

PREFACE

The William Glasser International, Inc. Professional Standards set forth principles of conduct for all its members. These Professional Standards are used to refer to the WGI as a not-for-profit corporation as a whole, to each member within it, and to any person or entity representing the WGI organization. Although the Standards provide information about WGI's integrity and outlines responsibilities, it does not address every specific situation or put forth a rule that answers every legal and ethical question. The WGI approach to counselling is different from other training and, as a result, the Standards offer direction and support to its members in this area. In addition, the Standards assist members in accepting their responsibilities in working with others.

1.0 GENERAL PRINCIPLES

- 1.1 These Professional Standards, adopted by William Glasser International, Inc. [WGI], shall serve as:
 - 1.1.1 Guiding principles about its standards of integrity;
 - 1.1.2. Support for members who offer WGI's approach to counselling;
 - 1.1.3. Legal and Professional Standards for duly-paid members of WGI in accordance with its membership policy.
- 1.2 All members of William Glasser International, Inc. shall respect the International Declaration of Human Rights in accordance with its high standards for the treatment of people. Basic human rights address areas such as equality among people, well-being and security, personal freedom from persecution, and economic, social, and cultural freedom.

2.0 PROFESSIONAL PRACTICE

- 2.1 All members of WGI shall have due regard for the standards of good practice.
- 2.2 All members are expected to apply the principles of Choice Theory in their work, adhere to the Professional Standards, and participate in professional development stipulated by WGI to maintain currency in Choice Theory and its applications.
- 2.3 Professionals who are credentialed or licensed as Psychologists, Psychiatrists, Psychotherapists, Counselors, Social Workers, and the like are governed by the Code of Ethics of their profession in their geographic areas.

- 2.4 WGI Faculty and other members shall state qualifications relevant to their credentials.
- 2.5 WGI Faculty members shall teach that the programs offered through WGI are educational in nature.
- 2.6 WGI Faculty and Faculty Program Consultants shall follow these professional standards regarding all matters pertaining to educational programs of WGI.
- 2.7 WGI Faculty can train in any location or area where they have been invited directly or through advertising because there are no territories which belong to any faculty person. In such cases and as a courtesy, the Faculty member advises the member organization in order to respect event-scheduled conflicts.
- 2.8 Due to the international scope of WGI programs and mandate, each Faculty member working in countries other than one's own shall be sensitive to the needs of the participants or clients in that particular country or territory and become familiar with the customs, habits, labor permits, and legislation in that country.

3.0 PROFESSIONAL RELATIONSHIPS WITHIN WGI PROGRAMS

- 3.1 A warm and honest professional relationship developed and maintained during each session shall be a partnership designed specifically to work for the good of each participant or client.
- 3.2 Where there is already an ordinary personal friendship or where this develops in the session, the relationship is no longer a professional one and the faculty member so informs the participant or client.
- 3.3 It is the duty of the faculty member to help participants or clients develop friendship skills; however, the faculty member shall not encourage any participant or client to become dependent on the faculty member for friendship or to fulfill other needs.
- 3.4 In all training components, ideally the faculty member and the trainee shall not have a relationship as family member, partner or work-colleague. The relationship should be free of all conflicts of interest that might be damaging to the trainee, the faculty member, or WGI.
- 3.5 Regarding the nature of the relationship between the faculty member and participant or client, it is the responsibility of the faculty member to:

- 3.5.1 Respect the person, intellectual property, and personal property of each participant or client;
- 3.5.2 Encourage participant or client feedback to ensure that the faculty member/participant or client relationship is a professional one;
- 3.5.3 Address various learning styles with patience and understanding in keeping with the principle of establishing and maintaining supportive learning relationships within the group;
- 3.5.4 Avoid any form of harassment or perception of harassment of any participant or client before, during, or following sessions;
- 3.5.5 Sexual relationships between faculty members/consultants and participants are prohibited during training and or a full six months thereafter.
- 3.5.6 Avoid the unauthorized use of alcohol and/or controlled substances as alcohol can lead to impairment during sessions.
- 3.5.7 Set up role-play situations as educational practice to teach and build skills and not to serve as personal therapy sessions;
- 3.5.8 Any psychotherapist using Choice Theory, Reality Therapy, or both in therapy sessions should abide by the standards of their professional organizations as these apply to counselling;
- 3.5.9 Maintain confidentiality should sensitive issues arise from role-play;
- 3.5.10 Encourage feedback on WGI programs and practices while refraining from disparaging remarks which infringe upon the integrity and rights of WGI.

4.0 PROFESSIONAL RELATIONSHIPS WITH COLLEAGUES WITHIN WGI

- 4.1 WGI Faculty shall support each other in their work and address any concerns or issues that may arise directly with their WGI colleagues.
- 4.2 WGI Faculty shall respect one another publically in all aspects of training. It is the Faculty Member's responsibility to:
 - 4.2.1 Refrain from criticism, gossip, and complaints to any participant or client or to other faculty members;

- 4.2.2 Respect intellectual property and copyright of material of sources;
- 4.2.3 Use professionally appropriate behaviour with any colleague during training sessions;
- 4.2.4 Discuss concerns regarding any conflict with other faculty privately with the colleague concerned. If unable to resolve the issue, then the party or parties may refer the situation to WGI governed by its Grievance Policy.

5.0 BUSINESS PRACTICES

- 5.1 Faculty Members shall demonstrate integrity through the use of proper, ethical, and unquestionable business practices.
- 5.2 Each Faculty Member has the responsibility to:
 - 5.2.1 Stipulate costs prior to program sessions to participants or clients about all parts of the program being offered;
 - 5.2.2 Clarify time, date, cost, and any extraordinary costs to the program;
 - 5.2.3 Outline the content of the program being offered along with references to the WGI website for any policy and services review by participant or client;
 - 5.2.4 Offer choices concerning any product or services being sold during sessions to insure that these are within the scope of WGI programs;
 - 5.2.5 Ensure that participants attend sessions in order to obtain the certificate or other recognition of the program by WGI;
 - 5.2.6 Send relevant data and exacted fee to WGI for each training, certification, faculty, Glasser Quality School, or other programs.

6.0 REFERRAL, CONSULTATION AND INTERVENTION

- 6.1 During any session involving reality therapy as a means of teaching the process during a Choice Theory, Reality Therapy, and/or Lead Management Program, the Faculty Member shall ensure that the work being done is educational in nature.

- 6.2 The Faculty Member shall ask participants or clients not to play themselves during role-play, and, if relevant and to maintain a safe and secure environment, to inform the Faculty Member if there is a conflict.
- 6.3 If there is an issue arising out of a role-play that cannot be resolved during the program being offered, the Faculty Member shall do all that is possible to insure that the participant or client in question has choices: (1) to remain in the training with conditions to insure a safe learning environment, (2) to receive training from another trainer at a later date; or, in a case of referral, (3) seek professional help from someone other than the trainer.
- 6.4 Any referral by the Faculty Member shall be recommendations to trainers and other professionals competent in their fields of practice.

7.0 PERSONAL IDENTIFICATION

- 7.1 Personal identification may be stored electronically or otherwise with prior approval of participants and/or clients.
- 7.2 Audio or video recordings may be undertaken with prior written approval consent of participants and/or clients.

8.0 ADVERTISING

- 8.1 WGI Faculty state qualifications relevant to their position in a way that is clear, accurate and not open to any misinterpretation. In the case of Reality Therapy Certified or Choice Theory / Reality Therapy Certified, this should include the statement RTC or CTRTC and not confused with other professional credentialing.
- 8.2 WGI Faculty shall respect other programs without criticism of other program models.

9.0 PROFESSIONAL DECLARATION IN RESEARCH

- 9.1 William Glasser International members do all possible to check the validity and effectiveness of their use of the main concepts of Dr. William Glasser.
- 9.2 Every effort possible is made to ensure that research is objective and accurate.
- 9.3 Members engaging in research may reference the William Glasser International Research Policy for guidelines.



10.0 ADHERENCE, VIOLATIONS AND SUSPECTED VIOLATIONS

- 10.1 All members of WGI are expected to adhere to the Professional Standards which are essential to maintaining WGI's reputation for honesty, quality, and integrity and as a condition of membership.
- 10.2 WGI shall verify details with any member bringing concerns to WGI about circumstances surrounding the issue in a respectful manner. Blatant lack of adherence to the Professional Standards may result in loss of status with WGI and in instances of possible criminal behavior, incidents be reported to police and other relevant authorities.
- 10.3 Any person disclosing, in good faith, violations or suspected violations of the Professional Standards shall be treated with respect not subjected to retaliation or retribution by WGI and its members in good standing.
- 10.4 William Glasser International, Inc. shall pursue relevant details of any reporting of violations or suspected violations made in good faith by any member, participant and/or client in WGI programs.