

1 Communication in Statistical Consulting

Be professional and consider your audience

- It's OK not to know,
- but it's not OK to not have a willingness to learn
- Don't be shy to ask questions, and letting clients know that you will have to look at literature, have to think about it etc.

1.1 Emails

- Be professional, direct, and courteous
- Use a meaningful subject line
In particular: Do not simply reply to former email if the current subject is unrelated
- Greeting: Hello, Good morning, Dear, etc. followed by the name.
- If you use a title get it right:
 - When addressing a professor: Hello Professor Doe
 - When addressing an instructor with a Ph.D.: Good morning Dr. Doe
 - When addressing an administrator: Dear Mr. Doe, or Hello Ms. Doe
 - DO NOT use first names with titles (NOT: “Professor Jane”)

rather be too formal than to casual

- If you have never emailed the person introduce yourself
- State the purpose of the email in a clear and concise manner
- Finish with: respectfully, sincerely, regards, best, thank you, cheers, have a nice day,
- SIGN with your name, e.g. Sincerely, John Doe
Consider creating a signature that is automatically added to each email.
- Emails to your clients are **not** text messages: Do not use “u = you”, or “2=to”, emojis, etc.,
- An acceptable turn around time is 24 hours

Exercise: 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.