

Statistical Consulting in a University: Dealing with People and Other Challenges

Three things learned from the article:

1. During the stage of identifying the research question with the client, the statistical consultant needs to ask three figure out three important things: what questions the client wants to answer, why these questions are important, what the client has accomplished so far.
2. Do not give snap answers. It is better to request more time to think than give incorrect answers/responses.
3. Clients might not be aware of the different roles the statistical consultant can take in a consulting relationship. Some discussions/negotiations may be required to reach a mutually beneficial role (among the five roles discussed) in the consulting project.

Three questions about the article:

1. How should statistical consultants deal with a statistical knowledge base that is increasing exponentially?
2. The article talks about finding the middle ground between working at the client's level of expertise and using more appropriate but perhaps more advanced analysis. In a consulting project, should statistical consultants aim for the client's satisfaction or the most appropriate statistical analysis?
3. If the client changes his or her expectation during the middle of the project, how should the consultant negotiate with the client?