Three things that I learned
- There various roles that statistical consultants can be expected to take, and clients have different expectations for them. I thought most roles will be like the collaborator role and helper role.
- When we try to negotiate with the client, it is important to understand the client's concerns that motivate his/her behaviors instead of dealing with the behaviors themselves.
- Although nonverbal cues are important, we should try to give more informative responses such as repeating the client's words to ensure that we understand the client. This encourages and directs the client's subsequent responses.

Three questions that I have
- The article mentions that the introduction of new materials can often be interpreted as rejection. Before introducing these materials, should we first clarify the reasons we introduce them then?
- If we find in the middle that we are unable to meet all of the client's expectations, how can we communicate that to the client?
- What's the tradeoff between using a method/procedure within the client's statistical sophistication and solving the problem?