



Communication between client and searcher: a pivotal part of the process to produce a quality search

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Outline

- Introduction to the Nordic Patent Institute
- Communication
 - Where to start
 - How to contact
 - How to ask
 - Procedures
 - Case



Characteristics of the Nordic Patent Institute



- Collaboration of three separate national offices
- Operates both as an international search authority and as a commercial search provider
- Receiving office for applications with international ambitions





Understanding
the task



Searching the
right places



Clear and
consistent
reporting

Dialogue between client and searcher



What is important for the good search

- The client receives the result he or she needs
- Communication
- Technical background
- Search skills



Where to start



Life has to be lived from the beginning, but can only be understood from behind
(Søren Kirkegård, 1813-1855)

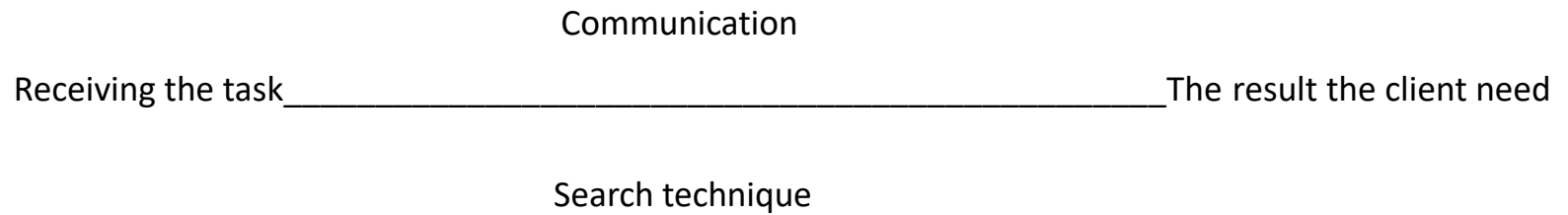


Where to start

- Where would we like to start
- Where should we start



Where to start



How to contact

Oral conversation

– Advantages

- Good understanding of the person
- Free flowing conversation
- Additional clarifications

– Drawbacks

- Difficult to reach
- Phone at a not appropriate time for the client
- No documentation



How to ask



Wonder is the beginning of wisdom
(Socrates, 469 BC-399 BC)



How to ask

- **Questions**
 - A specific question gives a specific answer
 - Good for the understanding of specific technical features
- **Free talk**
 - New important matter
 - Can cause further elaborating questions



How to ask

- Open questions
 - What
 - How
- Listen



Procedures



To dare is to lose one's footing momentarily.

To not dare is to lose oneself

(Søren Kirkegård, 1813-1855)



Procedures



Procedures

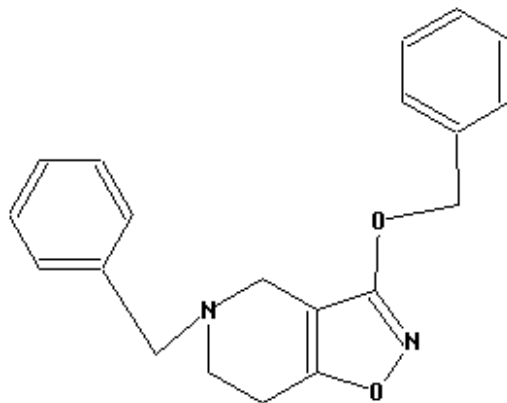
Fear for failures



Case 1



Tetrahydroisoxazolo pyridine derivative, FTO

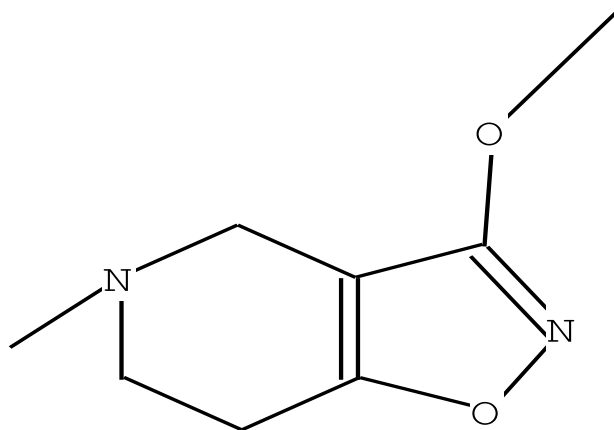


Published 1984, Granted 1988

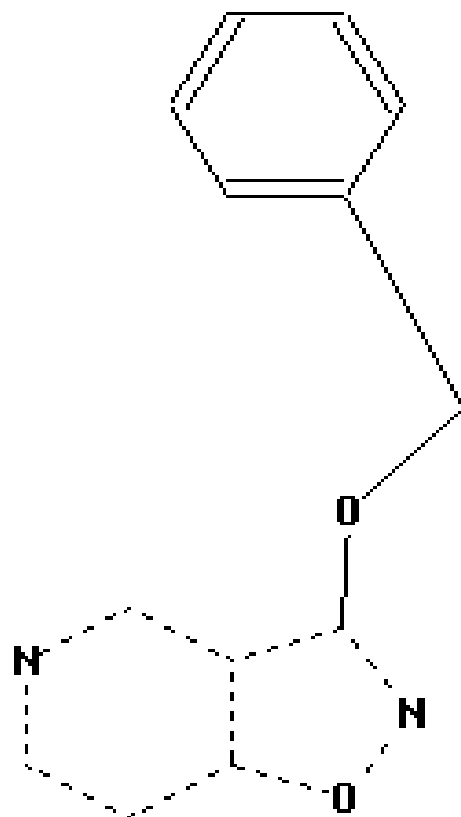


Case 1

Quick and dirty



Case 1





Thank you

