

Code 5 Development of conversational consulting skills=Description of skills or aptitudes that have appeared to developed through the inquiry process

<i>Theme</i>	<i>Example</i>	<i>Comment</i>
What skills and aptitudes do co-inquirers perceive they need to work conversationally as a consultant?		As I reviewed closely the data I noted that I had taken quite a social constructionist approach to the coding process. I assumed that when people talked about skills they feel they need then those skills are in the process of becoming apparent in the context of social relationships. I assume also that self-awareness about what skills we may or may not have takes time to catch-up with what may already be perceived as a skill by others. The other issue is the collective nature of this inquiry. Trying to isolate individual skills and make a judgement about their presence in the practice of an individual is problematic given the research approach. To reflect my constructionist stance I include in this theme a range of examples where people have identified particular practices which they perceive to be helpful. I have then given a short comment on it
	‘this is the job that there ought to be some boundaries around’ ‘we need to find ways we don’t kill ourselves - burn ourselves out emotionally working with people who have to deal with these things’	Link in with earlier sub-themes concerned with anxiety. Highlights the belief that there are risks to self in working conversationally
	‘I do want to have a conversation with myself but I deal but I don’t really necessarily know how to handle it. And part of being involved in this is to learn how to do that for me’ ‘But actually I can do with a conversation myself where I have heard or can hear’	Conversation with self and self-awareness are skills and aptitudes that frequently recur in the data
	‘what I’ve heard is that I become attuned with themes in conversations—’ ‘what emotion are we experiencing in the body	Becoming conversationally aware is a skill that features across the data as does making choices of what to take notice in conversations you are a part of.

	and making choices about emotions and what we do with it'	
	'but I'm suddenly tuning in to how much I know'	The ability to access what we already know is referred to by inquirers sometimes quite tangentially but nonetheless is implicit in many of the narratives of working with clients.
	'the quality of the space for reflection is the same as the quality of space for conversation' 'but by holding a space something will emerge when you are able to create space for a different conversation' 'I am shifting a bit –humanising spaces in organisations—just creating humanising space—I feel some contribution towards that –that would give some sense going beyond the pressing demand of the client or talking about social results'	A recurring theme is the value of reflection and arguably the whole inquiry process is a collective reflective process. What makes this particular example is the link made between spaces for reflection and spaces for conversation. It prompts questions about the degree of similarity and what can I/we do to create spaces of reflection that may then also act as a space for conversation. The notion of 'holding a space' is also interesting
	'contracting with the group'	Gaining clarity with the client or clients about what is expected from the consultant is perceived as a skill throughout the data although not always explicitly identified. There is interestingly little mention of what may be expected by the consultant from the client.