DO YOU HAVE 10 MINUTES?

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FACE-TO-FACE CONSULTING IS THE BEST

- Video Consulting with Screen-sharing is a close 2nd place
- **Explaining advanced concepts to researchers is easier**
- GET THE MEETING. You already know a number of ways to do this:
  - Follow-up with recently solved user tickets
  - Use your organization's recently added users list
  - Circle back with users successfully assisted many months previous
  - Workshop attendees follow-up
  - Etc

TAKE TIME TO PREPARE

- Everyone is busy: You and the Researcher made time to meet, so taking a few extra minutes ahead of the session is essential. Easier if you already know your Researcher, of course.
- Find the Researcher's current motivation: are they a graduate student, postdoc, instructor, assistant professor, or associate/full professor?
- Google, sure. But it can miss some important things, like what are they researching now, what publications have come out lately, and did they acknowledge use of any compute resources. Find personal and research group pages, departmental resources, News items on those pages.
- For graduate students, you likely will find more recent scholarship from their advisors.
- If you didn't know before you started, you might find what software the researcher has used.
- Why do this?

COMMUNICATION

- Trying to explain complex topics can be somewhat easier if you have a good idea of the motivation and methods employed by your Researcher.
  - Perhaps you have knowledge of their Field,
  - …or their preferred software packages,
  - …or have assisted someone else in their lab, maybe their advisor,
  - …or simply have interest in the science/engineering they are studying.
- Any one of these or other connections you have may help You and your Researcher to get through the upcoming technical discussion with good results.

ASPIRATIONAL OUTCOMES

- Successful communication of the complex topic, of course
- An invite to meet with others in your Researcher's research group, including perhaps the lead, or the principal investigator.
- A possible researcher-recruit to speak to others about how your research computing organization made their research possible.
- A lower bar for this and future researchers in this group to asking for help from your team.