

16 SEPT 2014

1. CLIENT MEETING SUMMARIES

- 0 FOR 3!
- ANDREW NELSON - VALERIE, KEVIN, POOYU
- FRANCINE GACHUPIN - SEAN, MENG, JING
- JULIE ARMIN - JOHN, HAOMIAO

2. TODAY: MEETINGS

ASKING QUESTIONS

3. UPCOMING CLIENTS

FRIDAY 10:00 ANDREW WEDEL
MONDAY 3:00 GIJS MULDER
TUESDAY 2:00 RAN LI

4. NEXT TIME

- NEGOTIATING
- DIFFICULT SITUATIONS

CHAP 4. MEETING

BENEFITS - OPPORTUNITY TO ACQUIRE INFORMATION
AND PROVIDE INPUT ON PROJECT

- MAKE SURE YOUR WORK IS ALIGNED WITH PROJECT'S GOALS AND WITH THE WORK OF OTHERS

LIABILITIES - CAN TAKE A LOT OF TIME

- BORING
- MAY NOT ACTUALLY ACCOMPLISH ANYTHING

PURPOSES - INFORMATION EXCHANGE
PLANNING
SOLVING PROBLEMS
MAKING DECISIONS
GATHERING FEEDBACK/OPINIONS
DEVELOPING A CONSENSUS
NEGOTIATING

SMALL GROUP MEETINGS

2-6 PEOPLE

- OFTEN INFORMAL
- GOOD OPPORTUNITY TO LEARN ABOUT CLIENTS PREFERRED COMMUNICATION STYLES
- OFTEN STARTS WITH "SMALL TALK", CASUAL CONVERSATION INTENDED TO INCREASE COMFORT & TRUST
 - USUALLY ABOUT SOME COMMON THEME/TOPIC
 - "DID YOU HAVE TROUBLE FINDING A PARKING SPOT?"
 - "WHO DO YOU THINK WILL WIN THE _____?"

AS A LAST RESORT - TALK ABOUT THE WEATHER.

- OCCUR IN MANY DIFFERENT CONTEXTS
HALLWAY, ELEVATOR, PHONE CALL

"HEY, DO YOU HAVE A MINUTE FOR A QUICK STATS QUESTION? I KNOW THIS IS SIMPLE, BUT..."

FOUR DIMENSIONS OF STYLE (DEER P59)

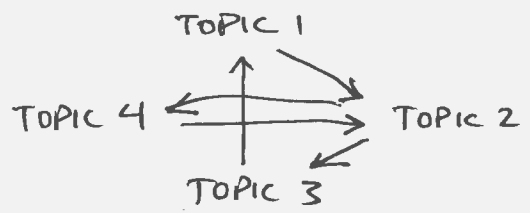
PHASING - WHEN TO TALK ABOUT CERTAIN TOPICS

e.g. SMALL TALK → SETTING AGENDA
→ CLIENT'S PROBLEM →

SEQUENCING - STRUCTURE OF TOPICS WITHIN THE CONVERSATION

EX 1: TOPIC 1 BEGIN → END; TOPIC 2 BEGIN → END;

EX 2:



SPECIFICITY - ARRANGEMENT OF GENERAL AND SPECIFIC INFORMATION ON A TOPIC

EX 1: GENERAL → SPECIFIC
"IN THE BEGINNING"

"MATTER IS COMPOSED OF ATOMS"

EX 2: SPECIFIC → GENERAL

"I HAVE A TIME SERIES OF B.P. MEASUREMENTS ON MICE"

OBJECTIVITY - USE OF LANGUAGE TO CONVEY IDEAS

- PRECISE LANGUAGE TO CONVEY IDEA DIRECTLY
- INDIRECT DESCRIPTION USING CONTEXT AND INFERENCE

ONE ON ONE MEETINGS

TYPICAL PHASES

1. ESTABLISH RAPPORT - INCREASE COMFORT

→ TRUST

- SHARED EXPERIENCE CAN BE USEFUL
- SHOW CLIENT YOU'RE NOT TOO BIZARRE
- THEY OFTEN DON'T KNOW WHAT TO EXPECT.

2. SETTING AN AGENDA - LIST OF TOPICS

- VIDEO SEGMENT 4A

- SET AGENDA + ESTABLISH EXPECTATIONS
- GATHER INFORMATION
- PARAPHRASE CLIENT'S GOAL
- NOTES FOR CLIENT TO SEE

3. FOLLOWING THE AGENDA

DERR'S LIST → LINEAR STYLE

JOHNSON'S PREFERENCE → CIRCULAR

RESPOND TO QUESTION W/ STORY

DERR GENERALIZED THE TOPIC

AND RETURNED TO AGENDA.

4. COMING TO CLOSURE

- WHAT DECISIONS HAVE BEEN MADE
- WHAT ACTIONS NEED TO FOLLOW?
- WHEN IS NEXT CONTACT

ONE-ON-ONE CONT'D

- VIDEO 5 - NEGOTIATING & CLOSURE

5. SUMMARIZING THE DISCUSSION

- A WRITTEN SUMMARY WILL HELP TO REINFORCE & CLARIFY WHAT WAS DECIDED.

- OPPORTUNITY TO IDENTIFY MISUNDERSTANDING

- USEFUL REMINDER OF WHO IS TO DO WHAT

→ OPPORTUNITY TO RE-STATE CLIENT'S PROBLEM & RELEVANT FACTS.

FOR OUR CONSULTING MEETINGS, ONE OF THE STUDENTS WILL PREPARE A WRITTEN SUMMARY FOR THE WIKI

INCLUDE - WHO WAS THERE / DATE
YOUR NAME AS AUTHOR

- SUMMARY OF CLIENT'S PROBLEM

- WHAT WAS DISCUSSED

- WHAT HAPPENS NEXT

WHO IS TO DO WHAT?

DO WE PLAN TO MEET AGAIN?

LARGER GROUP MEETINGS

- USUALLY HAVE AN AGENDA & MORE FORMAL STRUCTURE
- CAN BE AWKWARD TO "INSERT" STATISTICAL ISSUES INTO THE CONVERSATION
- EITHER BY NATURE OR TRAINING MOST STATISTICIANS ARE HESITANT TO SPEAK UNTIL CALLED UPON.
- DIFFERENT DYNAMIC THAN 1-ON-1 MEETINGS
 - GROUP OF EXPERTS + STATISTICIAN
 - MANY PARTICIPANTS MAY NOT KNOW OR APPRECIATE WHAT YOU DO.
- OFTEN NEED ENTHUSIASM AND PERSISTANCE AND EXPLANATION TO HAVE STATISTICAL IDEAS ACCEPTED
 - * BEARER OF BAD NEWS
- YOU MAY BE EXPECTED TO BE THE STATISTICAL ORACLE
- USUALLY THERE WILL BE FORMAL "MINUTES" OF THE MEETING ← REVIEW THESE AND MAKE CORRECTIONS

* GET YOURSELF INVITED *

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IF YOU ARE NOT AT THE TABLE,

YOU ARE ON THE MENU.

IMPROVE PROBABILITY OF MEETING EFFECTIVENESS

* WHEN YOU ARE HOST

- CIRCULATE AN AGENDA BEFORE MEETING
 - CLARIFIES PURPOSE
 - ALLOWS PREPARATION
 - INVITES COMMENTS
- IF NEW ACTORS (CLIENTS) ARE PRESENT
INTRODUCTIONS, BUILD RAPPORT
- ACTIVE CLOSURE OF MEETING
- WRITTEN SUMMARY OF DECISIONS OR ACTIONS
- HAVE FOOD (NOT VEGETABLE)

ENVIRONMENT

- ~~SPACE~~ APPROPRIATE

→

- WHO TO INVITE?
- WHY ARE WE HAVING THIS MEETING?

Effects of a milk chocolate bar per day substituted for a high-carbohydrate snack in young men on an NCEP/AHA Step 1 Diet.

P M Kris-Etherton, J A Derr, V A Mustad, F H Seligson, and T A Pearson

 Author Affiliations

Abstract

This study compares the plasma cholesterol response with the isoenergetic substitution of a milk chocolate bar (46 g) given daily for a high-carbohydrate snack in healthy young men on a Step 1 Diet. Normocholesterolemic men ($n = 42$) were fed a Step 1 Diet for 21 d (run-in diet) followed by a 27-d experimental period during which they consumed the same diet plus either a milk chocolate bar or a high-carbohydrate snack; after this they consumed the run-in diet for 21 d followed by the other snack for 27 d. When subjects consumed a milk chocolate bar instead of the high-carbohydrate snack, high-density-lipoprotein (HDL) cholesterol was 0.08 ± 0.03 mmol/L higher ($P < 0.01$) and plasma triglycerides were 0.06 ± 0.03 mmol/L lower ($P < 0.05$). Substitution of a milk chocolate bar for a high-carbohydrate snack did not adversely affect the low-density-lipoprotein-(LDL) cholesterol response to a Step 1 Diet despite an increase in total fat and saturated fatty acid content of the diet. This response may be due to stearic acid.