Discussion Questions

Video 1a: What do you think the client's first impressions were of the consultant? What are some specific things that contributed to that impression? Consider the physical layout of the room, the attention of the consultant, eye contact, physical contact, and client comfort.

Video 1b: How is the client's first impression different? What are some specific things that changed?

Video 3a: What questions does she ask the client? What information is she trying to obtain? Why didn't she get good answers?

Video 3b: What was different? How did she ask questions differently? Be specific.

Video 4: Setting expectations. What specific things did they discuss? How well do these match up with the sample sections for the consulting proposal? (publication, data confidentiality, personnel and responsibilities, communication, tasks/timeline/costs) If she were to write a proposal, is there anything else that should be included?

Video 5a: In the first video, what strategies did Dr. Derr use to present results? How well did they work? What suggestions would you have for her?

Video 5b: What did Dr. Derr do differently? What made these techniques more successful?

Video 6a: How did Dr. Derr present her findings to the client? Was she successful? How did the client feel about the report? Did she give the client what he wanted?

Video 6b: Who (if anybody) was to blame for the situation in the previous video? What did Dr. Derr do to rectify the situation? Why was she were more successful this time?

SOURCE : Aaron Rendahl, University of Minnesota School of Statistics