



Quality Characteristics of Supervision and Coaching (DGSv)

As of October 2021

Supervision and coaching are reflective process-oriented consulting methods. The subject consists of the counselling recipients' professional activity and interactions with the objective of restoring, maintaining and further developing their ability to act within their respective professional capacities.

Supervision and coaching particularly focus on the tensions that arise when individuals assume jobs and perform functions within the context of a particular organisation in order to help them respond professionally to the specific demands and dynamics of the stakeholders for whom they have been employed.

In its various bodies, committees and working groups, DGSv has defined an extensive and nuanced set of characteristics of quality supervisory work. DGSv's [Code of Ethics, Standards](#) and [Membership Regulations](#) describe the association's key quality characteristics. Clients of the work-, career- and role-related coaching offered by DGSv members can expect a high standard of professionalism.

These DGSv quality promises are binding and members are required to act in accordance with the quality criteria.

- > binding compliance with DGSv's Code of Ethics;
- > reflection and further development of the supervisory work of DGSv members in appropriate collegial reflection settings,
- > combining the capacity to reflect with expertise and the ability to act in a professional manner,
- > diligent mandate clarification and diagnostics, development of a suitable setting, taking the dimensions of person – role, position, task – organisation – client system and stakeholder groups into account,
- > 'triadic competence', i.e. the coach establishes and maintains a professional coaching relationship within the triangular constellation that includes the coach, supervisees or coachees, and the organisational stakeholders throughout the entire coaching process,
- > elaboration of a triangular contract between coach, client and supervisees or coachees,
- > observance of constantly evolving and changing processes and structures within the complex fabric of work relationships; and
- > the implementation of regular self-assessment procedures of the supervisor/coach, as described in DGSv's quality management system.