

## The Consultation Readiness Scale

Level	Consultee	Characteristics	Consultant Primary Task
	Affective (Attitudinal)	Cognitive (Behavioral)	
1 No relationship	Either: a. hostile, indifferent, apathetic toward consultant b. no previous contact with consultant	No involvement with consultant on work-related issues	Development amicable relationship
2 Social relationship only	Amicable, informal social contact	Does not readily engage in discussion of work issues	Move into mutual discussion of work-related issues
3 Limited work relationship	Either: a. clearly distressed, seems defensive, not open to modifying own behavior b. passive resistance	a. asks for help but does not follow through b. asks for help but does not effectively participate in developing, implementing problem solutions	1. identify factors preventing acceptance and implementation, in consultant attitude, behavior or work issue creating conflict 2. develop strategies to remove the underlying problem
4 Adequate working relationship	Open to consultant, cooperative, ready to accept/use consultation when offered	Initiates contact but doesn't recognize when consultation most appropriate; participates effectively	Train consultee how to recognize and identify suitable problem so she or he initiates relevant contact
5 Informed work relationship	Open to consultant as well as to the potential for sharing with other consultees at lower levels	Initiates contact whenever relevant; participates effectively; could help consultant develop better relationships	Encourage consultees to help consultant develop better relationships with consultees at lower levels
6 Reciprocal work relationship	Involved, committed, willing to help expand consultation to others	Seeks out relevant contact; active advocate for other potential consultees	Maintain reciprocal relationship, regard consultee as an equal and ally in consultation process

Source: Cherniss, C. (1984). *The Consultation Readiness Scale*, New Brunswick, NJ: Rutgers University.