

## Part I: Client Care & Communication Skills

### Synopsis

This course looks at client relationship management from several different perspectives and helps trainees to develop a client centred focus at the start of their careers.

We can deliver parts I, II and III of the PSC Client Care & Professional Standards separately, or all together over 2 or 3 days. Just let us know and we'll fit in to suit you!

### Duration

3-6 hours

### Format

Individual and small group exercises using the firm's documents and protocols

### Delegates

Trainee solicitors  
Maximum 20 per course

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### Outcomes

As a result of this course, you will:

- understand the importance of client relationship management alongside legal expertise
- know your firm's Terms of Business
- contribute effectively to estimating, monitoring and billing costs
- understand how to meet client and regulatory expectations
- use effective techniques when clients complain

### Content

1. What do potential clients care about?
2. What do existing clients care about?
3. Misery factors with a negative impact on client relationships
4. How well do you know the firm?
5. Applying the Standards and Regulations for firms and individuals. What should you do to comply?
6. A solicitor's duties are primarily contractual - the firm's Terms of Engagement
7. Making sure clients get the costs information they need
8. The retainer / letters of engagement
9. Complaints about:
  - a) poor communications
  - b) incomplete advice
  - c) poor costs information