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Stylistic features of professional activity of organizational consultants

Working as an organizational consultant at present time a psychologist acts in three forms: psychologist-diagnostician, psychologist-trainer and psychologist-consultant. To increase the efficiency of professional activity a psychologist, according to researches, often becomes on a position of one of approaches: eclectic, the adherent of one theory or the generalized theory.

Eclectic approach is “recognition of advantage of many methods and theories, intended picking up of various aspects of these theories which can be useful for various clients. Strength of eclecticism – in flexibility and coverage width” [Ivy, Ivy, Saymen-Dauning 1999].

Contrary to the eclecticism, many psychologists and psychotherapists preach commitment of one theory. This profound studying of equipment, methodology and possibility to use a theory by needs of a client.

And the third position is a follower of the generalized theory, assuming more general conceptual approach. The generalized theory can be called the metatheory, being characterized by coherence and systematics of the structure. The last position, according to D. Kelly, the author of works on personality psychotherapy, demands higher level of professional readiness and skill from the psychologist.

The analysis of literature specifies that our western colleagues as the most effective call a position of “supporter of the generalized theory”. The analysis of individual styles of consultation of practicing psychologists shows that the most effective in Russia is the eclectic approach, often reduced to absence of systematic thinking, “laziness” of some psychologists to study any one concept.

In one of A.E. Ivy, M.B. Ivy and L. Saymen-Dauning collective works offer statistics of efficiency of various theories on which methods of therapeutic influence are based. These data give ground to claim that cognitive behavior methods are most effective. However researches of these techniques, according to the same researchers, find out more limited indications to their application in comparison with the humanistic. The second place is taken by right by the psychoanalytic theory with its quite accurate set of techniques of a psychological assistance. Similar researches in Russia, unfortunately, were not carried out, however we can suppose according to features of our culture that there is a probability of inversion of above called “leading theories” since in our opin-

ion, individual patterns of behavior of the person in certain limits are defined by cultural norms.

In our opinion, in any of the above listed approaches, methodological basis of professional activity of the psychologist in organization should be fundamentals of psychology and psychotherapy. Existence of this knowledge allows psychologist to be “the carrier of a solid baggage” of techniques, which use in practice promote solution of a complex of problems of customer.

The psychologist in an organization is to solve following problems:

1. Selection and rotation of personnel.
2. Personnel assessment and certification.
3. Scientific organization of work.
4. The social and psychological character, connected with motivation to work, administrative activity, relation of a performing personnel to organization and management system.
5. Formation of a correct relation to technique of personal safety, etc.

During the solution of these problems own activity of an organizational consultant is reduced to a psychological assistance – to support a person in the most different forms. The psychological assistance represents generalization of such methods as interviewing, consultation, and often and rendering psychotherapeutic influence. Therapy now becomes a popular term at foreign psychologists and can become over time the general concept for consultation and therapy. Now many foreign psychologists-consultants don't mark out distinctions between such terms as consultation and therapy, dare to use them as synonymous.

By the opinion of the Russian psychologists, despite recognition of lack of a clear boundary between interviewing, consultation and therapy, these concepts aren't identified, and even on the contrary, attempts of artificial division are made, prescribing accurate definitions to these concepts. As criterion of distinction of these procedures they accept “mental health of the personality”.

Interviewing is defined by domestic psychologists, as only a data collection method. Interviewing, they emphasize, it is possible to carry out only with “mentally healthy” people. The psychotherapy assumes change of thinking and acts, reconstruction of a personality, is supposed on long-term contacts. “Pathological” clients usually address to the psychotherapist. Consultation is a deep process concerning assistance to “mentally normal” people for achievement of their purposes.

Thus, research of regularities of transformational changes at cross-culture transfer and their consideration in activity of an organizational consultant can assist to increase the efficiency of professional activity.

Literature

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Abstract

In the article analysis of various approaches to formation of individual style of professional activity of the psychologist in organizations is made taking into account the Russian and foreign experience; main directions of his activity are analysed.

Key words: consultant, diagnostician, trainer, individual style of consultation.