

Three things learned:

1. When identifying the research problem, it is best not to trust the details to memory; consultant should always follow up points and take notes during the session.
2. A consultant has a range of responses that can be used to guide the course of a consultation.
3. It is important to try to understand the underlying concerns that motivate a client's behavior and deal with the concerns rather than the behavior.

Three question had:

1. How do you deal with clients that are fairly prolific researchers but are comfortable with outmoded or inappropriate research strategies?
2. What are some strategies that help the consultant when discussing the division of responsibility?
3. What should the consultants do when they find they are assuming roles that are out of their responsibility?