

Week2

Things Learned:

- **Clarify your understanding of the project by providing a written/verbal summary upon the end of the second stage — to identify the research problem**
- When negotiating for a desired consulting role, a consultant should avoid attacking a client's position; instead, let the client know that his or her position is understood. **Understanding does not imply agreement.**
- Dealing with clients from different statistical backgrounds: make the client walk if the client shows a willingness to acquire more intellectual muscles, otherwise work at the client's level of expertise
- When trying to direct the conversation, **pause** after you restate or clarify the problem and before you introduce new information

Questions:

- Should we specifically assign each consultant role to individuals in the team during the discussion with clients? Or just generally discuss individual's responsibility for those aspects of the analysis?
- During the stage of setting goals, should we clearly tell clients what specific statistical tools to use in order to answer the question? Or can we stop at suggesting a general description of actions such as: exploratory data analysis?
- As there are many pitfalls of taking the leader role by consultants, should we always try to convince the client to take the leader role?