

**MaryJo O. Smith, Ph.D.**

Ypsilon Associates

PO Box 730298

Ormond Beach, FL 32173-0298

(001) 386-236-8494

drmaryjosmith@gmail.com

maryjosmith@earthlink.net

smithdc4@erau.edu

## **Key Things to Remember about Consulting in a Decision-Making Environment**

- **Timeliness** (e.g., being involved in a study at the appropriate time; providing results to clients in a timely fashion; making the best of what came before joining the team)
- **Information** (e.g., organizing and presenting information in a professional manner; collecting the right information to answer the questions; using all the information that is collected; data are messy - make the best of what is received)
- **Contingency planning** (e.g., planning and prioritizing analyses to make sure the most important goals get addressed first; Plan B; changes in leadership)
- **What-if scenarios** (e.g., conducting simulation studies; conducting alternative analyses)
- **Wise mind** (e.g., using questioning as a strategy for identifying what needs to be done; think before speaking; be politically sensitive and savvy)
- **Relationship building** (e.g., decision-making requires trust; consulting is all about building great relationships)