



Rob Roy Consulting Research

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Intellectual
Achievement
/ Research

SUMMARY

Starting in January 2019, I interned for Rob Roy Consulting. While I did various tasks for the CEO, who I worked directly with, the main part of my internship was research. Specifically, I researched what the CEO calls ‘human algorithms’, like trust, empathy, and courage. From this, I created an ‘Empathy Equation’ based loosely on David Maister’s Trust Equation. My other research focused on investigating if there was a need for or lack of services that Rob Roy clients provide. This kind of research is critical because if Rob Roy’s clients can’t distinguish their services from others’, their chances of success are much lower. Through my proof-based and investigative research, I learned just how important phrasing is, as well as how to let the information guide my research.



SPICES

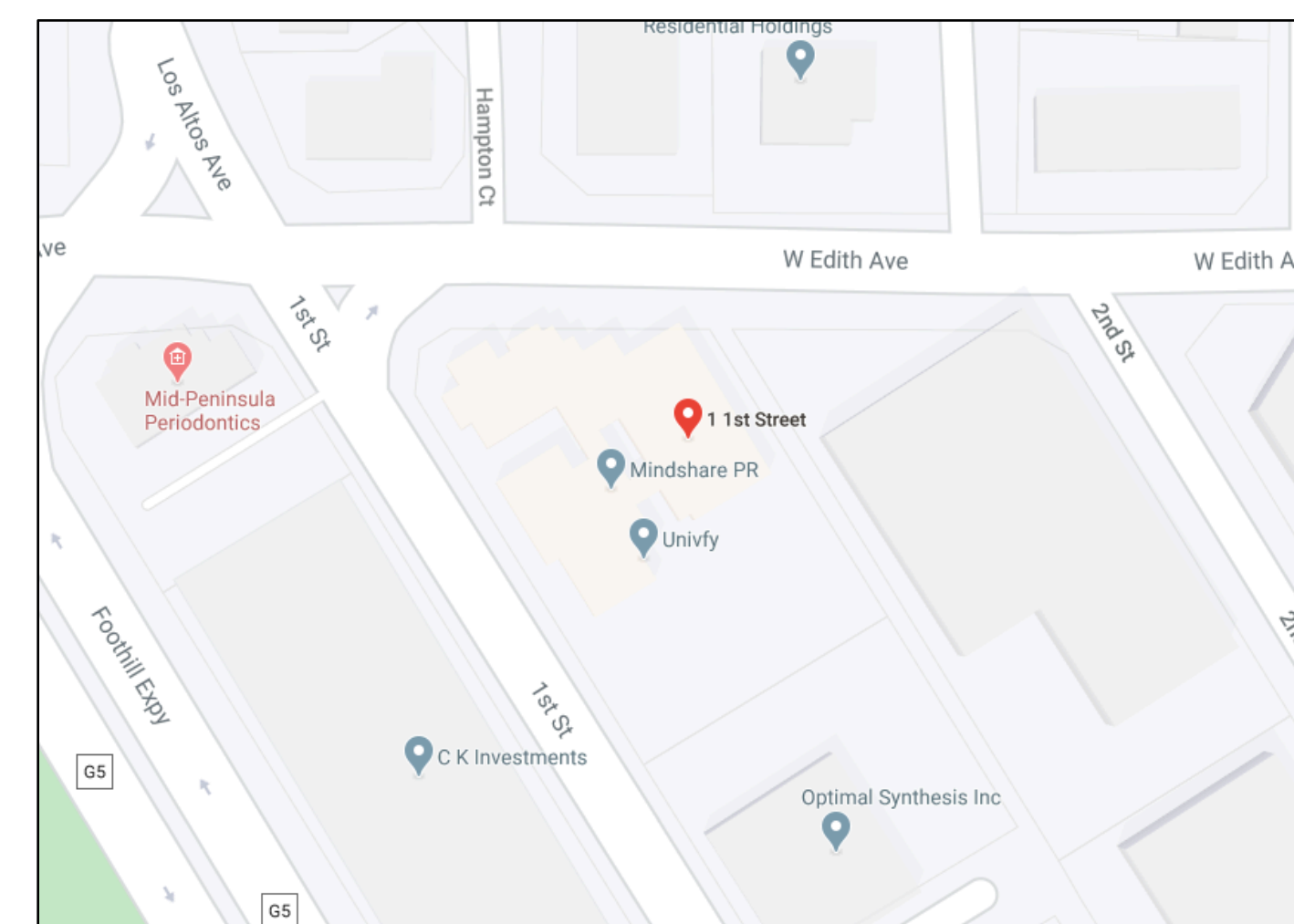
I spent upwards of 90 hours researching everything from cultural integration services to the neuroscience of empathy and persuasion. Through that I honed my research skills and learned to handle multiple research projects at once.

HERBS

The information I needed to find was often not simply there — I needed to rephrase and refine my searches to synthesize my sources to answer the question I started with, showing resilience.

LEARNING OUTCOMES

I exhibited Agency Through Accomplishment each time I submitted my research to the CEO for review and approval. Active and engaged listening techniques showed I was attentive and receptive to his praise and criticisms as I worked towards a better body of research and my next assignment. I would check in with him to verify I was on the right track, and the information I’d present to him would change the question he wanted me to answer, requiring Adaptability and Resilience.



IMPACT

My research provided scientific proof and support for claims the CEO made in meetings and provided a new avenue for consideration when thinking about techniques he trained people on. I improved my ability to let go of confirmation bias when researching so I can get the best, most accurate, and most relevant information to answer the question at hand and find the next one, continuing the discourse and synthesizing new ideas.

ADVICE

“The only thing worse than a wrong answer is the right answer to the wrong question.”