

Schein, Edgar H. (1990): A general philosophy on helping

In this paper Schein describes three different intervention techniques of helping in consultation approaches. Before he goes into detail about those techniques he emphasizes three points about helping: 1. Helping is a general human process. 2. Helpers make choices based on key assumptions. 3. Helping is an important and critical function and more people should develop their helping skills. The following helping models are not static. The helper has to make a choice from moment to moment which model he is choosing:

Model one: Providing expert information

- Assumption: Client knows what the problem is. → Raise expectations that the helper is not prepared with.
- Difficult to deal with the situation when the client realizes that the helper recognizes this or that it is difficult for the client to make use of the helpers' knowledge.

Model two: Playing Doctor

- Be a doctor to investigate, interview, psychologically assess, run tests, make a diagnosis and suggest a cure.
- Assumptions (Not complete):
 - Client has correctly identified the sick area.
 - "Patient" will reveal the information necessary for a good diagnosis.
 - Helper has the expertise necessary to make a correct diagnosis.
- If the client becomes too dependent the helper is not helping anymore.

Model three: Process consultation

- Assumptions:
 - Clients often search for help without knowing their problem.
 - Clients do not know what kinds of help are relevant
 - Clients have "constructive intent" and benefit on the process of helping themselves.
- Helpers should focus to help their clients to learn by themselves.
- In consultation it is necessary to create situations in which clients own their problem.