

infosyon Quality Standards for PROFESSIONALS of System Constellations in Organisations and the Workplace

1. Goal of these Standards

These quality standards are intended to provide customers with orientation in selecting professional System Constellation consultants in organisations and the context of the workplace. (SC O+W Professionals).

They should also provide a standard which System Constellation consultants can apply to their work and orientate their professional development activities.

2. Preface

The usefulness of System Constellations always derives from the way the System Constellation consultant, the client and the constellation group work together. System Constellation consultants do everything within their power to enable a good result to be achieved, however they need the cooperation of everyone participating: and this limits their influence.

The System Constellation consultants presented on the infosyon internet website fulfil the requirements of the quality standards which are verifiable. However, the standards also contain non-verifiable criteria, adherence to which infosyon considers desirable. infosyon is unable to guarantee that a SC O+W Professional keeps to these standards.

In the case of criticism of a SC O+W Professional's work, we provide a mediation facility.

The quality standards are adjusted according to the further development of the method and experiences with these developments.

We work on the assumption that a System Constellation is a method to supplement a profession. The professional areas in which it is used, frequently have their own quality standards that also remain valid during the application of a System Constellation.

3. The Term "Quality" for SC O+W Professionals

Quality is the value of a product or service with reference to its applicability and usefulness to the customer. Leading a System Constellation is a service.

- Quality standards are a measurement tool for professional services
- A customer ought to have the possibility to judge the quality of a service in advance
- Quality is, the ability to understand the difference between "better" and "worse" in relation to the usefulness of the service on offer
- Quality as we understand it here, is the ability to perceive a significant difference between "before the System Constellation" and "after the System Constellation", whereby the "afterwards" should be helpful for the client in relation to their issue
- From the quality standards, a checkable claim of the client can be derived to the System Constellation consultant
- Quality standards help to recognise and avoid mistakes and interventions, which do not positively serve the consultation.

4. The Term "System Constellation in Organisations and the Workplace"

4.1. Elements of the System Constellation

The System Constellation is an approach consisting of the following elements:

- **formulation of a question** based on a matter of concern, which is important for the person placing the question to work on, and where this person is involved in the solution
- a **system of elements** with which answers to the question can be generated
- **selected symbols** or **representatives** for the elements
- a **spatial representation** of the system and its elements with the help of symbols or representatives
- a **process** which, with the help of the spatial representation and change developments within this representation, generates answers to the question or clues to finding answers and solutions

4.2. Function of the System Constellation

System Constellations enable

- Insights into relationship structures, processes to show hidden knowledge, and connections between the effects of different system levels from various contexts of the system that the client and their concern perceive and construct
- Clarification of the purpose and the consistency of the ordering structures in systems
- Demonstration of solution pictures (or approaches to solutions) for the question and the issue, which are able to lead to new insight, new behaviour and possibilities of actions
- Checking alternative behaviours and actions for consistency in the system

4.3. Areas of Application of System Constellations in Organisations and the Workplace

All questions regarding organisations and the workplace context which fulfil the criteria for a System Constellation noted above (see 4.1), can be handled. An overview of the possible areas of application can be found on the infosyon homepage: www.infosyon.com.

Here the SC O+W Professional needs to ensure that questions leading to a personal context

- are appropriate to the issue,
- are appropriate to the context in which the constellation occurs and
- are worked on in a way that protects the private sphere of the client or that the client is transferred to another appropriate context for handling their case.

5. Quality standards for SC O+W Professionals

The first part of the quality standards defines the personal prerequisites for a System Constellation consultant. The second part defines the attitude and fundamental behaviour during a System Constellation.

All aspects in the text marked with ** are checked within the framework of quality assurance and representation of a SC O+W Professional (see 6).

5.1. Personal Prerequisites

Further Education

- Professional experience in organisations**
- Theoretical knowledge of organisations
- Trained as a consultant or supervisor or many years of appropriate professional experience **
- Consulting experience **
- Self-awareness** and further development of one's own personality
- Comprehensive training on systemic concepts and intervention techniques**
- Comprehensive training in leading System Constellations**
- Personal constellation experience**
 - Work on one's own personal issues
 - Work on one's own professional issues
 - Leading System Constellations
- Competence in the methodology (see below)
- Basic attitude in line with the behaviour code (see 5.2)
- Trained perception ability and intuition, willingness to be neutral (also to one's own pictures and intentions), ...
- ...

Skills and Competence in the Methodology for Leading a System Constellation

- Integration of the System Constellation in a consulting process
- Preparation of the client for the System Constellation
- Development of the issue up to the formulation of the question as preparation for the System Constellation (systemic and solution oriented interview)
- Comprehensive knowledge of the fundamental concepts and interview techniques of arranging a system and skills in their application
 - Grammar and language of the System Constellation
 - Variations of the constellation forms
 - Variations in the approaches in System Constellations
 - Types of intervention

- Distinguish between the levels " System Constellation", "Interpretation of the System Constellation" and "Context of the System Constellation"
- Distinguish between the various system levels in a System Constellation
- Appropriate behaviour in difficult situations and crisis interventions
- Definition of further processes for a follow-up

5.2. Keeping to a Behaviour Code

In working with System Constellations

- Checking whether one's own professional and social competence is of a sufficient standard to deal with the client's issue using the System Constellation with the necessary care; ensuring that the issue can really be dealt with in the current setting (if not, refer to a private context or recommend another professional)
- To always feel personally responsible for leading the process
- To inform the client about the general conditions, possibilities, limits and effects of a System Constellation: it will be transparent to the client that the System Constellation is only one step in a process; it will be explained to the client that, with System Constellations, no truths will be generated, but pictures which should support their decision-making process (respectability); ...
- Ensure the protection of the client and their information (confidentiality)
- Clarify the issue to the extent that a concern can be formulated for the System Constellation (e.g. with the aid of a systemic and solution oriented interview)
- Offer the client a constellation form and process appropriate to their issue
- Contact with the client and others involved in the System Constellation that displays awareness, high regard and process work orientated to the concern; also, awareness and high esteem towards oneself
- Be neutral and impartial to persons, relationships, constructs, interpretations and solutions
- Explain the process in an understandable manner upon the request of the client
- The process may only go beyond the existing agreement, with the consent of the client

- Rounding up and closing the constellation
 - Relieving the representatives of their roles
 - Anchoring the solution picture with the client
 - Check the constellation result against the client's criteria
 - ...
- Deal with open questions appropriately in one's own preparation for the System Constellation
- Conscious further development of oneself in leading System Constellations; create comprehensive practice opportunities for oneself
- Regular further training, cultivate an active exchange of experiences and expand skills under supervision
- Be a fair competitor on the market
- Orientate advertising to the criteria outlined here and only promise what can be delivered (reputable advertising)

6. Quality Assurance and Presentation of SC O+W Professionals

6.1. Managing the profiles of SC O+W Professionals on the infosyon homepage

- infosyon exclusively displays the profiles of its members on its homepage
- for each SC O+W Professional, their own personal profile will be presented on the homepage and is thus visible for clients

6.2. Acceptance Criteria for a Profile of a SC O+W Professionals

- The System Constellation professional creates their profile with the infosyon personal declaration form. They supplement this by supplying proof of declarations on completed qualifications; further training steps, seminars and supervisions. This personal declaration will be checked by the quality team.
- The quality team comprises of a minimum of three members, who are appointed by the board.

- The quality team checks the personal declaration. Two members of the quality team or – due to time or geographical constraints – members of infosyon entrusted with this task by the quality team, conduct an interview with the System Constellation Professional. Here, open points from the personal declaration form are clarified with the aid of a standardised manual.
- For the profile acceptance process, a one time fee will be charged. The acceptance process will start after the fee has been credited to infosyon's account. Should the membership application not be granted, the fee cannot be refunded.
- A yearly fee will be charged for displaying the profile on the homepage. The fee will not be charged for the year of certification. The fee for the following year is due by 31 January of that year.
- Four years after acceptance of a profile on the homepage, the System Constellation Professional must apply for the recertification, providing proof of at least 20 hours professional development and supervision per year together with a personal declaration on the number of System Constellations carried out (at least 25 per year).
- The System Constellation Professional guarantees to keep to the behaviour code and to further develop themselves in the framework of System Constellations in organisations and the workplace. In addition, they guarantee to provide information on changes to their personal profile.
- In the case of repeated violation of the behaviour code or fee payment agreement, the Board has the right to erase the System Constellation Professional's profile from the internet portal. The information must then be kept by infosyon for a minimum of one year.
- If the System Constellation Professional is no longer a member of infosyon, he / she is not permitted to use infosyon seals or any other references to infosyon certifications in all documentation.
- Infosyon maintains an arbitration service for clients who are critical of the work of SC O+W Professionals. The process is supported by mediation so that their demands and those of the SC O+W Professional are balanced.

6.3. Criteria for the profile of a SC O+W Professional**

Complete fulfilment of these criteria is a stringent requirement for certification as well as the requirement to be a member of infosyon. Criteria marked with a star (*) which have not been fulfilled, must be compensated for by other appropriate qualifications or experience.

The time requirement for a systemic professional qualification can only be compensated for by proof of practical work which follows systemic principles:

- I. * At least three years professional experience as an internal or external organisational consultant, coach or supervisor for organisational issues or issues in the workplace.
- II. Minimum of an 18 day systemic consultant, coaching or supervision training, or minimum of a 15 day systemic consultant, coaching or supervision training in another consulting method, together with a minimum 8 day systemic training or equivalent long-term professional experience plus at least 8 days systemic training.
- III. * Minimum of 20 days training in System Constellations in Organisations and the Workplace (the two year leadership of a self-learning workshop can be recognised as equivalent of six days training).
- IV. At least 10 days self learning (peer or intervention groups) or participation in a self-learning workshop (self organised, without a trainer) for System Constellations in Organisations and the Workplace.
- V. * Eight days self-awareness with System Constellations (setting one's own personal issues, at least two family constellations) or, self-awareness in the context of training in the fundamentals of System Constellations in the therapeutic field lasting a minimum of 18 days.
- VI. A minimum of 3 seminars (a total of at least nine days) in System Constellations in the therapeutic field (observer participation in self-awareness seminars), or the equivalent time spent participating in a training in the fundamentals of System Constellations in the therapeutic field (minimum 18 days).
- VII. Independent leadership of at least 50 System Constellations in Organisations and the Workplace.

- VIII. Setting one's own professional issues at least five times and a minimum of 5 supervision cases.
- IX. * Current membership in an intervention group, supervision group or learning workshop for at least one year:
 - Size, minimum eight people
 - Frequency, minimum four days per year
 - For individual coaching, six days individual supervision are sufficient
- X. Membership of infosyon.

6.4. Regulations for System Constellation Professionals who qualified prior to the availability of the first trainings:

System Constellation Professionals who qualified prior to the availability of the first trainings for System Constellations in Organisations and the Workplace, who themselves worked for this method or contributed to its development and its training standards in this context, can be accepted to be listed on the homepage by describing their history and providing proof of experience of one of the above mentioned criteria:

- Approximate number of constellations in the context
- Approximate number of constellation workshops
- Further training services (descriptions, number of trainings conducted, ...)
- Publications
- Participation in the development and description of the method in the context of organisations and the workplace