Reading for Mon Feb 8

Three things I've learned:

1. The important of establishing rapport – it is always nice to begin with some pleasantries and small talks. For us right now, as we are all in one big group listening to the clients going through each of their project, it was something that was not easy to achieve, but this is definitely something I would keep in mind when we are actually assigned to projects and start working on the project.

2. There may come a time when the consultant may have to negotiate for desired consulting role. This is something that I was not really aware of, as I was perhaps more inclined to listen and keep to what the client would ask for. There are some negotiating principles suggested: letting the client know that his/her position is understood, focusing on shared interest, then turning to the opposing interests; offering a precedent for suggestion.

3. In the many influences of direction of a consultation, the rejection technique was something that I was also perhaps not as aware of – even in rejection of ideas, there are methods / deliveries that could maximize the outcome or bring out new ideas and directions from the client, as opposed to a straight-up rejection (which may even feel assertive at times).

Three questions:

1. Regarding the helper role of the consulting roles, how would we gauge the extent of help that we should provide?

2. I have some trouble understanding the data-blesser role – should I understand it as such that consultants / statisticians should be aware of the whole data as well as all kinds of tests being run on the data, as opposed to skipping over the data-managing processes?

3. Among the things that should be discussed in the policy statements, would there be some aspect of cost attached to any of our projects this semester?