1 Communication

<div align="center">

Overarching Themes:

Be professional and Consider your Audience

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- It's OK not to know.

- Expressing ignorance is encouraged.

- It's not OK to not have a willingness to learn.

1.1 Emails

- Meaningful Subject line

  In particular: Do not simply reply to former email if the subject is unrelated

- Hello, Good Morning, Hi, etc.

- If you use a title get it right: not "Dr. Karen", but "Dr. Buro", or just Karen

  rather be too formal than to casual

- Emails to your clients are not text messages: Do not use "u = you", or "2=to", etc.,

- Finish maybe with: respectfully, regards, cheers, have a nice day,

- SIGN with your name

  Consider creating a signature that is automatically added to each email.

- Turn around time 24 hours

- Emojis

Write an email to your client, Dr. C. Smith from the Chemistry department, letting her know that you would like to meet to discuss first results and next steps. Should you include that ...

1. ... the results support the client's hypotheses?

2. ... the results do not support the client's hypotheses?

1.2   Meetings in General

Be professional

- common courtesy (e.g. punctual)

- respectful

- positive environment

- voice quality

- enthusiasm

- demonstrate interest

- ask questions

- listen

- nonverbal language - eye contact, smile

- dress code?

What is missing from the list? Personal touches?

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1.3   First Meeting

meeting usually guided by the statistician
Introduction + icebreaker

Purpose of meeting

- Obtain information about the project

    - background/context of project, as much so you can understand the objectives
    - establish objectives
    - what has already be done
    - data (how have or will they be collected), is this appropriate
    - next steps

Summary of first meeting with clients

At most one page and should include:

1. Basic information:

    (a) Date of meeting
    (b) Clients name and department
    (c) Names of everyone present at the meeting

2. Summary of the project (language that is understood by client and consultant):

   Include the research questions the client is attempting to answer and the goals of the project for this term (which might not be the same).

3. Summary of the data:

   Include when the data will be available.

   If there will be no data, what information is available to answer the clients questions.

4. Summary of statistical topics/issues

5. Questions: For all of the above. Do you need more information from your client/other consultants/instructor?

Read before first meeting:

- Richard Browne() *Tips for Beginning Consultants*, The Statistical Consultant 12(3), 8-10

- W.H.Moolman(2010) *Communication in Statistical Consultation*, ICOTS 8 (Invited Paper)

- Ronald G. Marks(1986) *Teaching Statistical Students to Communicate as Consultants - an example in Biostatistics*, ICOTS 2, 325-328

Additional Reading:

- "The joys of consulting" by Chris Chatfield. Significance March 2007, pp. 33–36.

- "Confessions of a pragmatic statistician" by Chris Chatfield. The Statistician (2002), 51(1), pp. 1–20.