

# Code of Ethics

## **1. Client Service**

***We are in service to our clients, using our facilitation competencies to add value to their business.***

Our clients include the business owners we facilitate. We work closely with our clients to understand their expectations so that we provide the appropriate service, and produce the desired outcomes. It is our responsibility to ensure that we are competent to handle the project. If the client decides it needs to go in a direction other than that originally intended by either themselves or the facilitator it is our role is to help the client move forward, reconciling the original intent with the emergent direction.

## **2. Conflict of Interest**

***We openly acknowledge any potential conflict of interest.***

Prior to agreeing to work with our clients, we discuss openly and honestly any possible conflict of interest, personal bias, prior knowledge of the organization or any other matter which may be perceived as preventing us from working effectively with the interests of the client being foremost. We do this so that, together, we may make an informed decision about proceeding and to prevent misunderstanding that could detract from the success or credibility of the clients or ourselves. We refrain from using our position to secure unfair or inappropriate privilege, gain, or benefit.

## **3. Joint Autonomy**

***We respect the culture, rights, and autonomy of the client.***

We seek the client's conscious agreement to the process and their commitment to participate. We do not impose anything that risks the welfare and dignity of the client, the freedom of choice or the credibility of its work.

## **4. Processes, Methods, and Tools**

***We use processes, methods, and tools responsibly.***

In dialogue with the client, we design processes that will achieve the client's goals and select and apply the most appropriate methods and tools. We avoid using processes, methods or tools with which we are insufficiently skilled, or which are poorly matched to the needs of the client.

## **5. Respect, Safety, Equity, and Trust**

***We strive to engender an environment of respect and safety where all participants trust that they can speak freely and where individual boundaries are honored. We use our skills, knowledge, tools, and wisdom to elicit and honor the perspectives of all.***

We seek to have all relevant stakeholders represented and involved. We promote equitable relationships among the participants and facilitator and ensure that all participants have an opportunity to examine and share their thoughts and feelings.

**6. Stewardship of Process**

***We practice stewardship of process and impartiality toward content.***

While clients bring knowledge and expertise concerning the substance of their situation, we bring knowledge and expertise concerning the interaction process. We are vigilant to minimize our influence on the project outcome.

**7. Confidentiality**

***We maintain the confidentiality of information.***

We observe the confidentiality of all client information. Therefore, we do not share information about a client within or outside of the client's organization, without expressed written approval.

**8. Professional Development**

***We are responsible for the continuous improvement of our facilitation skills and knowledge.***

We continuously learn and grow. We seek opportunities to improve our knowledge and facilitation skills to better assist clients in their business. We remain current in the field of facilitation through our practical group experiences and ongoing personal development. We offer our skills within a spirit of collaboration to develop our professional work practices.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print name \_\_\_\_\_