

Three things I learned from the reading:

1. The five stages of the first statistical consultation with a client are establishing rapport, identifying the research problem, setting goals, agreeing on a division of responsibility, and reviewing what has occurred.
2. Normally, statistical consultants are expected to work as helpers, leaders, data-blessers, collaborators, and teachers.
3. Body languages play a significant role in consultants' good communications with clients. For example, eye contact is interpreted as acceptance and approval, and nodding one's head affirmatively is also considered as acceptance.

Three questions I have about the reading:

1. What are the differences between identifying research questions and setting goals?
2. Does being a good consultant mean taking a role of teacher, or taking a role that combines helper, leader, data-blessor, collaborator, and teacher?
3. When confronting a question to which we are not sure about the answer, how to appropriately tell the client that we need more time to figure out the solution while not affecting clients' confidence in our statistical expertise?