

Client care

Synopsis

Delivering an excellent service to clients is at the heart of every successful law firm.

A straightforward guide to getting client care right for all paralegals, professional support lawyers and support staff. From professional obligations to putting things right when they go wrong, this session will reinforce the key elements of excellent client relationships.

Duration

3 hours

Format

The course uses quizzes, exercises and case studies to ensure the training is interactive and engaging.

Delegates

Paralegals, professional support lawyers and support staff
Maximum 20 per course

Outcomes

As a result of attending the session you will:

- understand the importance of delivering the highest standards of client care
- understand how this translates into your day-to-day dealings with clients
- know what your responsibilities are in the overall relationship
- appreciate how billing practices impact on client relations
- be encouraged to develop your knowledge of the firm and the services it provides

Content

- Why does client care matter to your firm and to you?
- How do law firms get it wrong – ‘client misery factors’ explored
- How do we eradicate misery factors?
- Getting it right – delivering excellent service to your clients
- The importance of managing client expectations
- How do we charge for our services?
- How can I contribute more effectively – working efficiently and profitably
- Positive complaints handling – what to do if things go wrong
- Quiz - How well do you know your firm?