

# The Case of the Rubbery Client

Does your client

- Not know what they want?
- Keeps looking to you for suggestions?
- Flip-flops on desired features, needs, etc.?

Usually this sort of client comes from a position where they do not know what is possible and reasonable.

# How do I deal with this?

- Like most situations, finding a solution requires understanding the problem.
  - Is the client forgetful?
  - Has the client been assigned the role without understanding what they have gotten into?
  - Is the client short of time?
  - Are they “out of their league” when it comes to technical matters?

# Solution Ideas

- Always be professional.
- Remain optimistic.
- A client who has unclear goals presents opportunity: you can steer the direction of the project.
- Use your knowledge to suggest bounds and features of the project!
- Approach a consensus methodically.
- Document discussions.

# The Case of the Concrete Client

Does your client

- Know exactly how they would approach a design problem? (not necessarily bad)
- Have what you consider unreasonable expectations?

This sort of client is usually well-versed with technical matters relating to your project.

# Solution Ideas

- Always be professional.
- Remain optimistic.
- Derive a project schedule and a time estimate.
- Patiently explain the purpose of the Capstone courses and the associated time that is available to you.
- Explain that you are attempting to solve the problem.
- Suggest areas to modify or compromise on in order to bring the scope to something achievable.
- Realize that creativity on your part can flourish within the context of the project goals.
- Document discussions.