Three things I learn:

First, statistical consultation with a client usually has five stages:
(1) establishing rapport,
(2) identifying the research problem,
(3) setting goals,
(4) agreeing on a division of responsibility,
(5) reviewing what has occurred

Establishing rapport is really important since it depends the first impression. The first stage of a consultation usually begins with an exchange of pleasantries and small talk.

Some clients may want a statistical consultant to play a leader role-to assume responsibility for making sense out of the client's data. We might need a leader who is willing to become intellectually involved in the client's project and a client who prefers a passive role.

Three questions:
1. More details about strategies to appropriately teach clients.
2. How to decide the roles if two statisticians want the same role.
3. More examples of cleaning up the mess to help statisticians to deal with.