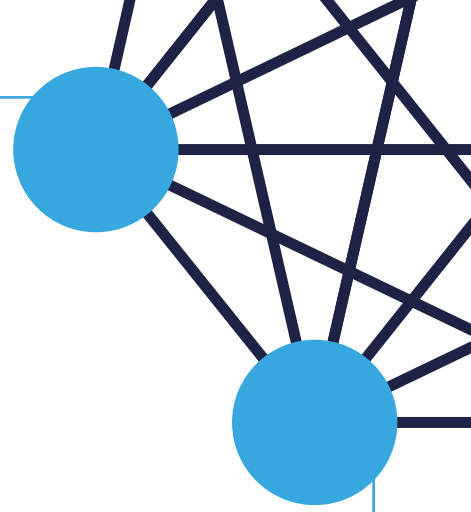
## Beliefs

- Always starting where the client is - however difficult that is to determine
- Accepting that when you can see options for change which the client cannot see, suggesting such options may be more consultant-centred than you are prepared to admit
- Being very sure of yourself and what you do, whilst also being uncertain about expectations and outcomes
- Believing that clients want to solve their own problems and can do so with a little help

## Behaviours

- Ensuring that you spend time gaining entry and contracting even when the client sees them as wasting time and really wants to get on to solving the problem
- Being client-centred rather than problem-centred and involving the client rather than not involving the client
- Being prepared to speak the unspeakable rather than collude with the client
- Not necessarily always giving the client what they want, but working hard to help them assess what they really need
- Having the courage to confront the client with inconsistencies between their stated intentions and their behaviour, which may be preventing them from being effective
- Being prescriptive only as a last resort and then only when the client is really at the end of their tether
- Not manipulating or playing 'devil's advocate' to get the client to do what you want
- Helping clients progress around the 'consulting cycle' in order from gaining entry to disengaging without reversing the order - i.e. going from data collection to implementation as many clients want to do
- Spending as much time as it takes to look at the problem from every angle and to agree with the client what the actual problem is from their point of view
- Staying with the client's diagnosis and frame of reference when all your instinct and intuition is telling you that the presenting problem is not the real issue
- Confronting senior managers in organisations even though you know that there may be a risk to your role with the company
- Working on tasks, systems, procedures, human process issues and how people feel in the client system
- Being able to survive and stay with the client in situations of extreme ambiguity





**Write your own list of client centred values, beliefs and behaviours.**

